



APPROVAL BLOCK

CAO AB

**CITY OF BELLEVILLE**  
**Matthew MacDonald**  
**Director Corporate Services/Clerk**  
**Corporate Services Department**  
**Report No. DCS-2019-53**  
**November 12, 2019**

**To: Mayor and Members of Council**

**Subject: Unacceptable Customer Behaviour Policy**

**Recommendation:**

"THAT pursuant to the Director of Corporate Services/Clerk's Report No. DCS-2019-53 Council approves the 'Unacceptable Customer Behaviour Policy.'"

**Strategic Plan Alignment:**

The City of Belleville's Strategic Plan identifies nine strategic themes. This report aligns with each of the City's nine strategic themes and the City's mission statement by providing innovative and efficient services in support of our community's vision.

**Background:**

The City from time to time receives contact, in various forms, from members of the public that could be considered outside of normal or traditional requests. Traditionally these instances have been dealt with on an individual basis without a documented or formalized process and in extreme cases, are generally dealt with in consultation with and under the guidance and assistance of the City solicitor.

The development of the proposed policy (attached) is intended to provide a formalized and consistent process that allows for ease of application for all stakeholders involved including city staff, Council and members of the public.

During the development of the policy management reviewed similar policies from a number of municipalities and spoke to municipal staff about their experiences with the application of their policy in an attempt to determine what worked and what did not add value to the process.

**Financial/Analysis:**

N/A

**Conclusion:**

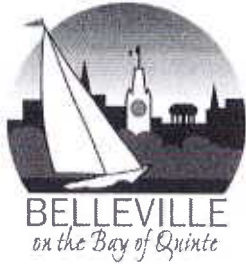
Management is recommending that Council approve the Unacceptable Customer Behaviour Policy.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Matthew MacDonald', written in a cursive style.

Matthew MacDonald  
Director Corporate Services

attachment: Unacceptable Customer Behaviour Policy



## **City of Belleville**

**Subject:** **Unacceptable Customer Behaviour Policy**

**Dated:** **November 2019**

**Revised:**

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### **1. POLICY STATEMENT**

- 1.1. The City of Belleville recognizes the importance of public feedback and welcomes citizen interaction as a valuable form of consultation regarding our services, operations and facilities. The information gained from public feedback assists in improving the quality of the services provided by the City and the client experience of residents.
- 1.2. The City of Belleville is committed to providing professional and timely service to all members of the public and aims to address inquiries, requests and complaints in a consistent manner.

### **2. PURPOSE**

- 2.1. Vexatious or frivolous requests and/or unacceptable persistent requests or behaviour may compromise the Municipality's ability to deliver high quality service in a timely manner. These situations may require the Municipality to put limits on the contact which individuals or groups have with the Municipality. These actions will ensure that municipal resources are used effectively and efficiently, while still maintaining a high level of customer service and responsiveness.
- 2.2. This policy will guide staff to identify situations that meet the criteria of vexatious, frivolous and/or unacceptable and the associated actions that may be undertaken in such circumstances. The aim of this policy is to contribute to the overall intent of dealing with individuals or groups in ways which are consistent, fair and reasonable while acknowledging that there may be a need to shield staff from unacceptable behaviour.

### 3. LEGISLATIVE AUTHORITY

- 3.1. Section 11(1) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, provides the legislative authority that a municipality may provide any service or thing that the municipality considers necessary or desirable for the public.

### 4. DEFINITIONS

- 4.1. **“CAO”** – shall mean the Chief Administrative Officer (CAO) or designate duly appointed by the Municipality as prescribed in Section 229 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, or his/her delegate.
- 4.2. **“Department Head”** - shall include the Manager of Economic & Strategic Initiatives, Director of Corporate Services/City Clerk, Director of Engineering and Development Services, General Manager of Transportation & Operations Services, General Manager of Environmental Services, Director of Finance/Treasurer, Director of Human Resources, Director of Recreation, Culture & Community Services, Director of Fire and Emergency Services/Fire Chief.
- 4.3. **“Employee”** – all union and non-union employees of the Municipality.
- 4.4. **“Frivolous”** – shall mean not having any serious purpose or value.
- 4.5. **“Municipality”** – shall mean the Corporation of the City of Belleville.
- 4.6. **“Vexatious”** – shall mean causing or tending to cause annoyance, frustration, or worry.

### 5. SCOPE

- 5.1. This policy is not intended to deal with generally difficult people, but rather, it applies to unacceptable behaviour and unreasonably persistent requests from the same individual or group.

The decision to classify someone’s behaviour as unacceptable, or to classify a request as vexatious or frivolous, may have serious consequences for the individual or group, including but not limited to restricting access to municipal services.

The decision may be as a result of a repeated pattern of conduct when, on several occasions, an individual or group engages in one or more of the identified examples of unacceptable behaviour or requests identified as frivolous or vexatious. This does not preclude a single significant incident

from being considered under this policy.

For immediate threats to persons or property, call 911 and/or follow the Violence/Harassment in the Workplace Policy.

## **6. EXAMPLES OF UNACCEPTABLE BEHAVIOUR**

6.1. Examples of what might be considered unacceptable behaviour are listed below. This 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:

- i) Refusing to specify the grounds of a complaint.
- ii) Changing the basis of the complaint/request as the matter proceeds.
- iii) Denying or changing statements made at an earlier stage.
- iv) Covertly recording meetings and conversations.
- v) Submitting falsified documents from themselves or others.
- vi) Making excessive demands on the time and resources of staff/council with lengthy phone calls, number of emails to a single or numerous staff/council, or voluminous requests.
- vii) Refusing to accept the decision; repeatedly arguing points with no new evidence.
- viii) Persistently approaching the Municipality through different routes about the same issue.
- ix) Interaction(s) that are initiated with the intent to embarrass, delay or annoy, or is part of a pattern of conduct by an individual or group.
- x) Causing distress to staff/council; this could include use of hostile, abusive or offensive language, or an unacceptable fixation on an individual member of staff/council.
- xi) Making unjustified complaints about staff who are attempting to deal with issues, and seeking to have them replaced.

## **7. EXAMPLES OF VEXATIOUS OR FRIVOLOUS REQUESTS**

7.1. Examples of what might be considered vexatious or frivolous requests are listed below. This list is not exhaustive, nor does one single feature on its own necessarily imply that the request will be considered vexatious or frivolous:

- i) Submission of requests with very high volume and frequency of correspondence.
- ii) Requests for information the requester has already seen, or clear intention to reopen issues that have already been considered.
- iii) Where complying with the request would impose significant burden

on the Municipality in terms of expense, and negatively impacting the ability of staff to provide service to others.

- iv) Where it appears that the requestor seeks to cause inconvenience, disruption or annoyance through the request.
- v) Where the request lacks any serious purpose or value; an apparent lack of value would not usually be enough on its own to make a request vexatious, but may when considered with other examples.
- vi) Harassing the Municipality and/or staff/council; this could include very high volume and frequency of correspondence, or combining requests with accusations and complaints.

## 8. PROCEDURE

### 8.1. Identifying the Problem

Before deciding to apply any restrictions, the Municipality must ensure that:

- i) The request has been dealt with properly and in line with the relevant procedures and statutory guidelines.
- ii) Reasonable efforts have been made to satisfy and resolve the request.
- iii) The individual is not presenting new material or information about the situation or that it is not a new request.

Each case will be considered on an individual basis. The decision to classify behaviour as unacceptable or to classify the request as vexatious or frivolous will be made by the Department Head of the relevant service area in consultation with the CAO.

### 8.2. Decision

#### Employee

If an Employee member believes that a request or behavior is unacceptable, frivolous or vexatious, the Employee member should consult with the Department Head, provide any supporting materials and advise the Department Head of the steps that have been taken in attempting to resolve the issue, including as appropriate:

- the length of time that staff has been in contact with the individual or group, history of the interactions (if applicable) and the amount of correspondence that has been exchanged with the individual or group;
- the number of requests that the individual or group has brought forward and the status of each;
- the nature of the individual or group's behavior;

- the amount of time that has been consumed and the impact.

#### Department Head

The Department Head is responsible for reviewing the information provided by staff member in a timely manner and confirming if this policy should apply. The Department Head shall:

- review the information provided by staff member and determine if the request is unacceptable, vexatious or frivolous;
- contact other Department Heads to determine if the individual or group is contacting multiple departments and/or staff;
- work with staff member to determine the appropriate restrictions, how to inform the individual or group of the restrictions and determine a review date;
- meet with the CAO to outline the situation, review recommendations and the appropriate method of informing the individual or group.

#### Council Members

If a Council member believes that a request or behavior is unacceptable, frivolous or vexatious, the Council member should consult with the Chief Administrative Officer (CAO), provide any supporting materials and advise the CAO of the steps that have been taken in attempting to resolve the issue, including as appropriate:

- the length of time that the councillor has been in contact with the individual or group, history of the interactions (if applicable) and the amount of correspondence that has been exchanged with the individual or group;
- the number of requests that the individual or group has brought forward and the status of each;
- the nature of the individual or group's behavior;
- the amount of time that has been consumed and the impact.

#### Chief Administrative Officer (CAO)

The CAO will review all information provided by staff/council members and/or Department Head(s) and will make a final determination to classify an individual or group's behaviour as unacceptable or to classify a request as vexatious or frivolous.

Determining factors include:

- the request has been properly investigated;
- communication with the individual or group has been adequate; and
- the individual or group is not attempting to provide new information when contacting staff/council member.

Where the individual or group in question has been dealing with staff and following a decision by the Department Head, in consultation with the CAO, that an individual or group's behaviour is unacceptable or a request is vexatious or frivolous, the individual or group (where appropriate and possible) will receive written notification that:

- explains what action(s) staff has taken and why;
- indicates what restrictions have been applied and how long they will be in effect;
- advises how the individual or group can appeal the restrictions.

Where the individual or group in question has been dealing with a Council member and following a decision by the CAO, that an individual or group's behaviour is unacceptable or a request is vexatious or frivolous, the individual or group (where appropriate and possible) will receive written notification that:

- explains what action(s) staff has taken and why;
- indicates what restrictions have been applied and how long they will be in effect;
- advises how the individual or group can appeal the restrictions.

### 8.3. **Council Notification**

If restrictions are placed on an individual or group, the CAO will inform Council of the issue and the details of the restrictions applied.

### 8.4. **Application of Restrictions**

Restrictions will be tailored to deal with the individual circumstances and may include one or more of the following (the list is not exhaustive):

- Placing limits on the number and duration of contacts with staff/council per week or month.
- Offering a restricted time slot for necessary calls.
- Limiting the individual or group to one method of communication (ex. Phone, letter, email, etc.).
- Requiring any personal contacts to take place in the presence of a witness and in a suitable location.
- Requiring the individual or group to make contact by telephone only through a third party (ex. solicitor, counsellor, friend acting on their behalf).
- Limiting or regulating the individual or group's use of the Municipality's



- services.
- Refusing the individual or group access to any municipal buildings except by appointment.
  - Informing the individual or group that further contact on the matter of the complaint/request will not be acknowledged or replied to.
  - Pursuing legal actions (eg. Issuance of Notice of Trespass).
  - Where efforts to resolve matters with the individual or group have not been successful, the case or request may be closed.
  - Other actions as deemed appropriate.

#### 8.5. **Review of Restrictions**

When restrictions are put in place, a review date will be set. This will be based on the circumstance of the case and could be for a period of three (3) months or longer depending on the severity of the situation. The status of the individual or group will be reviewed by the relevant Department Head on or before the review date. The individual or group, where possible, shall be informed of the outcome of the review.

Where the Department Head, in consultation with the CAO, feels the restrictions should continue, the individual or group will be notified of the reasons and given another date for review.

#### 8.6. **Dispute**

Once the Municipality has communicated their decision, if the subject individual or group wishes to appeal that decision an appeal may be submitted in writing with reasons for the objection, to the Municipality for review and a decision by Council.

### **9. ACCOUNTABILITY FRAMEWORK**

The Chief Administrative Officer is responsible for ensuring compliance with this policy.

### **10. POLICY REVIEW**

This Policy shall be reviewed at least once per term of Council.



APPROVAL BLOCK	
CAO	<i>RS</i>
DCS	<i>W</i>
DEDS	<i>SA</i>
GMT&OS	<i>M</i>

**CITY OF BELLEVILLE**  
**Christine Stewart, Deputy City Clerk**  
**On Behalf of the Transportation Committee**  
**Report No. DCC-2019-11**  
**November 12, 2019**

**To:** Mayor and Members of Council

**Subject:** City of Belleville - Transportation Committee

**Recommendation:**

“THAT Council approve the recommendations of the Transportation Committee for those items outlined in the Deputy City Clerk Report No. DCC-2019-11, City of Belleville Transportation Committee.

**Strategic Plan Alignment:**

The City of Belleville’s Strategic Plan identifies nine strategic themes. The recommendation within this report aligns with the City’s strategic theme “Transportation and Mobility” and the City’s strategic objective to “Plan and develop a safe and efficient road and transportation system that addresses the needs of our residents and businesses”.

**Background:**

The Transportation Committee met on October 30, 2019 and reviewed traffic and active transportation issues as outlined in the meeting agenda.

**Analysis:**

The Transportation Committee met to review the items on the agenda and as a result, the following recommendations are presented to Council for **approval**:

(A) Wallbridge Loyalist Road Parking Restrictions

That pursuant to the Deputy City Clerk Report Number DCC-2019-03(TC) that Schedule “B” to By-law Number 12967 be amended by adding a No Parking Anytime restriction on both sides of Wallbridge Loyalist Road between Dundas Street West (Old Highway 2) and Highway 401.

(B) 11 Station Street – Accessible Parking

That pursuant to the Deputy City Clerk Report Number DCC-2019-02(TC) that the City does **not** designate an on-street accessible parking space located in front of 11 Station Street.

**Conclusion:**

In accordance with the Transportation Committee Terms of Reference, Council approval of the Committee's recommendation is requested.

Respectfully submitted,



Christine Stewart  
Deputy City Clerk  
On Behalf of the Transportation Committee

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Attachments: October 30, 2019 Transportation Committee Draft Minutes  
Report DCC-2019-03(TC)  
Report DCC-2019-02(TC)



## TRANSPORTATION COMMITTEE MINUTES

October 30, 2019

A regular meeting of the Transportation Committee was held on the above date in the Sir Mackenzie Bowell Room, 3<sup>rd</sup> Floor, City Hall, at 4:30 p.m.

### ORDER OF BUSINESS

#### 1. CALL TO ORDER

The meeting was called to order.

#### 2. ATTENDANCE

##### **Members Present**

Councillor P. Carr  
Councillor G. Thompson  
Councillor B. Sandison  
Councillor R. Williams  
Ms. Alexandra Cleave  
Mr. Howard Pulver

##### **Staff Present**

Ms. C. Stewart, Deputy City Clerk  
Mr. R. Ford, Acting Director of Engineering & Developmental Services  
Mr. J. Reid, General Manager Transportation and Operations

#### 3. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

There were no disclosures at today's meeting.

#### 4. CONFIRMATION OF MINUTES

Minutes of the Committee Meeting held on September 25, 2019.

Moved by Councillor Carr  
Seconded by Councillor Sandison

THAT the Minutes of the September 25, 2019  
Transportation Committee Meeting be approved and  
adopted.

-CARRIED-

## 5. DEPUTATIONS

There were no deputations at today's meeting

## 6. REPORTS

### 6.1 River Road – Speed Limit Reduction to 40 km/hr. – Speed Spy Report

Moved by Councillor Carr  
Seconded by Councillor Williams

THAT the Transportation Committee recommends the  
following:

THAT the SpeedSpy Report be received and the resident  
who expressed concerns be advised of the SpeedSpy  
findings.

-CARRIED-

### 6.2 Casey Road – SpeedSpy Report

Moved by Councillor Carr  
Seconded by Mr. Pulver

THAT the Transportation Committee recommends the  
following:

THAT the SpeedSpy Report be received and the resident  
who expressed concerns be advised of the SpeedSpy  
findings.

-CARRIED-

### 6.3 Wallbridge Loyalist Road Parking Restrictions

Moved by Councillor Sandison  
Seconded by Ms. Cleave

THAT the Transportation Committee recommends the  
following:

THAT pursuant to the Deputy City Clerk Report No. DCC-2019-03(TC) that Schedule "B" to By-law Number 12967 be amended by adding a No Parking Anytime restriction on both sides of Wallbridge Loyalist Road between Dundas Street West (Old Highway 2) and Highway 401.

-CARRIED-

#### **6.4 11 Station Street Accessible Parking**

Moved by Councillor Williams  
Seconded by Councillor Sandison

THAT the Transportation Committee recommends the following:

THAT pursuant to the Deputy City Clerk Report No. DCC-2019-02(TC) that the City does not designate an on-street accessible parking space located in front of 11 Station Street.

-CARRIED-

### **7. INFORMATION ITEMS**

#### **7.1 Greenspace (Canniff Mills) – Use of ATVs**

Moved by Councillor Carr  
Seconded by Ms. Cleave

THAT the Transportation Committee recommends the following;

THAT this item be tabled to the next meeting of the Committee.

-CARRIED-

#### **7.2 Donald Street - Parking Concerns**

Moved by Councillor Carr  
Seconded by Councillor Sandison

THAT the Transportation Committee recommends the following:

THAT staff be directed to prepare a report on this item for consideration at a future meeting of the Committee.

-CARRIED-

**7.3 Aldersgate Drive – Speed Limit Signs and Playground Signs**

Moved by Councillor Thompson  
Seconded by Councillor Williams

THAT the Transportation Committee recommends the following:

THAT staff be directed to prepare a report on this item for consideration at a future meeting of the Committee.

-CARRIED-

**8. NEW BUSINESS**

**8.1 Summary of Items**

Councillor Carr suggested that if possible he would like the Committee to receive a summary sheet of outstanding items to be included with each Agenda.

**8.2 Clearview Road and Pine Hill Crescent**

Councillor Sandison advised that the stop sign is not visible at the intersection of Clearview Road and Pine Hill Crescent. Also there is an existing hidden driveway and a newly severed property that needs consideration.

Moved by Councillor Sandison  
Seconded by Councillor Carr

THAT the Transportation Committee recommends the following:

THAT staff be directed to prepare a report on this item for consideration at a future meeting of the Committee.

-CARRIED-

**8.3 Settlers Ridge - Hampton Ridge Drive and Kempton Avenue**

Councillor Sandison advised that the residents in this subdivision have concerns about excessive speeds and have requested a 3-Way Stop at the intersection of Hampton Ridge Drive and Kempton Avenue.

Moved by Councillor Sandison  
Seconded by Councillor Carr

THAT the Transportation Committee recommends the following:

THAT staff be directed to prepare a report on this item for consideration at a future meeting of the Committee.

-CARRIED-

#### **8.4 Cloverleaf Drive and Sidney Street**

Councillor Sandison suggested the stop sign on Cloverleaf Drive requires review with regards to placement of the stop sign and the possibility of a stop ahead warning sign.

Staff will review and make any appropriate changes/improvements.

#### **8.5 Geddes Street/South Park – Stop Signs**

Councillor Williams had received complaints about vehicles running the stop sign.

This item was discussed (Item 7.15) at the September 25, 2019 meeting and staff was directed to prepare a report for consideration at a future meeting of the Committee.

#### **8.6 By-law to Regulate the Operation of All-Terrain Vehicles**

The Deputy City Clerk advised that the deadline for public feedback on the proposed amendment to By-law Number 2017-156 a By-law to regulate the operation of all-terrain vehicles in the City of Belleville, was October 16, 2019 and no comments were received. The amending by-law will be presented at the November 12, 2019 Council meeting for 2<sup>nd</sup> and 3<sup>rd</sup> reading and final passing.

### **9. NEXT MEETING**

The next meeting of the Transportation Committee is scheduled for **Wednesday, November 27, 2019 at 4:30 p.m.**

It was the consensus of the Committee that there will be no meeting in December.

### **10. ADJOURNMENT**

The meeting was adjourned at 5:15 p.m.





**CITY OF BELLEVILLE**  
**Christine Stewart, Deputy City Clerk**  
**Corporate Services Department**  
**Parking Services**  
**Report No. DCC-2019-03(TC)**  
**October 23, 2019**

**To: Transportation Committee**

**Subject: Amendment to Traffic By-Law Number 12967**  
**Schedule B – Parking Restrictions**  
**Wallbridge Loyalist Road**  
**Between Dundas Street and Highway 401**

**Recommendation:**

“THAT pursuant to Deputy City Clerk Report No. DCC-2019-03 (TC), that the Transportation Committee recommend to Council that Schedule “B” to By-Law Number 12967 be amended by adding a No Parking Anytime restriction on both sides of Wallbridge Loyalist Road between Dundas Street West and Highway 401.”

**Background:**

Over the past few months there has been an increase in the number of complaints regarding vehicles parked along Wallbridge Loyalist Road by Loyalist College. It is speculated that students are parking along the roadside to avoid paying parking fees the College charges in their parking lot.

**Analysis:**

Wallbridge Loyalist Road is a boundary road between the City of Belleville and the City of Quinte West. A review of the boundary road agreement identified that Wallbridge Loyalist Road from Dundas Street West (Old Highway 2) to Highway 401 is part of the City of Belleville’s road system *for all interests and purposes*.

Currently, enforcement officers are relying on a general provision in Traffic By-law Number 12967 when writing tickets however in anticipation of an increase in the number of vehicles parked along Wallbridge Loyalist Road, particularly in front of the College, Staff believes that an amendment to the Traffic Bylaw to prohibit parking at any time on both sides of Wallbridge Loyalist Road from Dundas Street West (Old Highway 2) to Highway 401, should be considered.

Placement of additional signs to indicate that parking is not permitted along the roadway in front of the college will also assist with reducing the number of motorists that chose to park their vehicle in this location.

**Conclusion:**

Staff is recommending that the Transportation Committee recommend to Council that Schedule "B" to By-law Number 12967 be amended by adding a No Parking Anytime restriction on both sides of Wallbridge Loyalist Road between Dundas Street West (Old Highway 2) and Highway 401.

Respectfully submitted,



Christine Stewart  
Deputy City Clerk

CAS/ev



**CITY OF BELLEVILLE**  
**Christine Stewart, Deputy City Clerk**  
**Corporate Services Department**  
**Parking Services**  
**Report No. DCC-2019-02(TC)**  
**October 23, 2019**

**To: Transportation Committee**

**Subject: Request for Designation of Accessible Parking Space  
11 Station Street**

**Recommendation:**

"THAT pursuant to Deputy City Clerk Report No. DCC-2019-02(TC) that the Transportation Committee recommend to Council that the City does not designate an on-street accessible parking space located in front of 11 Station Street.

**Background:**

The property manager on behalf their tenant, Service Canada Resource Centre, submitted a request to have the City of Belleville designate an on-street accessible parking space in front of their facility located at 11 Station Street.

The request is in response to visitors to the facility filing complaints with Service Canada that there are no accessible on-street parking spaces in front of the facility located at 11 Station Street.

**Financial/Analysis:**

The site was reviewed by the Accessibility Coordinator to determine if the location was suitable for an accessible parking space.

The Accessibility Coordinator's findings were presented to the Accessibility Advisory Committee and the Accessibility Advisory Committee recommends that the City does not designate on-street accessible parking in front of 11 Station Street. (See memo attached)

The Parking Program Coordinator also conducted a review of the site and concurs with the findings of the City's Accessibility Coordinator. In addition, it was noted that there are two (2) accessible parking spaces located in the facility's parking lot that are adjacent to a ramp that leads to a building entrance. (see street-view picture attached)

**Conclusion:**

Staff is recommending that the Transportation Committee recommend to Council that the City does not designate an on-street accessible parking space located in front of 11 Station Street.

Respectfully submitted,



Christine Stewart  
Deputy City Clerk

CAS/

Attachments memo from Accessibility Coordinator  
Street-view picture



# Memo

**To:** Kevin Murphy and the Traffic Advisory Committee

**From:** The Accessibility Advisory Committee

**Date:** September 25<sup>th</sup>, 2019

**RE:** Request for on-street designated accessible parking in front of 11 Station St.

**Background:** It is the understanding of this Committee that a request was put forward for the City of Belleville to designate an on-street accessible parking spot in front of 11 Station St., also known as the Service Canada building.

**Recommendation:** After consideration of the request and review of the site, this Committee has determined that this is not a functional location for accessible parking due to the physical characteristics of the site and extreme safety concerns.

- Therefore, the Accessibility Advisory Committee recommends that the City **does not** designate on-street accessible parking in front of 11 Station St.

The Accessibility Advisory Committee wishes to thank you in advance for your consideration of accessibility, inclusive use, and universal design. If you are interested in receiving more information in these areas, our Committee would be happy to assist you with offering further feedback and resources, including site visits.

I trust these comments will be of assistance. If you have any questions please do not hesitate to get in touch.

*Sarah Collins*

Sarah Collins, on behalf of the Accessibility Advisory Committee

Accessibility Coordinator

[scollins@belleville.ca](mailto:scollins@belleville.ca) 613-967-3200 ext. 3502

Google Maps 11 Station St



Map data ©2018, Imagery ©2018

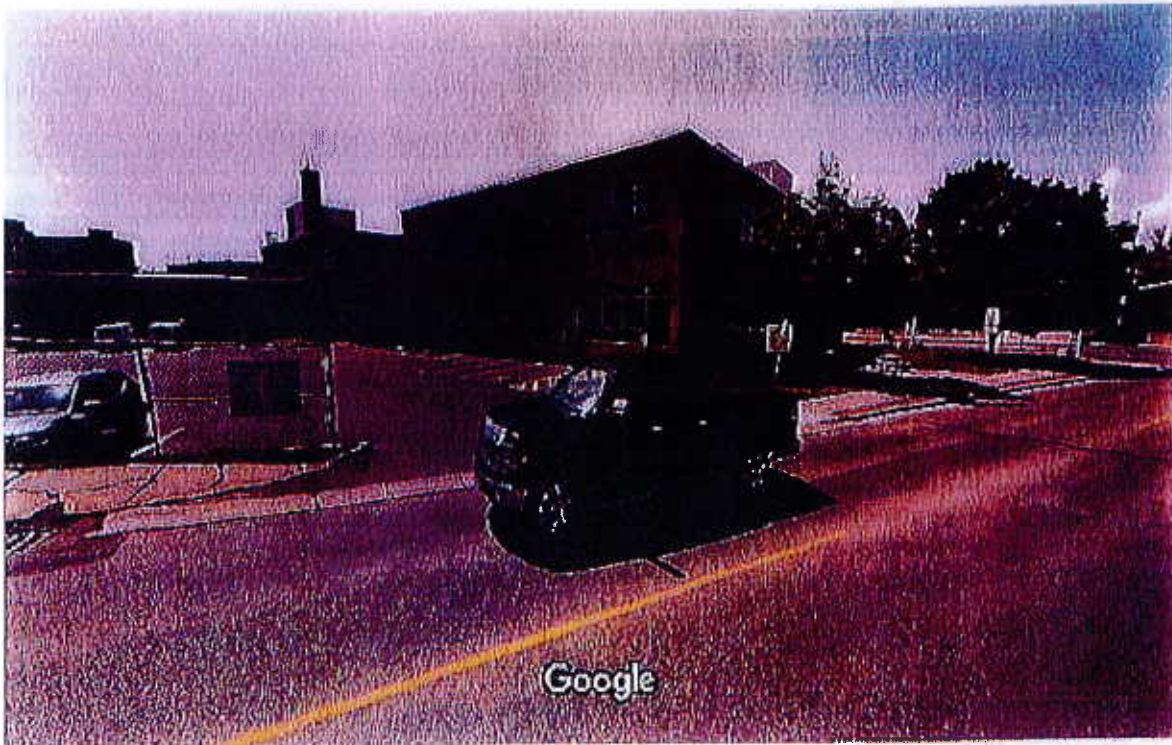
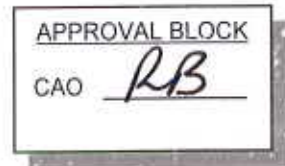


Image capture: Jul 2018 © 2019 Google

Belleville, Ontario

Google

Street View - Jul 2018



**CITY OF BELLEVILLE**  
**Carol Hinze**  
**Director of Finance/Treasurer**  
**Finance Department**  
**Report No. DF-2019-29**  
**November 12, 2019**

**To:** Mayor and Members of Council

**Subject:** Delegation of Tax Appeals Under Section 357 (1)(d.1) to the Assessment Review Board

**Recommendation:**

“THAT pursuant to Director of Finance/Treasurer’s Report No. DF-2019-29 a by-law be prepared being “A by-law to delegate tax appeal applications under subsection 357 (1)(d.1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, to the Assessment Review Board in accordance with subsection 357(11) of the Municipal Act, 201, S.O. 2001, c.25, as amended”

**Strategic Plan Alignment:**

The City of Belleville’s Strategic Plan identifies nine themes. The recommendation within this report aligns with the City’s nine strategic themes and the City’s Vision Statement of financial sustainability.

**Background:**

Section 357 (1) (d.1) of the Municipal Act, 2001 gives municipalities the discretion to “cancel, reduce or refund all or part of taxes levied on land in the year in respect of which the application is made, if the applicant is unable to pay taxes because of sickness or extreme poverty.” These claims are rare amongst municipalities and the City of Belleville has not processed a claim under this section to date. The Municipal Act, 2001 provides no definition or specific criteria to determine “sickness or extreme poverty”. In addition, there are no evidentiary requirements in the Municipal Act, 2001 in support of these applications. The absence of these criteria and supporting guidelines makes it very difficult for Finance staff to make fair and educated recommendations in these matters.

It is recommended that the City of Belleville delegate this type of appeal, whenever received, to the Assessment Review Board. A copy of the Assessment Review Board’s information sheet for persons filing Sickness and Extreme Poverty appeals is attached to this report as Appendix B. The

Assessment Review Board is an independent adjudicative tribunal established under the Assessment Act, with a mandate to hear appeals about property assessment and classification. The Board also has specialized experience dealing with appeals relating to the cancellation, reduction or refund or all or part of taxes due to extreme poverty or sickness.

Delegating authority to the ARB to manage the application process for tax relief due to sickness or extreme poverty will ensure that a streamlined and accessible program is available for property owners to utilize. The ARB has an established process to handle these applications and can more efficiently and consistently determine entitlements consistent with the Act. Without delegating this responsibility, staff will be required to develop a program complete with applications and communication protocols to fulfill the requirements of the Municipal Act.

In order to effect the delegation of this type of tax appeal to the Assessment Review Board, a by-law is required in accordance with subsection 357(11). A proposed by-law is attached as Appendix A. Upon approval of the by-law, the City's Property Tax website will be updated to provide applications for subsection 357, 357(1)(d.1) and 358 to facilitate better customer access.

#### **Analysis/Financial:**

If the Assessment Review Board cancels taxes under sub section 357(1)(d.1), any penalty and interest associated with the taxes will also be cancelled. Based on the experience of other municipalities, the impact of this proposed change in process should not be significant and any decision can be financed within the existing budget for tax adjustments. Finance will monitor the effect of any decisions received from the ARB through the annual budget process.

#### **Conclusion:**

In summary, staff recommend that Council pass the proposed by-law attached as Appendix A to this report to delegate any tax appeal application received under subsection 357 (1)(d.1) to the Assessment Review Board.

Respectfully submitted,



Carol Hinze,  
Director of Finance/Treasurer

Attachments  
CH:sf

Appendix "A"  
Attachment to Report No. DF-2019-29



**THE CORPORATION OF THE CITY OF BELLEVILLE****BY-LAW NUMBER 2019-199**

**A BY-LAW TO DELEGATE TAX APPEAL APPLICATIONS RECEIVED UNDER SUBSECTION 357(1)(D.1) OF THE MUNICIPAL ACT, 2001, S.O. 2001, C.25, AS AMENDED TO THE ASSESSMENT REVIEW BOARD IN ACCORDANCE WITH SUBSECTION 357(11) OF THE MUNICIPAL ACT, 2001, S.O. 2001, C.25, AS AMENDED.**

THE CORPORATION OF THE CITY OF BELLEVILLE BY THE COUNCIL THEREOF HEREBY ENACTS AS FOLLOWS:

**WHEREAS** subsection 5(3) of the Municipal Act, 2001, S.O. 22001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

**AND WHEREAS** subsection 357(1)(d.1) of the Municipal Act, 2001, as amended, provides that upon application to the treasurer of a local municipality made in accordance with subsection 357(11) of the Municipal Act, 2001, as amended, the local municipality may cancel, reduce or refund all or part of taxes levied on land in the year of which application is made where the applicant is unable to pay taxes because of sickness or extreme poverty;

**AND WHEREAS** subsection 357(11) of the Municipal Act, 2001, as amended, provides that a council may pass a by-law authorizing the Assessment Review Board to exercise the powers and functions of the council under subsections 357(1) and (5) with respect to applications made under subsection 357(1);

**AND WHEREAS** the Council of The Corporation of the City of Belleville deems it appropriate to pass a by-law in accordance with subsection 357(1)(d.1) and subsection 357(11) of the Municipal Act, 2001, as amended;

**NOW THEREFORE** the Council of The Corporation of the City of Belleville enacts as follows:

1. The Assessment Review Board shall exercise the powers and functions of the Council of the Corporation of the City of Belleville under subsection 357(1)(d.1) of the Municipal Act, 2001 in respect of an application for the cancellation, reduction or refund of taxes for reasons of sickness or extreme poverty.
2. Subsections 357 (6), (7), (8), (9) and (10) of the Municipal Act, 2001 do not apply to such applications due to the delegation of authority.

3. A certified copy of the By-law shall be forwarded to the registrar of the Assessment Review Board and to the Municipal Property Assessment Corporation in accordance with subsection 357 (12) of the Municipal Act, 2001.
4. Following the passing of this by-law, every application for cancellation, reduction or refund of taxes due to sickness or extreme poverty shall be forwarded to the Assessment Review Board for processing.
5. This by-law comes into force on the day it is passed.

Read a first time this **12<sup>th</sup>** day of **November 2019**.

Read a second time this **12<sup>th</sup>** day of **November 2019**.

Read a third time and finally passed this **12<sup>th</sup>** day of **November 2019**.

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MITCH PANCIUK

MAYOR

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MATT MACDONALD

CITY CLERK



## Tax Relief Due to Sickness of Extreme Poverty

### What is a sickness or extreme poverty appeal?

Both the Municipal Act, 2001 and the City of Toronto Act, 2006 permit municipalities to cancel, reduce or refund all or part of taxes if you are unable to pay your taxes because of sickness or extreme poverty. If you believe you are entitled to tax relief for a particular tax year, you must apply before February 28 of next year. Applications are made to the municipality, unless the municipality has passed a by-law that gives the power to grant this tax relief to the Assessment Review Board (ARB).

### How do I file this appeal?

If you are unable to pay your taxes because of sickness or extreme poverty you should contact your municipality for information on how to apply for tax relief. They will let you know the process to follow.

In some cases you will have to apply to the municipality and then, if you are not satisfied with the outcome, you can appeal to the ARB. In other cases you may be able to apply directly to the ARB.

In either case the deadline for applying for tax relief for each tax year is February 28 of the following year. For example, if you are seeking tax relief from your 2016 taxes, you would need to file your application on or before February 28, 2017.

File your appeal using the Sickness or Poverty Appeal Form, available [here](#).

After filling out the correct form, send it to the ARB **before the deadline**, there is no filing fee for Poverty or Sickness Appeals. Send your appeal:

**By fax:** 416-314-3717 or 1-877-849-2066, or

**By mail:** 655 Bay Street, 15th Floor, Toronto ON, M5G 1E5, or

**In person:** 655 Bay Street, 15th Floor, Toronto (on Bay, north of Dundas)

You will be mailed a letter letting you know that the ARB has received your appeal and that a hearing will be scheduled. You will also be provided with a date to start working on your appeal, which will be heard by summary proceeding.

For more information, see the General and Summary Proceedings information sheet, available [here](#).

### How do I prepare for my hearing?

To prepare for your hearing, bring **two** photocopies of all documents you plan on presenting as evidence. Your evidence should:

- relate to the tax year of your appeal, and
- relate to all adults living with you.

Some examples of the kinds of evidence you should bring to prove your claim include:

- income statements from any source, including an employer, long term disability, spouses income, income from a tenant, or any other source,
- personal income tax assessments from the Canada Revenue Agency,
- documentation related to the Ontario Disability Support Program,
- personal bank statements for all of your bank accounts,
- a listing of all your assets and their value, including the value of the property, any other properties, vehicles, investments, RRSP's, Canada Savings Bonds, and any other assets,
- copies of monthly bills, and a detailed list of expenses, including items such as medications, medical supplies, transportation, loan payments, mortgage payments, groceries, personal expenses, child care, housing, life insurance, and any other expenses,
- supporting documents from doctors or other medical professionals for any medical care,
- supporting documents to show that you were unable to work because of sickness, such as documents from the Workplace Safety and Insurance Board, and
- any other evidence that you feel will support your position.

Under the ARB's Rules of Practice and Procedure, you are required to disclose to the municipality **all** documents in your possession, control or power, that are relevant to the matters raised in your appeal, even if you do not intend to rely on a particular document at the hearing.

**Note:** Send one copy of all your evidence to the municipality before your hearing date. Contact the Revenue or Tax Department of your municipality to find out their mailing address.

### **Where will my hearing take place?**

You will be sent a letter in the mail with the date, time and location of your hearing. The hearing will be held in the municipality you live in or as close to the municipality as possible.

### **Can anyone watch my hearing?**

No. Appeals that deal with sickness or extreme poverty are private. These hearings only involve the person who filed the appeal, the municipality, and the ARB.

### **What if I am going to be late to my hearing?**

Please call the ARB as soon as you realize you may be late. Call toll-free 1-866-448-2248 or (416) 212-6349 and ask to speak to a Case Coordinator. Make sure you have your hearing notice with you when you call, so you can provide the information needed to direct you to the right person.

## Will the hearing venue be accessible?

ARB hearings are held in municipal sites throughout Ontario. The ARB's offices are accessible and the Accessibility Standards for Customer Service applies to municipalities. The ARB strives to schedule hearings at accessible facilities. If you have any questions about accessibility, please call the ARB and ask to speak to the Accessibility Coordinator.

## What if I need an interpreter?

Most hearings are held in English. The ARB can hold hearings in French or have a sign language interpreter at your hearing if you request it at least 25 days before your hearing date. If you would like to bring someone to your hearing to interpret for you in any other language, you may bring them with you for that purpose.

## Where can I find more information?

For more information please refer to the ARB's *Rules of Practice and Procedure* which can be found on [our website](#) or by calling us at (416) 212-6349 or toll free 1-866-448-2248.

We are committed to providing services as set out in the *Accessibility for Ontarians with Disabilities Act, 2005*. If you have any accessibility needs, please contact our Accessibility Coordinator as soon as possible at (416) 212-6349 or 1-866-448-2248.

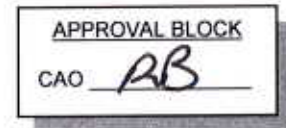
## Please Note

The information contained in this sheet is not intended as a substitute for legal or other advice, and in providing this information, the ARB assumes no responsibility for any errors or omissions and shall not be liable for any reliance placed on the information in this sheet. Additional information, including the ARB's *Rules of Practice and Procedure*, is available at [www.elto.gov.on.ca](http://www.elto.gov.on.ca), or by calling (416) 212-6349 or toll free 1-866-448-2248.



The **Environment and Land Tribunals Ontario (ELTO)** includes the Assessment Review Board, Board of Negotiation, Conservation Review Board, Environmental Review Tribunal, Ontario Municipal Board, Niagara Escarpment Hearing Office and the Office of Consolidated Hearings. The Tribunals operate under specific legislative requirements and share resources and best practices. The Assessment Review Board hears appeals from persons who believe there is an error in the assessed value or classification of a property and also deals with some types of property tax appeals under the Municipal Act and City of Toronto Act. For more information contact us at:

**Environment and Land Tribunals Ontario**  
655 Bay Street, Suite 1500, Toronto, ON M5G 1E5  
Telephone: (416) 212-6349 or toll free: 1-866-448-2248  
Website: [www.elto.gov.on.ca](http://www.elto.gov.on.ca)



**CITY OF BELLEVILLE**  
**Matthew MacDonald**  
**Director Corporate Services/Clerk**  
**Corporate Services Department**  
**Report No. DCS 2019-56**  
**November 12, 2019**

**To: Mayor and Members of Council**

**Subject: Appointment of Members to Various City Committees and Boards**

**Recommendation:**

“THAT pursuant to the Director of Corporate Services/Clerk’s Report No. DCS-2019-56, Appointment of Members to Various City Committees and Boards, that Patrick Curran be appointed as a Citizen appointee to the **Green Task Force**; and

THAT Sophie Piché and Jennifer Lynch be appointed as Citizen members to the **Youth Advisory Committee**; and

THAT Councillors Sandison (Chair), and McCaw be appointed to the **Protective Services Advisory Committee**; and

THAT Robert Jakes, Belleville Urban Ward, Bruce MacKay, Thurlow Ward (Belleville) Rural, and Meana Randle, Thurlow Ward (Belleville) Suburban be appointed as the Citizen members; and

THAT John Baltutis be appointed as the Citizen appointee to the **Quinte Health Care Advisory Council**; and

THAT a Bylaw to amend By-law 2019-02 (the Appointments By-law) be prepared for Council’s consideration.”

**Strategic Plan Alignment:**

The City of Belleville’s Strategic Plan identifies nine strategic themes. This report aligns with each of the City’s nine strategic themes and the City’s mission statement by providing innovative and efficient services in support of our community’s vision.

**Background:**

During the week of September 1, 2019 the City of Belleville began advertising for interested members of the public to fill vacant seats on various City Committees and Boards via various means including the City's website and social media channels.

The City relies on the services of these numerous committees and boards to assist with the decision making process and attempts to ensure that its boards, committees and special committees reflect the diverse nature of Belleville's population and invited all property owners and/or residents and tenants to consider this opportunity.

The City of Belleville's procedure requires that any property owner and/or resident or tenant interested in an appointment to a committee or board to complete a letter of application or application form available from the City Clerk's Office at City Hall or by completing the online committee application form.

Applicants were invited to fill positions for:

- Belleville Youth Advisory Committee (3)
- Green Task Force (1)
- Protective Services Advisory Committee (5)
- Quinte Health Care Corporation Advisory Board (1)

The deadline for applications to be received in the City Clerk's office was no later than 4:00 p.m. on Friday, September 13, 2019 however less that sufficient applications were received to fill vacant spaces by the deadline.

The recommendations contained herein are those of the Mayor after considering all applications submitted for the committee and board openings. Applicants eligibility and appointments are subject to verification of qualifications.

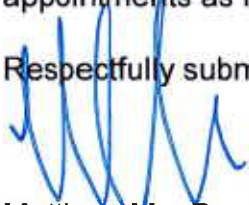
**Financial/Analysis:**

N/A

**Conclusion:**

Management is recommending that Council approve the Committee and Board appointments as recommended.

Respectfully submitted,



Matthew MacDonald  
Director Corporate Services/Clerk

attachment(s): Committee Applications

**Pallo, Cheryl**

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**From:** belleville.ca@belleville.ca  
**Sent:** Tuesday, September 10, 2019 1:59 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Green Task Force  
**First and last name:** Patrick Curran  
**Business:** OrgaPro 191 Northfront St. Belleville  
**Address:** 2298 Moira Rd  
**City:** Roslin  
**Postal:** K0K2Y0  
**Phone:** 6139200099  
**Work phone/Day phone:** 6139200099  
**Email:** [patrick@orgapro.ca](mailto:patrick@orgapro.ca)

**Why are you interested in serving the City of Belleville in this capacity?:** I have spent over 25 years in the environmental and waste management fields, and believe that proper management of waste, including diversion away from landfills, is one of the most important issues that must be addressed today. I want to serve my community by bringing this knowledge, expertise, and a passion for the environment to help ensure we leave a sustainable planet to everyone's children (mine included)

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** Again, with my experience in the environmental and waste management fields, I believe I can bring a unique perspective, energy, and desire to the committee. I want to make sure concrete steps and plans are put in place that encourage the right behaviour from the citizens of Belleville, and help the city become a leader in responsible stewardship of resources.

**What community activities are you presently involved with?:** Currently operations manager at KDA Law, part-owner of OrgaPro (a waste diversion company), and Loyalist Martial Arts Academy.

**Do you have any additional comments or information you would like to provide?:** I feel I can make a significant contribution to our community by serving on the Green Task Force, and help us become leaders in responsible resource management and a model community for others to follow.

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree



## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Friday, September 06, 2019 12:24 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Green Task Force

**First and last name:** RICK CLOW

**Business:** N/A

**Address:** 183 HAIG ROAD

**City:** BELLEVILLE

**Postal:** K8N 4P3

**Phone:** 613-849-6511

**Work phone/Day phone:** SAME

**Email:** [rick.clow@alumni.utoronto.ca](mailto:rick.clow@alumni.utoronto.ca)

**Why are you interested in serving the City of Belleville in this capacity?:** Maintaining and improving the environment is a personal goal of mine. I believe that with my 23 years of living in the City and working in the Quinte area and with my employment and academic background that I can bring value to the committee.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** My 24 years as General Manager of Quinte Waste Solutions which includes my time spent on industry committees, AMO committees and the Municipal Industrial Program Committee of the province. I wrote journal articles and served as a trainer and technical review mentor. Additionally I served 17 years as Operations Manager at the Central Lake Ontario Conservation Authority and my years as Chair of the Recreational Parks Operations / Environmental Landscape Management Services Advisory Committee at Seneca College of Applied Arts and Technology, King Campus, (1993-2015) maintaining high committee member involvement in programs, course content and campus.

**What community activities are you presently involved with?:** I have served six years as a member of the HCC #24 Condominium Board of Directors the last three as president. Please see above re business background. Academically I have a Bachelor of Science, Specialist in Geography; and have completed the INSTITUTE OF CORPORATE DIRECTORS, Governance Essentials program for Directors of Not-for-Profit Organizations.

**Do you have any additional comments or information you would like to provide?:**

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Friday, September 27, 2019 7:58 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Green Task Force  
**First and last name:** Emilie Leneveu  
**Business:** Rxleaf, remote social media strategist  
**Address:** 144 avondale rd  
**City:** Belleville  
**Postal:** K8P4G3  
**Phone:** 6134382771  
**Work phone/Day phone:**  
**Email:** [Emilieleneveu@gmail.com](mailto:Emilieleneveu@gmail.com)

**Why are you interested in serving the City of Belleville in this capacity?:** I heard through my friend Britany that the Green Task Force was looking for a new member. I have a strong passion for our community and bringing youth to the table in discussions, notably when it comes to climate justice. I love our city and am currently a member of the youth advisory committee looking to engage in more opportunities within Belleville.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** I have experience working with companies in the sciences, notably agriculture, in improving their sustainable practices. I was equally a Green Lancer at Loyalist College implementing various green initiatives. I am also a climate justice enthusiast with experience on the CCUNESCO Youth Advisory Group in the education sectoral committee, with a particular focus on climate change.

**What community activities are you presently involved with?:** I am currently a member of several committees as listed above as well as the Quinte Regional Science Fair and Technology Board and a Youth2Youth HPE ambassador. I am a freelancer entrepreneur currently working on several contracts and starting new business initiatives, notably in the cannabis space.

**Do you have any additional comments or information you would like to provide?:** I would absolutely love to be a part of this committee to increase the City of Belleville ecological and environmental presence while boosting our economy.

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Friday, September 13, 2019 3:55 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Green Task Force

**First and last name:** Jeremy Davis

**Business:** The Other Side Media Group

**Address:** 35 Northwood Crescent

**City:** Belleville On

**Postal:** K8N 1X6

**Phone:** 613-967-2369

**Work phone/Day phone:** 613-847-4133

**Email:** jeremytylerdavis@yahoo.ca

**Why are you interested in serving the City of Belleville in this capacity?:** I have also understood the importance of protecting and preserving our environment. Growing up; my family & I would help plant trees at our local parks, I would encourage more recycling and green conservation initiatives, throughout my personal & professional life so far. I would like to serve the city in this way because I believe our society is at a critical point, where we must continue to think "green" and act responsibly as far as when it comes to making decisions about the usage of our resources when it relates to our municipality of the City of Belleville. This is also key to Belleville's future growth & success.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** I believe my strong communication skills would be very effective in promoting and developing policies and programs that are under the Green Task Force's mandate of the city of Belleville. I have always brought environmental issues to light throughout my broadcasting and public career and I would love to bring my ability to the table and work on those very important issues on behalf of my fellow citizens of Belleville.

**What community activities are you presently involved with?:** I believe that I have the necessary skills experience and knowledge to work on various committees of council. I have ran in several municipal elections and my accomplishments give me the foundation required to carry out this job. My resume includes over 17 years on various boards and committees of council over 15 years as a member of the Chamber of Commerce. I am founder and President of the Other Side Media Group, that is now in its 20th year. serving the Quinte region and beyond, producing various multimedia productions for radio television. As well as community outreach events for various charitable organizations. I was the winner of the Canada 150 award presented by Bay of Quinte MP Neil Ellis .My professional bio includes working as a freelance journalist with columns in the local newspapers. I currently serve as Media Relations Coordinator of Heritage Belleville, and have been on that committee for 15 years. I was also involved with the Belleville Canada Day and Santa Claus Parade Committee. I have had the opportunity to contribute to the strategic planning process with past city admins. I am a member of the Quinte Young Professionals organization, worked to promote the Bay of Quinte Tourism, Former Ontario Ambassador for Easter Seals, Served as Adult Youth Leader at our Church, created community festivals, such as Quinte Autumn Festival, and our annual Quinte Christmas Celebration. Both of which support local charities such as Gleaners Food Bank and the Belleville Firefighters Toy Drive. Past member of the Belleville Accessibility Advisory Committee, Founding Member of The Council of Canadians-Quinte Chapter. I independently produce our own weekly radio shows, with my twin brother Joshua entitled, "The Other Side Radio Show" as part of The Other Side Media Group, a member of the Doors Open Belleville Planning

committee, which is in association with Doors Open Ontario, Also plan our local annual Ontario Heritage week open house event in Feb. Active community member of Holy Trinity Church. I attend countless community events for various organizations Each year we host our annual Quinte Christmas celebration. This is an event that brings both the arts community and the public together for two great causes the food bank and the local toy drive .This is a free Christmas event for everyone with music and goodies.

**Do you have any additional comments or information you would like to provide?:** I have been involved with politics at all levels throughout my professional career so far and would really appreciate the opportunity to continue to serve our fellow citizens in this capacity at the municipal level. I have enjoyed the current committees that I have had the honour to serve on but would welcome the opportunity to expand my service to the community in some additional capacities. Thank You for your time and consideration.

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Monday, September 30, 2019 2:47 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Belleville Youth Advisory Committee

**First and last name:** Sophie Piché

**Business:** CYC loyalist student

**Address:** 172 Moira street west, A

**City:** Belleville

**Postal:** K8p1t5

**Phone:** 3438891229

**Work phone/Day phone:** 3438891229

**Email:** [sophiepiche@loyalistcollege.com](mailto:sophiepiche@loyalistcollege.com)

**Why are you interested in serving the City of Belleville in this capacity?:** I have always been very passionate about our youth and letting their voices be heard about what they want and need. I am loyalist college, Child and Youth Care student that will be graduating in April 2020 and would love to be a part of the process and be able to advocate for our community's youth.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** I am a born advocate who's lives through many life experiences and feel that with my education and lived experience I could help bring a different outlook on how we can best help our youth and struggling families in the community.

**What community activities are you presently involved with?:** I am currently very involved in my schooling, assuring I get the most out of my education, I have attended the PLAR conference this year as well as many seminars about our youth and recently joined the Youth2Youth summit to participate and also learn more about what the other youths needs are. It was an amazing experience. I'd love to be able to do my part in the community and this would be a great way to help.

**Do you have any additional comments or information you would like to provide?:**

**Self Identify:**

**Disability Experience:**

They checked the box: agree

## **Pallo, Cheryl**

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**From:** belleville.ca@belleville.ca  
**Sent:** Monday, September 30, 2019 3:06 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Belleville Youth Advisory Committee

**First and last name:** Jennifer lynch

**Business:**

**Address:** 78 a catharine st

**City:** Belleville

**Postal:** K8p1l8

**Phone:**

**Work phone/Day phone:** 6132429852

**Email:** [jenniferlynch@loyalistcollege.com](mailto:jenniferlynch@loyalistcollege.com)

**Why are you interested in serving the City of Belleville in this capacity?:** I am in child and youth care program at loyalist

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:**

Point of view, advocacy, time and effort

**What community activities are you presently involved with?:** Anything wth children and youth

**Do you have any additional comments or infor mation you would like to provide?:**

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Friday, September 13, 2019 2:59 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Belleville Youth Advisory Committee

**First and last name:** Jeremy Davis

**Business:** The Other Side Media Group

**Address:** 35 Northwood Crescent

**City:** Belleville On

**Postal:** K8N 1X6

**Phone:** 613-967-2369

**Work phone/Day phone:** 613-847-4133

**Email:** jeremytylerdavis@yahoo.ca

**Why are you interested in serving the City of Belleville in this capacity?:** I feel that I have the vast experiences in my personal as well as professional life to play a role in carrying out the responsibilities of committees of council . My recent record speaks for for itself and I have demonstrated my abilities throughout my years of service on committees of council as well as my work in the community .I am passionate on so many of the current issues facing our city and I believe that it is my civic responsibility as a citizen to try and do my part in making it a better place for all of us. Over the course of my career in media, I have had the opportunity to listen to the concerns of our citizens during the most recent municipal election campaign. I would like to bring my voice to the table addressing the issues that were identified by our fellow citizens. This is my key motivation for applying for a role on the committees of council. Youth are the future... and we must make sure we our engaging our young people to take part in our community. It is also our citizen responsibility to ensure they feel they have a voice on the issues that matter to them. This will hopefully in turn create an environment where they will wish to stay; raise their own families and invest in our great city of Belleville. A key to Belleville's future growth & success to attract more young families to the area.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** As a former Adult Youth Leader at my Church and someone who has taught our young people, during an educational placement in years past I believe I could offer a fresh new prospective on the issues facing our youth and how we as a city can ensure the highest level of involvement by them in all our activities. I was the winner along with my twin brother of the Catherine Frazee Youth Advocacy Award in 2002 in Ontario for our work promoting youth issues.

**What community activities are you presently involved with?:** I believe that I have the necessary skills experience and knowledge to work on various committees of council. I have ran in several municipal elections and my accomplishments give me the foundation required to carry out this job. My resume includes over 17 years on various boards and committees of council over 15 years as a member of the Chamber of Commerce. I am founder and President of the Other Side Media Group, that is now in its 20th year. serving the Quinte region and beyond, producing various multimedia productions for radio television. As well as community outreach events for various charitable organizations. I was the winner of the Canada 150 award presented by Bay of Quinte MP Neil Ellis .My professional bio includes working as a freelance journalist with columns in the local newspapers. I currently serve as Media Relations coordinator of Heritage Belleville, and have been on that committee for 15 years. I was also involved with the Belleville Canada Day and Santa Claus Parade Committee. I have had the opportunity to contribute to the strategic planning process with past city admins. I am a member

of the Quinte Young Professionals organization, worked to promote the Bay of Quinte Tourism, Former Ontario Ambassador for Easter Seals, Served as Adult Youth Leader at our Church, created community festivals, such as Quinte Autumn Festival, and our annual Quinte Christmas Celebration. Both of which support local charities such as Gleaners Food Bank and the Belleville Firefighters Toy Drive. past member of the Belleville Accessibility Advisory Committee, Founding Member of The Council of Canadians-Quinte Chapter. I independently produce our own weekly radio shows, with my twin brother Joshua entitled, "The Other Side Radio Show" as part of The Other Side Media Group, a member of the Doors Open Belleville Planning committee, which is in association with Doors Open Ontario, Every year I assist in planning our local annual Ontario Heritage week open house event in Feb Active community member of Holy Trinity Church. I attend countless community events for various organizations. Every year we host our annual Quinte Christmas celebration This is an event that brings both the arts community and the public together for two great causes the food bank and the local toy drive .This is a free Christmas event for everyone with music and goodies.

**Do you have any additional comments or information you would like to provide?:** I have been involved with politics at all levels throughout my professional career so far and would really appreciate the opportunity to continue to serve our fellow citizens in this capacity at the municipal level.I have enjoyed the current committees that I have had the honour to serve on but would welcome the opportunity to expand my service to the community in some additional capacities. Thank You for your time and consideration.

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree



## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Wednesday, October 02, 2019 10:16 AM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Protective Services Advisory Committee

**First and last name:** David Bruce Mackay

**Business:** Mackay Insurance Brokers Inc.

**Address:** 87 Blessington Road

**City:** Corbyville

**Postal:** K0K1V0

**Phone:** 613-967-7376

**Work phone/Day phone:** 613-966-5740

**Email:** [bruce@mackayinsurance.com](mailto:bruce@mackayinsurance.com)

**Why are you interested in serving the City of Belleville in this capacity?:** I have a keen interest in politics provincially and locally and would welcome the opportunity to serve this community in this area which I feel aligns with my vocation.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** I have been in the insurance business for the past 30 years and live in ward 2 in Corbyville. I feel the area of Protected services aligns with my business. I started in Insurance in 1989, got my brokers license in 1990, became a shareholder in 1993, and purchased the family business in 2003.

**What community activities are you presently involved with?:** Currently I sit on the Hastings County Insurance Brokers Board, I'm a deacon at Parkdale Baptist Church and in leadership there. I serve with kids programming Tuesday evenings (AWANA) at our church and help lead students (50 Kids aged SK-Grade 2) . I volunteer and host a music show each Tuesday night (pre-recorded) on 91.3 CJLX and have done so for the last 26 years. I also volunteer with Hockey Ministries International for the past 15 years and have served as chaplain for the Belleville Bulls (11 Years) Hamilton Bulldogs (1 year) and now Belleville Senators (3 years)

**Do you have any additional comments or information you would like to provide?:** Happily married for 19 years to Tanya. Actively involved in my kids lives and activities - Isaac 16- Hockey & Soccer, Eva 14 - Dance, Soccer and several school sports, Faith 11 - Dance, Gymnastics and Music

**Self Identify:** < /strong>

**Disability Experience:**

**They checked the box:** agree

Protective  
Services  
Advisory  
Committee

Applications are due by 4:00pm on Friday December 7 2018. Upon request this form can be made available in alternate formats or with communication supports. To submit a request please contact the Clerks Office by phone at 613- 968-6481 or in person at City Hall, 169 Front St. Belleville ON K8N 2Y8

# Application Form for Appointment to City of Belleville Boards, Committees, Special Committees, and Commissions

Indicate which board, committee, special committee, or commission you are applying for:

\*If you would like more space for your responses please use reverse side or attach additional sheets of paper

- Accessibility Advisory Committee
- Belleville Library Board
- Belleville Youth Advisory Committee
- Lighting Display Committee
- Committee of Adjustment/Court of Revision/Property Standards/Fence Viewers
- Cultural Exchange Committee
- Façade Improvement Committee
- Gerry Masterson Thurlow Community Centre
- Glanmore National Historic Site Advisory
- Green Task Force
- Municipal Heritage Committee
- Planning Advisory Committee
- Police Services Board
- Quinte Economic Development Commission
- Stirling & District Recreation Centre
- Transit Operations Advisory Committee
- Traffic/Active Transportation Committee
- Veridian Corporation



## Applicant Information

First and last name:

MURRAY ANGUS

Home address (street number and name):

8535 Hwy 62N RR#1

City:

BELLEVILLE (FOXBORO)

Postal code:

K0K 2B0

Home phone number:

Work or daytime phone number:

613.921.0711

Email address:

MURRAY.ANGUS@BELL.NET

## Application Questions

1. Why are you interested in serving the City of Belleville in this capacity?

- INTERESTED IN 1ST RESPONDERS AND THE ROLE THEY PERFORM IN OUR COMMUNITY.
- WANT TO BETTER UNDERSTAND THE ISSUES.

2. What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.

- PROVIDE A MATURER OBSERVATION <sup>AS A RESIDENT OF</sup> RURAL BELLEVILLE FROM
- VERY INTERESTED IN MAKING BELLEVILLE A BETTER PLACE TO LIVE AND MAKE A SAFE COMMUNITY.
- MANY YEARS IN LEADERSHIP ROLES AND COULD USE MY SKILL SET TO ADD A DIFFERENT PERSPECTIVE TO PROBLEM SOLVING

3. What community activities are you presently involved with?

ON BOARD OF TELEVISION.

PREVIOUS:

- COMMITTEE TO SEARCH FOR POLICE BUILDING SITE.
- ACTIVE WITH CHAMBER - TREASURER FOR 5 YEARS.

4. Do you have any additional comments or information you would like to provide?

- WANT TO BE ACTIVE IN THE COMMUNITY AND WILLING TO HELP WHERE I CAN.
- I BRING AN ANTI-BLASE, DATA-DRIVEN PERSPECTIVE TO THE DECISION MAKING PROCESS.

## Accessibility Advisory Committee Only

Under the Accessibility for Ontarians with Disabilities Act, 2005, the majority of members on an Accessibility Advisory Committee must be individuals with disabilities.

In order to ensure we can fulfill this requirement, we are asking that those who are comfortable please self-identify if you are an individual with a disability. (select one):

- Yes, I am an individual with a disability
- No, I am not an individual with a disability
- Prefer not to answer

As much as possible, The City of Belleville is committed to ensuring our Accessibility Advisory Committee represents the diverse lived experiences of our community members.

**This is optional!** You do not need to provide additional information about your personal abilities or health. If you are comfortable, please identify which ability group you feel your lived experiences best represent: (for example you could say, 'people with physical or mobility disabilities')

## Disclaimer

Personal information provided on this form is collected under than authority of the Municipal Act SO 2001, c 25 and may be made public during the appointment process. Please contact the City Clerk's Department with any questions about the collection of this personal information: 613-968-6481 or at City Hall, 169 Front St. Belleville, ON K8N 2Y8.

I, the applicant listed above, certify that the information provided on this form is correct and I understand the collection and use of my personal information for the purpose of this application and appointment process.

Please return completed form to the Clerk's Office at City Hall, 169 Front St. Belleville ON K8N 2Y8" Please submit your application no later than 4:00pm on Friday December 7 2018.

## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Friday, September 13, 2019 10:32 AM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Protective Services Advisory Committee

**First and last name:** Bruce Greatrix

**Business:** Retired, Deputy Fire Chief

**Address:** 21 Linden Lane

**City:** Belleville, Ontario

**Postal:** K8N5Y6

**Phone:** 613-969-9988

**Work phone/Day phone:** 613-438-4453

**Email:** [bruce\\_greatrix@hotmail.com](mailto:bruce_greatrix@hotmail.com)

**Why are you interested in serving the City of Belleville in this capacity?:** Would like to be part of this very important committee to help Council make informed decisions.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** As a retired member of the Belleville Fire and Rescue my experiences would help the Protective Services Advisory Committee in its understanding and challenges of providing emergency services to the community.

**What community activities are you presently involved with?:** Not currently active with other community activities. My business background has been primarily Fire & Emergency Services.

**Do you have any additional comments or information you would like to provide?:** I have a good knowledge of both Career and Volunteer Fire Service

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## Tummon-Button, Sarah

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**From:** Pallo, Cheryl  
**Sent:** Tuesday, October 15, 2019 8:50 AM  
**To:** Tummon-Button, Sarah  
**Subject:** FW: Protective Services Advisory Committee

**Follow Up Flag:** FollowUp  
**Flag Status:** Flagged

Sarah,  
Can you please add this to Bruce's Application. You have the file right now.  
Thanks,

*Cheryl Pallo*

Administrative Coordinator  
Corporate Services Department  
The Corporation of the City of Belleville  
169 Front Street  
Belleville, ON K8N 2Y8  
Tel. 613-968-6481 ext. 3214  
Fax 613-967-3206

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**From:** MacDonald, Matthew  
**Sent:** Saturday, October 12, 2019 3:38 AM  
**To:** Pallo, Cheryl  
**Subject:** Fwd: Protective Services Advisory Committee

Sent from my Bell Samsung device over Canada's largest network.

----- Original message -----

**From:** Bruce Greatrix <[bruce\\_greatrix@hotmail.com](mailto:bruce_greatrix@hotmail.com)>  
**Date:** 2019-10-11 9:06 p.m. (GMT-05:00)  
**To:** "MacDonald, Matthew" <[mtmacdonald@belleville.ca](mailto:mtmacdonald@belleville.ca)>  
**Subject:** Re: Protective Services Advisory Committee

**External Email, use caution!**

Hi Matt, I should have included I have property's in both Urban and Rural area

Bruce

Get [Outlook for Android](#)

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**From:** Bruce Greatrix  
**Sent:** Friday, September 13, 2019 10:43:46 AM

**To:** [mtmacdonald@belleville.ca](mailto:mtmacdonald@belleville.ca) <[mtmacdonald@belleville.ca](mailto:mtmacdonald@belleville.ca)>

**Subject:** Protective Services Advisory Committee

Hi Matt, hope you are doing well.

I just submitted a application of the Protective Services Advisory Committee.

I'm not sure of all the responsibilities and expectations of the Committee at this time, any information you could provide would be helpful.

Stay well

Bruce Greatrix  
Deputy Fire Chief, Retired

Sent from [Mail](#) for Windows 10



## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Tuesday, September 03, 2019 10:36 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Protective Services Advisory Committee

**First and last name:** William Hudson

**Business:** WH Technical Services, Belleville

**Address:** 55 Hillcrest Ave

**City:** Belleville

**Postal:** K8N5C9

**Phone:** 6139221016

**Work phone/Day phone:**

**Email:** [wh997776@gmail.com](mailto:wh997776@gmail.com)

**Why are you interested in serving the City of Belleville in this capacity?:** When I read that the City would be creating this committee I knew that I wanted to apply. I feel that this is a perfect opportunity for me to be able to apply my professional experience in a way that will create a positive change in the City. I have read the Core Services Review that was released by council, and would love to be able to contribute to this incredibly important process that is now underway.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** I believe that I can contribute professional experience, my relationships with property owners and persons working in the fire protection industry, as well as my familiarity with the existing laws and regulations that exist in this space. I am familiar with many aspects of fire protection and prevention, and I have seen first hand the issues that can arise as a result of inconsistent service from fire departments. I am passionate about the work that I do in this area and I absolutely believe that I can bring this energy to the committee to make sure that the people of Belleville have a fire department that effectively meets their needs. I regularly test and inspect fire alarm systems, alongside sprinkler fitters and extinguishing system technicians, check the work of the electricians when fire alarms are installed, write fire safety plans and inspection reports. A large portion of my work consists of explaining to building owners technical aspects of the Fire Code or other standards in understandable terms.

**What community activities are you presently involved with?:** I am not presently involved with any community activities. I have worked in the Quinte area as a fire alarm technician for the past 5 years, with the last three years as an independent contractor.

**Do you have any additional comments or information you would like to provide?:** No, thank you.

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Thursday, September 12, 2019 1:00 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Protective Services Advisory Committee

**First and last name:** Richard Jeffrey

**Business:**

**Address:** 101 Victoria Ave.

**City:** Belleville

**Postal:** k8n 5y7

**Phone:** 403 585-5089

**Work phone/Day phone:** 403 585-5809

**Email:** [rickjeffrey101@gmail.com](mailto:rickjeffrey101@gmail.com)

**Why are you interested in serving the City of Belleville in this capacity?:** As a recent arrival in Belleville, having moved here 20 months ago, I am keen to participate in the ongoing development of the City as a place to live, work and retire. I believe that the new Protective Services Advisory Committee offers an opportunity to bring my skills and background to bear in way that serves that goal.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** My career has spanned some 40 years, primarily in the public relations/community engagement field, along with significant time as an business owner and entrepreneur. During that time, I have been privileged to work with senior management of some of Canada's largest corporations as well as local governments and Aboriginal communities. I am a firm believer that engagement is the core to developing a progressive community.

**What community activities are you presently involved with?:** In the past, I have been actively involved with the Canadian Red Cross Society as a volunteer and board member as well as the International Committee of the Red Cross, Geneva. From 2013 to 2017, I served as a board member of the Father Lacombe Long Term Care Centre in Calgary, involved in the planning and fund-raising for a \$40 million care centre. My business background includes public relations and community development roles with Imperial Oil Limited, media relations and senior management advisor with PanCanadian petroleum and later, worked to establish a Knowledge Management Practice within PanCanadian. I obtained an MBA in 1999 and left the corporate environment to purchase and manage a food manufacturing business, which I operated for 10 years.

**Do you have any additional comments or information you would like to provide?:** I look forward to the opportunity to serve the City of Belleville. My complete resume and references are available upon request.

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Thursday, September 12, 2019 1:52 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee: Protective Services Advisory Committee**

**First and last name:** Brian Smith

**Business:**

**Address:** 62 Princeton Place

**City:** Belleville

**Postal:** K8N OB3

**Phone:** 613-827-0091

**Work phone/Day phone:** 613-962-8888

**Email:** [brian.smith47@outlook.com](mailto:brian.smith47@outlook.com)

**Why are you interested in serving the City of Belleville in this capacity?:** I believe my previous work and voluntary service would allow me to make a meaningful contribution regarding the Protective Services Advisory Committee.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** My previous employment I was a program supervisor for the Ministry of Health and Long Term Care; subsequently, serving for 15 years as director of Emergency and Long Term Care Services for the County of Lennox and Addington. This has provided me with significant previous related experience in Protective Services.

**What community activities are you presently involved with?:** Currently serving as HCol 424 Tiger Squadron at CFB Trenton and appointee to the Electrical Safety Authority (ESA) electrical registration advisory authority which involves the registration of electrical contractors throughout Ontario. Since 1982 employed as the Administrator of the Quinte Living Centre; a 112 suite non-profit senior citizen apartment complex located in downtown Belleville.

**Do you have any additional comments or information you would like to provide?:** As a life long resident of Belleville and with my previous involvement as a member of Belleville council, would allow me to make a significant contribution to the very important work that the Protective Services Advisory Committee would be involved with as our city grows and develops.

**Self Identify:**

**Disability Experience:**

**They checked the box:** agree

## BRIAN SMITH

### PROFILE

A committed and dedicated professional with more than forty years' experience in administration, long-term care, financial management, labour relations and planning in the field of Community Health Services.

### SKILLS

#### COMMUNICATIONS/LEADERSHIP

- Facilitate strategic planning to establish, implement and ensure adherence to organizational policies and procedures.
- Maintain effective risk management mechanisms to ensure quality resident care and safety needs are addressed.
- Providing interpretation and clarification of Ministry policies, procedures and legislation.
- Well-developed problem solving, negotiation and communication skills.
- Ability to work well within a team-orientated environment.
- Motivate and provide leadership to community groups to achieve changes in the Health and Community Service system.
- Accountable for corporate planning and policy development concerning long-term care.
- Responsible for providing Human Resource services for 350 full-time employees, working with two separate unions and implementing five collective agreements.

#### FINANCIAL MANAGEMENT/NEGOTIATIONS

- Responsible to Lennox and Addington County Council for the administration and operation of a 168 bed long-term care home and ambulance services.
- Lead budgetary process, assess priorities, and establish financial requirements, and monitor operating and capital expenditures.
- Ensure ongoing and positive relations with community groups and agencies (including SOS, CCAC, Alzheimer's Society, Lennox & Addington County General Hospital)
- Maintain positive linkages and mutually beneficial exchange with Ministry representatives, other Long Term Care organizations, and affiliated Associations.
- Responsible to the Board of Directors for the administration and operation of a non-profit 112-suite senior citizen apartment complex.
- Serve as a primary Ministry of Health and Long-Term contract for transfer payment community agencies and of the primary contacts for long-term care facilities.
- Accountable for maintaining linkages with allied community agencies and affiliated

organizations including: Board of Directors, owners/operators, administrators, transfer payment agencies, executive staff, consumers, community associations, government officials, planning bodies, architects and private consultants.

- As a Program Supervisor of the Eastern Regional Office, Ministry of Health: responsible for negotiating and monitoring of service agreements with transfer payment agencies to ensure compliance with prescribed policies, standards and procedures.
- Successfully managed a salary and benefit budget in excess of \$5 million annually.
- Implementation of an operating budget in excess of \$1 million per year; developing a variety of in-house and community outreach programs and services.

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## WORK HISTORY

### **COUNTY OF LENNOX AND ADDINGTON, EMERGENCY AND LONG TERM CARE SERVICES**

Director

1999 – January 2015 (retired)

### **MINISTRY OF HEALTH AND LONG TERM CARE**

*Program Supervisor, 1992 - 1999*

### **QUINTE LIVING CENTRE**

*Administrator, 1985 – present*

### **CITY OF BELLEVILLE**

*Councillor, 1992 – 2006*

### **TRENTON MEMORIAL HOSPITAL**

*Personnel & Employee Relations Officer, 2 years*

**HASTINGS MANOR HOME FOR THE AGED**

*Assistant Administrator, 6 years*

**TOWNSHIP OF AMELIASBURGH**

*Treasurer Tax Collector, 3 years*

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EDUCATION

**HONORARY DIPLOMA IN APPLIED ARTS & TECHNOLOGY**

Loyalist College, Belleville

**MUNICIPAL CERTIFICATE PROGRAM, *Managing & Leading in a Municipal Environment***

Loyalist College, Belleville

**HEALTH CARE ADMINISTRATION COURSE**

Queen's University, Kingston

**HONORS CERTIFICATE, *Long Term Care Organization & Management***

Canadian Hospital Association, University of Ottawa

**GRADUATE, *Municipal Accounting***

Society of Registered Industrial Accountants, McMaster University, Hamilton

**GRADUATE, *Association of Municipal Clerks & Treasurers Course***

Institute of Local Government, Queen's University, Kingston

**GRADUATE, *Business Administration***

Loyalist College, Belleville

**HONOURS GRADUATE, *Belleville Collegiate Vocational Institute School***

Belleville

**VICE CHAIR, *City of Belleville Non-Profit Housing Corporation***

1987-89

ASSOCIATIONS

**MEMBER, *Hastings & Prince Edward Council on Aging***

1987-90

**APPOINTED MEMBER, *Belleville & District United Community District Services Social Planning Task Force***

1986-89

**MEMBER**, *City of Belleville Planning Advisory Committee*

1986-89

**CHAIRMAN**, *Ontario Association of Homes for the Aged Housing Committee*

1985-89

**CHAIR**, *Quinte Health Care Board of Directors*

2009-2013

**CHAIR**, *Loyalist College Board of Governors*

2009 – 2014 (member) 2014 – 15 (Chair)

**DIRECTOR**, *South East Local Health Integration Network*

2015 (3 year appointment)

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REFERENCES

**ROSS MCDUGALL**

McDougall Insurance & Financial

199 Front Street

Belleville, Ontario

K8N 5A6

9613)-966-7001

**MARY CLARE EGBERTS**

President & Chief Executive Officer, Quinte Health Care Officer

265 Dundas Street East

Belleville, Ontario

K8N 5A9

(616)-969-7400 ext. 2400

**TED REID**

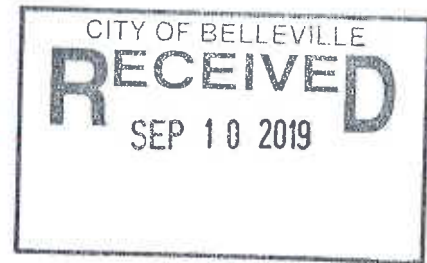
R.R. # 4

Stirling , Ontario

KOK 3E0

(613)-395-5072

September 10 2019



Re: **Qunite Health Care Advisory Committee**

To Whom it may concern

My name is John Baltutis, and I am a retired employee from Quinte Health Care. I have been retired now 4 years and life has been good. QHC treated me very well the 40 plus years that I have worked there. My final 20 years there I worked as a Project Manager in Capital projects along with a great team. I worked on many, if not all of the large projects from the Sills wing and new emergency and lab wings. To projects in Bancroft, Picton and Trenton, too many projects to list them all, we were kept very busy to say the least. Prior to my years in Capital Projects I worked in the maintenance dept, as a building operator looking after the building infrastructure.

Recently I am a volunteer member on the Planning Advisory Committee, and have been involved for the past 4 years, a great learning experience. With my knowledge in the health care field I feel that I would be a good candidate on the Health Care Advisory Committee. I believe my input too many issues would be an asset to the committee as well.

Thanking you in advance for my consideration to this committee.

Yours Truly

John Baltutis



## Pallo, Cheryl

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**From:** belleville.ca@belleville.ca  
**Sent:** Tuesday, September 10, 2019 10:58 PM  
**To:** Pallo, Cheryl  
**Subject:** Committee Application

External Email, use caution!

**Committee:** Quinte Healthcare Corporation Advisory Board

**First and last name:** Peter Hawley

**Business:**

**Address:** 20, Georgian Court

**City:** Belleville

**Postal:** K8N5R3

**Phone:** 6139679560

**Work phone/Day phone:** 6139679560

**Email:** PeterMHawley@hotmail.com

**Why are you interested in serving the City of Belleville in this capacity?:** I'm a relative new comer to Belleville and frankly it's time to get more involved in my new community! The main reason that I've waited this long has been due to my wife's ill health (lung cancer) but now that she is in remission, it's time to give something back to the organization that has contributed so much towards restoring her health.

**What do you believe you can contribute to the particular board, committee, special committee, or commission you are applying for? Please include information on any related experience or interests.:** Before moving to eastern Ontario I was member (town representative) of the Milton Library Board for six years and vice chair for three. In a related role I served as Milton's representative on the Halton Library Network (HaLiNet) and was chair when that organization evolved to become the Halton Information Network. In those capacities I made presentations to Milton town council (on budgets and internet use) and gained considerable insight into the workings of municipal government from both the staff and political points of view. I'd like now to use those experiences and those gained from my education and business background to contribute in a different arena. I would like to use the opportunity to get involved with QHC Board of Directors, perhaps serve on sub-committees of that Board and eventually serve on the Board itself.

**What community activities are you presently involved with?:** Since moving here I have become involved in local adult soccer and have been quite involved in getting the inaugural season of a new division for players over 45 years off the ground and running successfully. In my role as player-manager of the "Caballeros" I serve on the executive of the Quinte Old Boys Soccer Club. My key interest there is ensuring the on-going viability of a club that has been instrumental in Belleville becoming, in addition to hockey, a soccer town. A former manager of mine (later an Executive V.P. of the Fortune 100 corporation we worked for) said I could do "anything better than anybody". It was then that I found a niche in business doing whatever came up that didn't quite fall to anybody else, getting up to speed quickly and getting the job done efficiently and effectively. There and in subsequent employment I have managed infrastructure (facilities, I.T., telecommunications), human resource (recruiting and retention, training, compensation planning, effective job descriptions and performance appraisals, pay equity implementation), health and safety, sales and marketing, and materials (purchasing included) and logistics. Many of these roles were concurrent. But from my earliest employment a main element of my responsibilities has been planning in some capacity or other. I started in production and inventory control, moved onto budgeting and financial control of revenue and expenses and then strategic planning and implementation. I even led a workshop on strategic planning for the Brampton Board of Trade targeting small and medium size enterprises.

**Do you have any additional comments or information you would like to provide?:** A believer in lifelong

learning, I earned my MBA from the Ivey Business School at Western University (U.W.O.) while employed and raising a family. For my team's final project we reviewed the operations of the Holland Christian Home (H.C.H.) in Brampton. This organization had already established itself as a leader in providing "aging in place" accommodations but needed help defining its future role. Internally we worked closely with its board, management and staff and consulted its clients. Externally we worked with the local C.C.A.C. and some of its agency partners, such as V.O.N. and St. Elizabeth Nurses. We developed a plan that sought to expand HCH's role to include a larger care component, delivering services then supplied by those other agencies; progress towards one-stop-shopping for its residents. We called this combination of accommodation and health support the Rainbow of Care, a continuum that would meet more of the needs of the clients. Our experiences as we coped with my wife's cancer included not just the Belleville site's cancer department and other related local diagnostic services, but also five other hospitals from Toronto to Kingston. We've learned our way around and can speak to both the benefits and drawbacks of some of the centralization of expertise. I am personally a client of mental health care services. The proper recognition of the need for, and improved funding of, this branch of care are now only starting to be recognized. A further element of direct experience is in the field of palliative care. Another area of expertise that is also evolving. Thanks for reading all of the above. I look forward to hearing from you and being of service on the QHC Advisory Board

**Self Identify:**

**Disability Experience:**

**They checked the box: agree**



APPROVAL BLOCK	
CAO	<u>RB</u>
DF	<u>BF</u>

**CITY OF BELLEVILLE**  
**Mark MacDonald, Fire Chief**  
**Fire and Emergency Services**  
**Report No. FES 2019-07**  
**November 12, 2019**

**To: Mayor and Members of Council**

**Subject: Radio Communications Upgrades for Coverage and Interoperability**

**Recommendation:**

“THAT the 2019 Capital Budget be amended in the amount of \$60,000 adding the Radio Communications Upgrades for Coverage and Interoperability and,

THAT the funding source for this project be allocated as \$60,000 from the Capital Levy Reserve Fund (100%).”

**Strategic Plan Alignment:**

The City of Belleville’s Strategic Plan identifies nine strategic themes. This report aligns with “Infrastructure” through the review of Fire and Emergency Services operations to maximize efficiencies and better serve our citizens. In addition it aligns with “Community Health, Safety and Security” by supporting the establishment of responsive emergency and protective services with strong emphasis on prevention and preparedness to respond to emergencies.

**Background:**

Emergency Services Interoperability has been endorsed by Council and there are opportunities to leverage communications systems for reliability and redundancies. Propagation studies have been conducted with an update being done in the near future to leverage the addition of the new Police campus tower being erected later this month.

Multi-couplers will permit both Police and Fire to utilize the same tower sites for better coverage and enhance alternative communication options if sites go down temporarily. There is an added cost to permit the antennas to receive and transmit multiple channels. This concern came to light very recently and if the couplers are not enhanced now, it would require replacing the yet to be purchased single couplers with multi-couplers, effectively buying units twice. This would also lead to shutting down the Police communications system during the change out, which adds significant risk to the City.

The best time to install the couplers is before the new Police radio system goes live, which is planned early in the New year. This will also permit both Emergency services to utilize common equipment, translating into cost savings over two completely independent radio systems. These devices will be installed at Loyalist College, QHC-BGH site and the Fire Station Tower on Bettes Street.

**Financial/Analysis:**

The cost of the Multi-couplers is approximately twenty thousand dollars (\$20,000.00) per unit more than single couplers. The request is for sixty thousand dollars (\$60,000.00) from the Capital Levy Reserve Account in order to purchase and install on the new tower for 2019.

**Conclusion:**

That Council approve the 2019 Capital Budget be amended in the amount of \$60,000 for three (3) multi-couplers for Radio Communications Upgrades for Coverage and Interoperability and that the funding source for this project be allocated as \$60,000 from the Capital Levy Reserve Fund (100%), and direct staff to work with Belleville Police staff and consultants on the installation.

Respectfully submitted,



Mark MacDonald,  
Fire Chief/Director of Fire and Emergency Services



APPROVAL BLOCK	
CAO	<u>RB</u>
DF	<u>3F</u>

**CITY OF BELLEVILLE**  
**Mark MacDonald, Fire Chief**  
**Fire and Emergency Services**  
**Report No. FES 2019-08**  
**November 12, 2019**

**To: Mayor and Members of Council**

**Subject: Overnight Warming Centre 2019/2020 Winter Operation**

**Recommendation:**

“THAT pursuant to the Fire Chiefs Report No. FES-2019-08, Overnight Warming Centre 2019/2020 Winter Operation, Council approve the operation of an Overnight Warming Centre and an operating budget of \$25,000 funded through the Casino Social Infrastructure Reserve Fund.”

**Strategic Plan Alignment:**

The City of Belleville’s Strategic Plan identifies nine strategic themes. This report aligns with “Community Health, Safety and Security” by supporting the establishment of responsive emergency and protective services with strong emphasis on prevention and preparedness to respond to emergencies.

**Background:**

During the winter of 2019 Council approved the operation of an overnight warming centre (OWC), which was hosted by Belleville Public Library in the secure Foyer. The activation criterion for the OWC was established in keeping with other municipalities and the Weather Network’s extreme cold alert criteria. The Centre is to be activated when the current or forecasted temperatures are minus fifteen degrees Celsius (-15 C) before wind chill or minus twenty degrees Celsius (-20 C) with the wind chill. The second criterion is in place as a windy day can create a very cold wind chill factor even when the temperature is well above -15 C. The decision to operate the centre is done 24 hours in advance whenever possible due to staffing arrangements.

For several reasons it became apparent that the Library was not the most suitable location and the transit building is scheduled for construction work in the near future. It too, is less than ideal with transit travellers seeking shelter as well. The OWC does need to be in or near the core to serve the people in need.

In seeking a suitable location, I was provided contact information for a volunteer from the organization that operates Nightlight, a community outreach program that hosts weekly fellowship gatherings to support people in the community. Their meetings are held at Victoria Avenue Baptist Church and it was felt this facility would suit the OWC quite well.

As a result of the discussions, Pastor Richard Smith from Victoria Avenue Baptist Church has received enthusiastic support and approval from the Board of Deacons to offer their facility for the OWC this coming winter. The City will provide Security staff and any custodial requirements and related costs. This partnership speaks to the dedication that this Church has to our community and is much appreciated. The Grace Inn Shelter has indicated through media that they planning to open for this winter season but there could be occasions where capacity limits and interpersonal conflicts restrict access to the shelter.

### **Financial/Analysis:**

Last winter the OWC operated on ten nights from February 12 to March 7, 2019. Two Security personnel and coffee/water supplies were provided by the City. The cost for these services was approximately \$9,000. Based on the 2018/2019 season and in anticipation of the opening of The Grace Inn Shelter, the request is for \$25,000 funded by the Casino Social Infrastructure Reserve Fund.

### **Conclusion:**

That the Overnight Warming Centre continue to operate for the 2019/2020 Winter season from December 1, 2019 to April 15, 2020, and that an operating budget of \$25,000 be approved from the Casino Social Infrastructure Reserve Fund.

Respectfully submitted,



Mark MacDonald,  
Fire Chief/Director of Fire and Emergency Services