



# **AGENDA**

## **Regular Meeting of Council of the City of Kenora**

**Tuesday, May 16, 2017**

**12:00 p.m.**

**City Hall Council Chambers**

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### **1. Call to Order**

### **2. Blessing – Councillor Reynard**

### **3. Public Information Notices**

As required under Notice By-law #144-2007, the public is advised of Council's intention to adopt the following at today's meeting:

- Council intends to formally adopt the 2017 Business Improvement Board Levy
- Council intends to amend its 2016 Capital Budget to commit funds from the Roads Reserve in the amount of \$62,936.46 to the Seventh Avenue Bridge design
- Council intends to formally adopt the 2017 Solid Waste Utility Budget
- Council intends to formally adopt the 2017 Water and Wastewater Utility Budget
- Council will establish parking lot rates for the First Avenue South long term parking for Coney Island residents
- Council will amend their summer meeting calendar to remove the month of August from their meeting series
- Council will approve a re-allocation of \$30,000.00 to be funded through the contingency reserves for completing the Anicinabe BBQ pit improvements project
- Council intends to change Wharf Street to a "One-Way" designation being a single lane for the portion of Wharf Street directly in front of the Lakeshore Hotel
- Council will amend the 2016 Budget to reflect the reallocation of funds approved by the Treasurer in the absence of the Corporate Services & Strategic Initiatives Manager:
  - approves an additional allocation of \$211 to the Server Hardware project, to be funded through the Computer Replacement project
  - additional allocation of \$4,076 to the Asset Management Planning project, to be funded through the Website Redesign project
  - additional allocation of \$20,068 to the Lane Paving Program, to be funded through the budget for the Municipal Paving program
  - additional allocation of \$4,616 to the Sidewalk Sander capital purchase, to be funded through the Dump Truck capital purchase
  - additional allocation of \$8,105 to the Volvo Grader Transmission capital purchase, to be funded through the Dump Truck capital purchase
  - additional allocation of \$4,820 to the Electrician Vehicle capital purchase, to be funded through the Sewer Suction Truck capital purchase
  - additional allocation of \$27,637 to the Water Tower Demo project, to be funded through the Sewer Suction Truck capital purchase

- additional allocation of \$208 to the WTP Dehumidifier capital purchase, to be funded through the WTP Backup Sludge Pump capital purchase
- additional allocation of \$7,067 to the Zamboni capital purchase, to be funded through the Dectron Completion project

#### **4. Declaration of Pecuniary Interest and the General Nature Thereof**

The Mayor will ask if any Member of Council has any Declarations of Pecuniary Interest and the General Nature Thereof pertaining to any items as follows:

- i) On today's agenda or from a previous meeting;
- ii) From a meeting at which a Member was not in Attendance

#### **5. Confirmation of Previous Council Minutes**

- Regular Council – April 18, 2017

#### **6. Presentations/Deputations**

Approximately five (5) minutes per person/group.

#### **7. Additions to Agenda** (urgent only)

#### **8. Appointments**

None

#### **9. Reports from Committee of the Whole**

##### **9.1 Corporate Services & Strategic Initiatives**

- Climate Asset Management Network Grant Application
- 2016 Capital and Unusual Spending
- BIZ Levy Request
- Budget Amendment – 7<sup>th</sup> Ave Bridge funding
- 2017 Budget Approval – Solid Waste
- 2017 Budget Approval – Water and Wastewater
- Section 357 Tax Rebates
- Kenora Rowing Club Community Foundation Application
- Coney Island Resident Parking
- Summer Council Meeting Schedule

##### **9.2 Fire & Emergency Services**

- No Reports

##### **9.3 Operations & Infrastructure**

- No Reports

##### **9.4 Community & Development Services**

- Budget Amendment – Anicinabe Park BBQ Pit Improvements
- Recreation Centre 1<sup>st</sup> Quarter Report
- Public Zoning Amendment – D14-17-04 Trojan Avenue

## **10. Housekeeping Resolutions**

- Traffic Amendment – Wharf Street Extension
- 2016 Budget Amendments Approved by Manager
- Kenora Consultants Inc contract for water quality monitoring
- Contracts & Expenditures Approved January – March 2017
- Kenora Fire & Emergency Services PTSD Prevention Plan
- CUPE Local 191 Letter of Understanding – City Hall Work hours
- CUPE Local 191 Letter of Understanding – City Hall Part time cashier
- CUPE Local 191 Letter of Understanding – Transfer Site Attendant
- Discharge of Obligations for Lougheed Drive
- By-law Enforcement Summer Student appointment
- Various Committee Minutes
- Water Waste water systems monthly summary – March 2017

## **11. Tenders**

- Municipal Road Works Tender Award
- Museum Design Services

## **12. By-laws**

Council will give three readings to the following by-laws: -

- Confirmatory
- BIZ Levy Request
- Budget Amendment – 7<sup>th</sup> Ave Bridge funding
- 2017 Budget Approval – Solid Waste
- 2017 Budget Approval – Water and Wastewater
- Coney Island Resident Parking
- Budget Amendment – Anicinabe Park BBQ Pit Improvements
- Public Zoning Amendment – D14-17-04 Trojan Avenue
- Traffic Amendment – Wharf Street Extension
- 2016 Budget Amendments Approved by Manager
- Kenora Consultants Inc contract for water quality monitoring
- CUPE Local 191 Letter of Understanding – City Hall Work hours
- CUPE Local 191 Letter of Understanding – City Hall Part time cashier
- CUPE Local 191 Letter of Understanding – Transfer Site Attendant
- Discharge of Obligations for Lougheed Drive
- By-law Enforcement Summer Student appointment

## **13. Notices of Motion**

## **14. Proclamations**

## **15. Announcements (non-action)**

## **16. Adjourn to a Closed Session**

That pursuant to Section 239 of the Municipal Act, 2001, as amended, authorization for Council to move into a Closed Session to discuss items pertaining to the following: -

- i) **(3.1) Education & Training Members of Council (1 matter)**
- ii) **Advice that is Subject to Solicitor-Client Privilege (1 matter)**

## 17. Adjourn Meeting

### **Information on Voting by Mayor & Council under The Municipal Act, 2001**

**243.** Except as otherwise provided, **every member** of a council shall have **one** vote;

**245.** Any question on which there is a **tie vote shall be deemed to be lost**, except where otherwise provided by any Act;

**246. (1)** If a member present at a meeting at the time of a vote requests immediately before or after the taking of the vote that the vote be recorded, each member present, except a member who is disqualified from voting by any Act, shall announce his or her vote openly and the clerk shall record each vote;

**(2)** A **failure to vote** under subsection (1) by a member who is present at the meeting at the time of the vote and who is qualified to vote shall be **deemed to be a negative vote**.



May 1, 2017

## City Council Committee Report

To: Mayor and Council

Fr: Jeff Hawley, Operations & Infrastructure Manager

Re: Traffic Regulation By-law Amendment – One Way Street – Limited Restricted Parking, Do Not Enter and No Parking – Wharf Street Extension

### Recommendation:

That Council authorizes an amendment to the City of Kenora Traffic Regulation By-law Number 180-2015 to include changes to the following: Schedule "M" – One-Way Streets, Schedule "C" Limited Restricted Parking, Schedule "U" Do Not Enter and Schedule "B" No Parking –Tow Away Zone, for Wharf Street Extension; and further

That three readings be given to an amending by-law for this purpose.

### Background Information:

The City is selling a portion of Wharf Street Extension to accommodate a patio for the Lakeshore Development. Due to the construction there will be a change to the present Two-Way traffic flow fronting the Lakeshore. As you enter Wharf Street Extension off Tenth Street it will remain status quo until you reach the property line of the Lakeshore where it will be reduced to a single lane requiring a One-Way designation, westerly to Wharf Street. A 'Do Not Enter' sign will be erected on Wharf Street at the entrance to Wharf Street Extension. A 'Dead End' and 'No Turn Around' signage will be erected at the start of Wharf Street alerting motorists traveling onto Wharf Street from Front Street that there is a change ahead, see the attached aerial drawing.

Parking will not be permitted adjacent to the patio area, but limited restricted parking will remain in effect along the north side of Wharf Street Extension, across from the patio, and along the south side fronting Shaw Cable.

It will now be necessary to amend Schedule "M" – One-Way Streets, Schedule "C" Limited Restricted Parking, Schedule "U" Do Not Enter and Schedule "B" No Parking –Tow Away Zone, as follows: -

### Schedule "M" One-Way Streets

| <u>Column 1</u><br>STREET             | <u>Column 2</u><br>DIRECTION OF TRAVEL | <u>Column 3</u><br>BETWEEN                        |
|---------------------------------------|--|---|
| <b>Add:</b><br>Wharf Street Extension | West Bound                             | From 24 m west of Tenth Street, westerly for 30 m |

### Schedule "U"

#### Do Not Enter

| <u>Column 1</u><br>FROM HIGHWAY | <u>Column 2</u><br>DO NOT ENTER | <u>Column 3</u><br>DIRECTION |
|---------------------------------|---------------------------------|------------------------------|
| <b>Add:</b><br>Wharf Street     | Wharf Street Extension          | East bound                   |

### Schedule "B"

#### No Parking-Tow Away Zone

| <u>Column 1</u><br>STREET/HIGHWAY     | <u>Column 2</u><br>LOCATION                       | <u>Column 3</u><br>SIDE | <u>Column 4</u><br>TIME |
|---------------------------------------|---|-------------------------|-------------------------|
| <b>Add:</b><br>Wharf Street Extension | From 21 m west of Tenth Street, westerly for 31 m | South                   | Anytime                 |

### Schedule "C"

#### Limited Restricted Parking

| <u>Column 1</u><br>STREET            | <u>Column 2</u><br>LOCATION                       | <u>Column 3</u><br>SIDE | <u>Column 4</u><br>RESTRICTION                            |
|--------------------------------------|---|-------------------------|---|
| <b>Remove:</b><br>Wharf St Extension | From 21 m west of Tenth Street, westerly for 31 m | South                   | <b>2 Hours</b><br>8 am – 6 pm<br><b>Monday - Saturday</b> |

**Budget:** Lakeshore responsible for cost of sidewalk construction. 2017 Operating Budget.

**Risk Analysis:** As per the requirements in the City's ERM Policy, there is a high operational risk to changing the flow of traffic from Two-Way to One-Way on a blind corner leading to a patio full of people. The risk will be mitigated with the erection of Do Not Enter and Dead End and No Turn Around signage in the appropriate locations.

#### Communication Plan/Notice By-law Requirements:

J. Hawley, M. Vogrig, T. Garbachewski, H. Kasprick, H. Lajeunesse, O.P.P.

#### Strategic Plan or other Guiding Document:

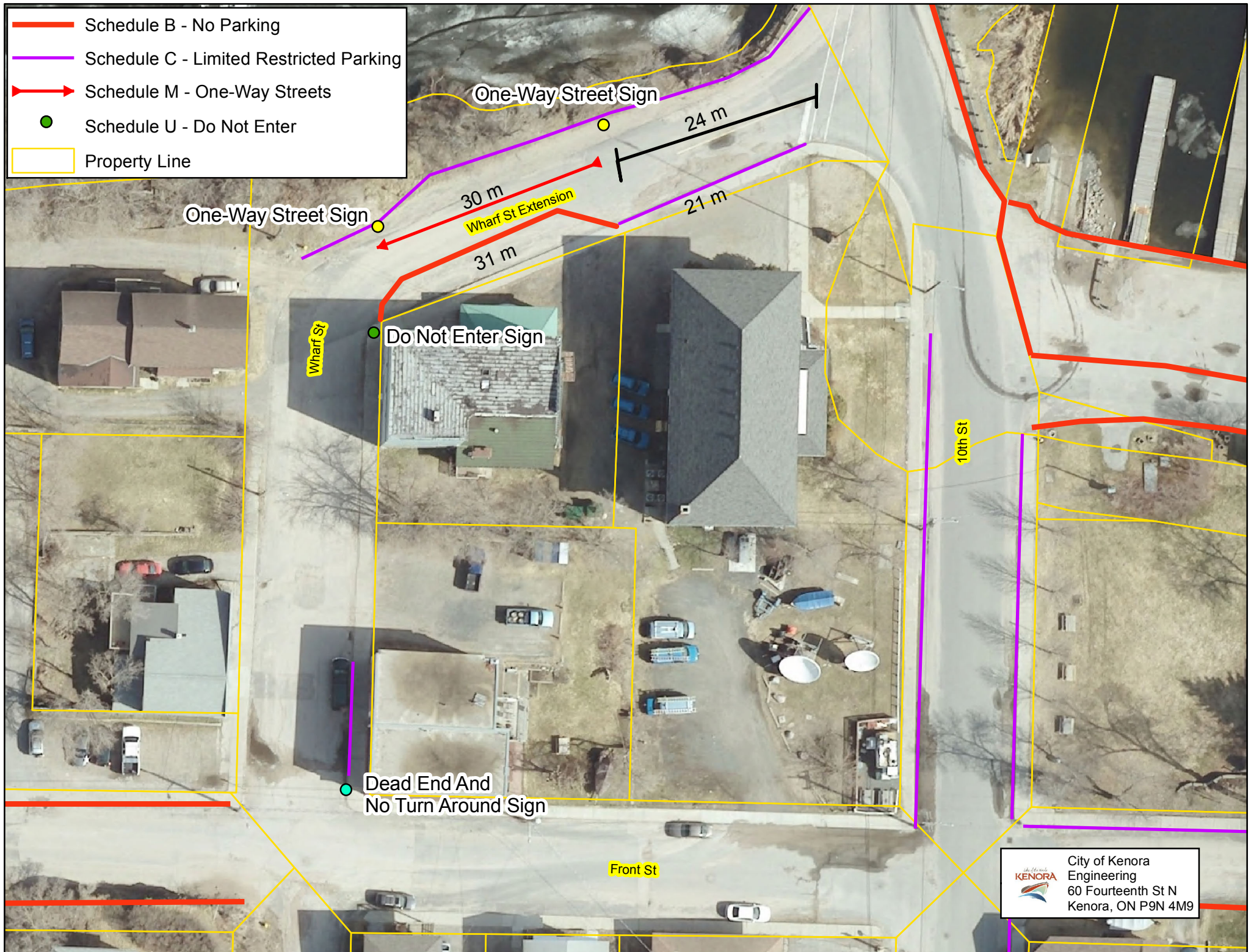
##### Goal #1: Develop Our Economy

1-2 The City will forge strong, dynamic working relationships with the Kenora business community.

##### Goal #2: Strengthen Our Foundations

2-4 The City will act as the catalyst for continuous improvements to the public realm.

- Schedule B - No Parking
- Schedule C - Limited Restricted Parking
- ➔ Schedule M - One-Way Streets
- Schedule U - Do Not Enter
- Property Line





May 1, 2017

## Housekeeping Council Briefing

(Directly to Council – does not appear at COW)

### Agenda Item Title:

2016 Budget Amendments Approved by Treasurer from August 1 to December 31, 2016

### Background Information:

Under the City of Kenora Procurement Policy, the Manager of Corporate Services & Strategic Initiatives (Treasurer as designate) has the authority to reallocate funds from 'within the same department or function that has either been completed under budget or has been deemed of a lesser priority by that (being the questioning) Manager'. As part of this authority, the Treasurer shall be required to report any such transfers to Council on an annual basis for the purpose of passing a budget amendment By-law to formally amend the budget to reflect the reallocation of funds'.

The table in the attachment outlines the approvals granted between August 1 and December 31, 2016 by Charlotte Edie, Treasurer, which relate to the 2016 budget.

### Resolution for Council:

That Council hereby approves an additional allocation of \$211 to the Server Hardware project, to be funded through the Computer Replacement project; and further

That Council hereby approves an additional allocation of \$4,076 to the Asset Management Planning project, to be funded through the Website Redesign project; and further

That Council hereby approves an additional allocation of \$20,068 to the Lane Paving Program, to be funded through the budget for the Municipal Paving program; and further

That Council hereby approves an additional allocation of \$4,616 to the Sidewalk Sander capital purchase, to be funded through the Dump Truck capital purchase; and further

That Council hereby approves an additional allocation of \$8,105 to the Volvo Grader Transmission capital purchase, to be funded through the Dump Truck capital purchase; and further

That Council hereby approves an additional allocation of \$4,820 to the Electrician Vehicle capital purchase, to be funded through the Sewer Suction Truck capital purchase; and further

That Council hereby approves an additional allocation of \$27,637 to the Water Tower Demo project, to be funded through the Sewer Suction Truck capital purchase; and further



That Council hereby approves an additional allocation of \$208 to the WTP Dehumidifier capital purchase, to be funded through the WTP Backup Sludge Pump capital purchase; and further

That Council hereby approves an additional allocation of \$7,067 to the Zamboni capital purchase, to be funded through the Dectron Completion project; and further

That in accordance with Notice By-law Number 144-2007 notice is hereby given that Council intends to amend its 2016 Budget at its May 16, 2017 meeting; and further

That Council hereby gives three readings to a by-law for this purpose.

**Budget:** These are reallocations within the 2016 budget therefore no additional funds are requested.

**Communication Plan/Notice By-law Requirements:** Notice of By-law amendment required. Resolution and By-law required.

**Strategic Plan or Other Guiding Document:** Per Procurement Policy CS 1-1

**Briefing By:** Charlotte Edie, Treasurer



The following table outlines the approvals granted between August 1 and December 31, 2016 by Charlotte Edie, Treasurer, which relate to the 2016 budget.

| Item                          | From   | To   | Amount   | Notes   |
|-------------------------------|--|--|----------|---|
| Server Hardware               | 16.134.01<br>Computer Replacement                | 16.134.03<br>Replace Server Hardware               | \$211    | Server hardware slightly over budget & computer replacement not done                  |
| Asset Management Planning     | 16.134.04<br>1348950<br>Website Redesign         | U16.131.01<br>1319500<br>Asset Management Planning | \$4,076  | Website redesign considerably under budget. Both projects from contingency reserve    |
| Lane Paving                   | 16.313.01<br>3138002<br>Municipal Paving Program | 16.313.02<br>3138032<br>Lane paving                | \$20,068 | Amount required to pave lane between 4 <sup>th</sup> & 5 <sup>th</sup> St North       |
| Sidewalk sander               | 16.393.01<br>3938984<br>New Dump truck           | 16.393.06<br>3938982<br>Sidewalk sander            | \$4,616  | Dump truck came in under budget. Some of the excess funds used for sander             |
| Transmission for Volvo grader | 16.393.01<br>3938984<br>New Dump truck           | Transmission for Volvo grader<br>By-Law #84-2016   | \$8,105  | Dump truck came in under budget. Grader could not operate without transmission.       |
| Electrician vehicle           | 16.414.01<br>4148976<br>Sewer suction truck      | 16.414.02<br>41148978<br>Electrician vehicle       | \$4,820  | Suction truck overhauled instead of purchased. Excess funds to be used for new truck. |
| Water Tower Demo              | 16.414.01<br>4148976<br>Sewer suction truck      | 16.431.02<br>4318080<br>Water tower demo           | \$27,637 | Demo quote came in over budget; suction truck   |

|                           |  |                                      |         |  |
|---------------------------|--|--------------------------------------|---------|--|
|                           |  |                                      |         | overhauled therefore leaving room in the W/WW reserves               |
| Dehumidifier for highlift | 16.433.01<br>4338062<br>Backup Sludge Pump | 16.433.03<br>4338072<br>Dehumidifier | \$208   | Slight over spending on dehumidifier covered by pump underspending   |
| Zamboni                   | 16.730.04<br>7308022<br>Dectron completion | 16.729.01<br>7298960<br>Zamboni      | \$7,067 | Cost of ice resurface attachment covered by underspending on dectron |



May 2<sup>nd</sup>, 2017

## Housekeeping Council Briefing

(direct to Council – does not appear at COW)

**Agenda Item Title:** Black Sturgeon Lake Water Quality Monitoring Contract with Kenora Resource Consultants Inc. (KRC)

**Background Information:** In 2007, the City of Kenora retained the services of Kelli Saunders Environmental Management/Gartner Lee to undertake a lake management plan for Black Sturgeon Lake. The study was approved, by City Council in 2008. The report contains a series of recommendations based on best management practices for managing the basin and surrounding lands.

Since 2009, the City of Kenora has commissioned water quality studies, of various points in Lower and Upper Black Sturgeon Lakes. In 2015, the City of Kenora Official Plan was approved, and implemented a number of land use policy recommendations for Black Sturgeon Lake. Development restrictions such as larger frontages for new lots, a limitation on the total number of lots to be created, and water quality monitoring were some of the more important components of the Official Plan.

In April, of this year, the City of Kenora issued a Request for Proposals (RFP) from interested parties for the preparation of a proposed work program to conduct water quality monitoring for Black Sturgeon Lake in 2017 with the ability for extension in 2018. The purpose of the project is to research water quality, per the recommendations of the Lake Capacity and Management Study for Black Sturgeon Lake (Kelli Saunders Environmental Management & Gartner Lee Limited, 2007) as well as the recommended sampling protocol provided in 2016 and 2017 by KRC.

The intent of the RFP was to award the work to a consultant with proven work records and management expertise in similar undertakings. One proposal was received and based on the review criteria, Kenora Resource Consultants Inc. was the successful firm. Since this is a budgeted item, the project has begun, based on a letter of intent.

**Resolution for Council:**

That the City of Kenora enters into a contract with Kenora Consultants Inc., Ryan Haines as project lead, to provide the water quality monitoring services for Black Sturgeon Lake per the proposal, at the fee of \$4,755.00 + HST; and further

That three readings be given to a by-law to authorize the execution of the contract.

**Budget:** Capital budgeted item

**Risk Analysis:** Completion of the project pursuant to collection of data for analysis of aquatic health and mitigation of impacts if required.

**Briefing By:** Devon McCloskey

**Bylaw Required:** Yes



April 27, 2017

## **Housekeeping Council Briefing**

**(direct to Council – does not appear at COW)**

**Agenda Item Title:** Contracts & Expenditures Approved January – March 2017

**Background Information:**

Per the Procurement Policy, the Corporate Services Manager (Treasurer in the absence of the Corporate Services Manager) may award a tender, contract or purchase for greater than \$20,000 provided that:

- a) The purchase is included in the City's budgets, and is within the budgeted amount;
- b) The total cost of the contract does not exceed the following authority limits:
  - i. Operating expenditures not exceeding \$100,000;
  - ii. Capital expenditures not exceeding \$250,000, with the exception of;
  - iii. Capital expenditures for equipment outlined specifically in the capital budget not exceeding \$500,000;
- c) The award is made to the bidder whose bid achieves the highest score as a result of the evaluation;
- d) The term of the contract does not exceed the lesser of either the current operating year or the remainder of the term of Council; and
- e) The award is made to the bidder submitting the lowest end cost, compliant bid.

A report shall be submitted quarterly to Council to advise of the award of any tenders, contract or purchases under this section. This report is attached.

**Budget:**

There is no expected budget impact as a result of this report.

**Risk Analysis:**

Although this is a housekeeping item the risk associated with this report is low. Internal controls have been established to ensure that these payments are legitimate and conform to the City's procurement policy.

**Communication Plan/Notice By-law Requirements:** N/A

**Strategic Plan or Other Guiding Document:**

Fiscal Responsibility: We manage the municipal finances in a responsible, prudent and transparent manner.

**Resolution for Council:**

That Council hereby receives the information report with respect to contracts awarded within the Manager's approved limits for January to March 2017.



**Briefing By:** Charlotte Edie, Treasurer

**Bylaw Required:** No



May 1, 2017

## Housekeeping Council Briefing

**Agenda Item Title: Kenora Fire and Emergency Services  
Post-Traumatic Stress Disorder (PTSD) Prevention Plan**

### **Background Information:**

The province of Ontario passed the Supporting Ontario's First Responders Act, which is new legislation that will create a presumption that post-traumatic stress disorder (PTSD) diagnosed in first responders is work-related. The presumption allows for faster access to WSIB benefits, resources and timely treatment. The act is part of the province's strategy to prevent or mitigate the risk of PTSD and provide first responders with faster access to treatment and the information they need to stay healthy.

The Supporting Ontario's First Responders Act (Post Traumatic Stress Disorder), 2016 amended the Workplace Safety and Insurance Act, 1997 (WSIA) and the Ministry of Labour Act.

Employers of workers covered under the PTSD presumption were directed to provide the Minister of Labour with information on their workplace post-traumatic stress disorder prevention plans by April 23, 2017.

The specific groups covered under the PTSD presumption include:

- Police
- Firefighters (including part-time and volunteer firefighters), fire investigators, and fire chiefs
- Paramedics and emergency medical attendants, and ambulance service managers
- Workers involved in dispatching emergency services, including workers who play a role in the chain of communications which lead up to the dispatch for ambulance services, firefighters and police
- Correctional officers/youth services workers (including managers) and workers who provide direct health care services in adult institutional corrections and secure youth justice facilities
- Members of emergency response teams dispatched by a communications officer.

### **Resolution for Council:**

That City of Kenora Fire and Emergency Services PTSD Prevention Plan was submitted to Minister Kevin Flynn of the Ontario Ministry of Labour on April 21<sup>st</sup>, 2017; and further

That Council supports the implementation of the Kenora Fire and Emergency Services PTSD Prevention Plan and the future education of our members in the prevention, recognition and intervention of this mental illness.

**Briefing By:** Todd Skene, Fire & Emergency Services Manager

**Bylaw Required:** No



## **CITY OF KENORA FIRE AND EMERGENCY SERVICES**

100 Fourteenth Street North Kenora, Ontario P9N 4M9

Phone : (807) 467-2107 Fax: (807) 467-2155 E-mail:  
tskene@kenora.ca

Ministry Kevin Flynn  
Ontario Ministry of Labour  
400 University Avenue,  
14<sup>th</sup> Floor, Toronto ON M7A 1T7  
ptsdprevention@ontario.ca

April 21, 2017

### **Re: As per Subsection 9.1.(1) of the Ministry of Labour Act, Kenora Fire and Emergency Services PTSD Prevention Plan**

Dear Sir/Madame,

The City of Kenora Fire and Emergency Services (KFES) is pleased to provide you with our Post Traumatic Stress Disorder Prevention Plan.

The City of Kenora is motivated in moving forward this prevention plan. Some members including myself have taken the Ontario Association of Fire Chiefs (O AFC), Road to Mental Readiness (R2MR) training and discussion are under way to bring the O AFC, R2MR to the north. The R2MR will be offered at this year's FireCon in Thunder Bay and members will be scheduled to attend this training.

In addition, local discussion are underway with our local Critical Incident Stress Management (CISM) Team to educate members in CISM and to train members in becoming team members.

Our PTSD Prevention Plan is a living document and as research and



educational materials evolve we will update our plan to aid the requirements of our first responders. I feel this plan goes beyond the requirements of the legislation and if you require any clarification on our program please do not hesitate to contact me.

Yours sincerely,



Todd Skene  
Fire and Emergency Services Manager/Fire Chief/CEMC  
Kenora Fire and Emergency Services

Cc Karen Brown, CAO  
Sharen McDowell, HR  
Bruce Graham, H&S



# **City of Kenora Fire & Emergency Services**

## **Post Traumatic Stress Disorder Prevention Plan.**

*This PTSD Prevention Plan has been developed to outline our approach to managing Post Traumatic Stress Disorder within our organization. The goal of this plan is to take a holistic approach across prevention, intervention and recovery and return to work.*

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# Introduction

The City of Kenora is committed to addressing Post Traumatic Stress Disorder (PTSD) in our workplace. This prevention plan outlines a holistic approach to addressing PTSD and the focus of this plan is to establish foundational elements based on the PTSD Framework below. Specifically, this plan highlights our prevention, intervention and recovery and return to work policies and practices.

This is a living document which will be updated as our organization advances on our PTSD prevention journey.

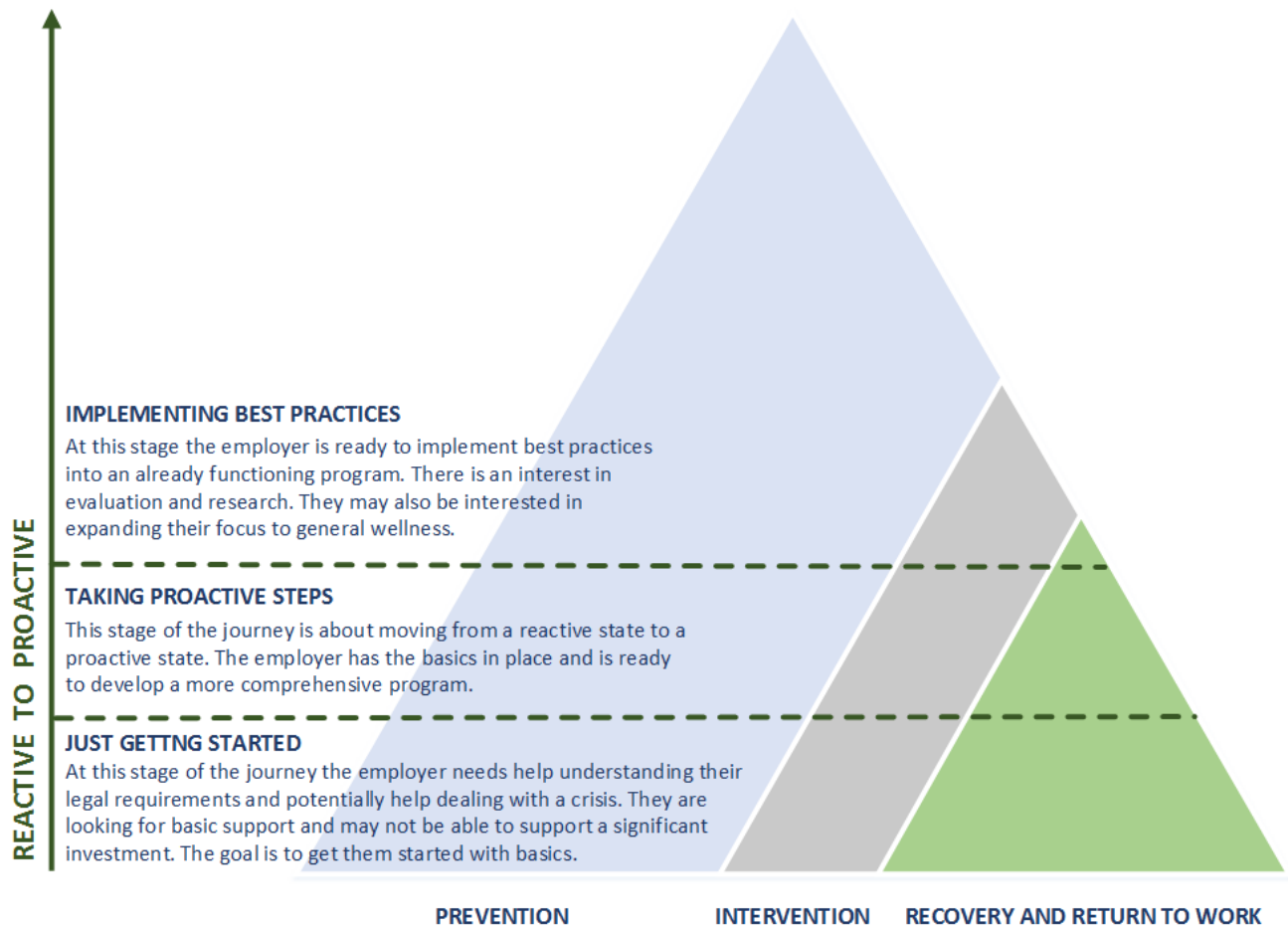


Figure 1: PTSD Framework

## Prevention Focus Area

Prevention focuses on outlining the basic elements of occupational health and safety management such as understanding legal responsibilities, recognizing, assessing and controlling the hazard, outlining roles and responsibilities and incident reporting procedures in an

organization. The goal is to establish or integrate PTSD prevention practices for the promotion of a healthy and safe workplace that actively works to prevent harm to a worker mental health.

Standard Operating Guidelines have been develop to guide emergency personnel through the process on limiting and monitoring PTSD incidents and if required implementing assistance to those effected.

## **Intervention Focus Areas**

Intervention focuses on outlining actions that can be taken to improve a situation. This includes ensuring that workers know how to report psychological injuries when they occur and are supported in doing so. It also highlights intervention options that are evidence based and that can be utilized in organizations.

## **Recovery and Return to Work Focus Area**

Recovery and Return to Work ensures that managers understand how to accommodate a worker who is suffering from PTSD and that there are clearly established roles and responsibilities for supporting workers through this process. Recovery and return to work is an important aspect of preventing future or further injury.

## **Goals and Objectives**

The goal of the plan is to provide all employees clarity on how Kenora Fire & Emergency Service is addressing PTSD prevention, intervention and recovery and return to work in our organization.

The specific objectives of the plan are to:

- Define the legal requirements.
- Explain how to identify and respond to PTSD injures.
- Establish roles and responsibilities within the organization.
- Establish policies and procedures to support PTSD prevention in the organization.
- State crisis intervention expectations and screening protocols.
- Outline organizations intervention practices and procedures so that all supervisors and managers understand the available intervention options.
- Review the duty to accommodate.
- Provide examples of accommodations that may be utilized in the organization to support efficient and effective recover and return to work.

# Overview of PTSD, Risk Factors, Signs and Symptoms

PTSD can develop when someone experiences, sees or learns about an event involving actual or threatened death, serious injury or sexual violence.

## Causes

It is believed that PTSD is caused by a complex mix of:

- Life experiences, including the amount and severity of trauma you have experienced since early childhood.
- The way your brain regulates the chemicals and hormones your body releases in response to stress.
- Inherited mental health risks such as an increased risk of anxiety or depression and inherited aspects of your personality or temperament.

## Risk Factors

- Having a job that increases your risk of being exposed to traumatic events, such as firefighting.
- Experiencing intense or long-lasting trauma.
- Feeling horror, helplessness or extreme fear.
- Seeing people get killed or hurt.
- Having experienced other trauma earlier in life, including childhood abuse/ or neglect.
- Having other mental health problems such as anxiety or depression.
- Lacking a good support system of family and friends.
- Dealing with extra stress after the event, such as loss of a loved one, pain and injury, or loss of a job or home.
- Having biological relatives with mental health problems including PTSD or depression.

PTSD can increase the risk of other mental health problems such as:

- Depression and anxiety,
- Issues with drugs or alcohol use,
- Suicidal thoughts and actions.

## Signs and Symptoms

Symptoms may start within 3 months of the event but can sometimes not appear until years after the event. The symptoms can make it hard for the affected person to live their everyday life and can be accompanied by depression, substance abuse, or other anxiety disorders.

Following are three types of symptoms associated with PTSD<sup>1</sup>:

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<sup>1</sup> Mayo Clinic, 2016, National Institute of Mental Health, 2016

## **Intrusive Memories**

Also called re-experiencing symptoms, these memories can start from the persons own thoughts, or can be triggered by words, objects or situations that are reminders of the traumatic event. Intrusive memories include:

- Recurring, unwanted distressing memories of the traumatic event,
- Reliving the event as if it were happening again,
- Upsetting dreams about the event, and
- Severe emotional distress or physical reactions (heart racing, hands sweating) to something that reminds you of the event.

## **Avoidance**

Avoidance symptoms may cause a person to change their routine such as avoiding things that remind them of the event as well as negative changes in thinking and moods. This include:

- Trying to avoid thinking about the event,
- Avoiding places, objects, activities or people that remind you of the event,
- Increased negative feelings about self or others,
- Feeling emotionally numb or an inability to experience positive or negative emotions,
- Feeling hopeless about the future,
- Losing interest in activities that were enjoyable in the past,
- Feeling strong guilt, depression or worry,
- Memory problems including not remembering important aspects of the traumatic event, and
- Difficulty maintaining close relationships.

## **Hyper-arousal Symptoms**

These symptoms are changes in emotional reactions usually constant and can make a person feel stressed, angry, overwhelmed and “on guard.” The symptoms include:

- Irritability, feeling tense or “on guard,”
- Difficulty sleeping,
- Angry outbursts or aggressive behavior,
- Being on constant guard for danger,
- Feelings of overwhelming guilt or shame,
- Self-destructive behavior,
- Trouble concentrating or sleeping, and
- Being easily startled or frightened.

## **Self-Assessment Tool**

A self-assessment tool is available in **Appendix A** to help an individual in determining if they require further assistance or help.



## Legal Requirements

At the City of Kenora and Kenora Fire & Emergency Services we understand that we have a legal requirement under the Occupational Health and Safety Act to take every reasonable precaution to protect workers from harm. Employers and supervisors are required to inform all workers about psychological hazards on the job and provide training to employees on how to prevent these hazards and protect themselves from harm. Workers are also required to follow policies and procedures set out by the employer.

### Notification of Injury/Illness

Following the notification of an injury/ illness, Section 51 and 52 of the Occupational Health and Safety Act (OHSA) requires notification to the Ministry of Labour, Joint Health and Safety Committee and the local Association if an employee is critically injured, disabled from performing their own work or receives medical attention resulting from an incident. The details required in these reports, and the parties who must be notified are based on the severity of the injury and are outlined in the OHSA, and in Section 5 of the Industrial Establishment Regulation. Of particular importance is the necessity in S 5(2)(j) to include steps to prevent further illness.

Reporting a Post Traumatic Stress Disorder through required channels is handled in the same manner as other injuries or illnesses. When an injury or illness occurs, the employer must submit a Form 7 Report of Injury/Illness within three days.

In many cases, an employee with PTSD will require time off from work, but in some instances, it may be possible to accommodate them with alternate work as they are receiving treatment. The same WSIB Form 7 is used regardless of whether the ill/injured employee loses time from work (Lost Time Injury), or only seeks medical attention (No Lost Time Injury). The employee will be sent a Form 6 by the WSIB for completion following the employer's submission of the claim.

## Organizational PTSD Practices

The City of Kenora believes mental health, wellbeing and psychological safety of its employees to be important part of a productive, effective and healthy workplace.

To promote a healthy workplace, we will strive to;

- Increase awareness about mental health issues and create an open dialogue between employees, managers, leadership and the union.
- Promote principles of mutual respect, confidentiality and cooperation across the organization.
- Support managers to help address the mental health, wellbeing and psychological safety of our employees and provide them resources and tools to address demands, conflict, emotional distress or trauma experienced by our workers.
- Focus on the organizations impact on the health and well-being of all employees, not personal health status.

## Organizational Anti-Stigma Practices

The City of Kenora and Kenora Fire and Emergency Services are committed to fostering a workplace where our employees are protected from stigma associated with mental illness. Our organization will ensure that all employees are treated with respect and dignity; this includes those suffering from mental illness and those who support other workers suffering from mental illness.

Harassment and acts of discrimination will not be tolerated. Anyone who is found to be stigmatizing another individual may be subject to disciplinary action. Types of behavior and acts that contribute to stigma include:

- Prejudicial attitudes and discriminating behavior directed towards individuals.
- Trivializing or belittling people suffering from PTSD, or PTSD itself.
- Insulting people who are suffering from PTSD.
- Patronizing people who are suffering from PTSD by treating them as if they are not as good as other people.
- Ostracizing people who are suffering with PTSD, or their friends and supports.

To support a stigma-free workplace, we will;

- Provide PTSD awareness training and education.
- Regularly monitor organizational practices and systems for barriers to achieving a stigma-free workplace.
- Provide an effective and fair complaints process.
- Lead by example.

Managers and Supervisors are responsible for fostering a stigma-free workplace and setting an example of appropriate behavior.

Employees are responsible for treating coworkers with respect in the workplace, bringing forward complaints and cooperating with investigations into complaints. Employees are also responsible for treating all parties and situations in a sensitive and confidential manner.

## Recognizing and Responding to Signs and Symptoms of PTSD

Managers and Supervisors are expected to know how to recognize and respond to signs and symptoms of PTSD in a worker or fellow Manager, Supervisor or worker. If signs and symptoms are found to be present it is expected that the Manager or Supervisor will:

- Keep the communication lines open with the worker and ask how they or other team members can provide support to the worker. If the worker is not ready to talk wait for them to open up. If they do start to share, **do not interrupt**, it is often difficult for people with PTSD to ask for help, particular if there is a concern about stigmatization.
- Deal with signs and symptoms directly and as soon as possible. If signs and symptoms are recognized it is best to open the dialogue and provide support so that the worker knows they are supported in the workplace.

- Provide information about the options the worker has to address PTSD. Help the worker access support and help resources, if they request or need assistance.
- Encourage the worker to talk to someone they trust about what has happened, this could be team members identified in the workplace to provide peer support, family members, friends, or a manager/supervisor.
- Share with the worker that what they are experiencing is a normal reaction. Provide information about signs and symptoms and when they should speak to a professional or seek additional help.

## Roles and Responsibilities for Prevention, Intervention, Recovery and Return to Work

### Senior Leadership Roles

Our Senior Leadership will:

- Understand the impact that PTSD, and other occupational stress injuries have on the organization
- Identify what health and safety programs already exist and how a PTSD Prevention program can be integrated into existing systems. This should consider:
  - Management Training,
  - Employee Engagement,
  - Anti-stigma Awareness,
  - Critical Incident response and management,
  - Employee Assistance Programs (EAP) or other benefits that support a mental health and wellness program,
  - Training individuals in strategies for resiliency and health behavior.
- Set the tone and lead by example, reducing stigma and encouraging conversations and take every reasonable precaution to protect workers.
- Makes early and considerate contact with an injured/ill worker.

### Managers and Supervisors

Managers and Supervisors will:

- Be involved in the workplace assessment and participation in identifying controls.
- Participate in training to be aware and ready to address the day to day aspects of PTSD prevention and management.
- Receive training on how to recognize signs and symptoms of PTSD and understand the causes and risk factors and understand how to support workers suffering from PTSD.
- Provide advice on how to monitor trauma exposures
- Receive training on how to recognize signs and symptoms of PTSD and understand the causes and risk factors and understand how to support workers suffering from PTSD.
- Identify individuals at risk of PTSD.

- Be prepared through training, coaching or other means to engage workers in discussions about psychological health and safety.
- Encourage active discussion with workers about mental health and psychological safety.
- Implement processes to report concerns and provide support to workers in need.
- Help identify control methods that support PTSD prevention such as workplace rotations for highly exposed individuals.
- Reduce stigma by participating in positive conversations.
- Understand how to accommodate a worker suffering from PTSD.
- Actively participate in a systematic, structures and coordinated Return to Work process and plan.

## Employees

Employee's will

- Comply with the policies, procedures and the program.
- Participate in training and education about PTSD
- Report concerns, incidents to that they can be investigated and addressed.
- Listen to coworkers and encourage engagement.
- Reduce stigma by participating in positive conversations.

## Human Resources

The Human Resources department will:

- Assist the injured/ill worker to remain or return to work while they recover, while also ensuring that the workers return to work date is sensible, flexible and safe for the worker.
- Help the worker return to the workplace post-injury/illness.
- Connect and consult with the injured/ill worker, treating health professional, and WSIB representative and make sure that everyone understands what to expect and what is expected of them.
- Monitor the workers progress towards returning to work.
- Help resolve issues or disputes related to the return to work.

## Training

### PTSD Awareness and Anti-Stigma Training

The City of Kenora and the Kenora Fire and Emergency Services is committed to providing PTSD and anti-stigma awareness training to all Workers within our organization. Our organization will implement and maintain the awareness training program so that all staff are familiar with the signs and symptoms of PTSD.

## **Recognizing Signs and Symptoms and Responding to Signs of PTSD**

All Managers and Supervisors will receive training on how to recognize the signs and symptoms of PTSD and learn the organizations expectations on how to respond to and address these signs and symptoms.

## **Post Exposure Education and Awareness**

Education and awareness will be offered to those who have experienced a traumatic event. This education will focus on providing information about signs and symptoms, how to access care if needed and provision of contact information if they require assistance and/or resources.

## **Training Roll-Out**

The Fire Chief is committed to offering, as available, to the Road to Mental Readiness (R2MR) program, with the first group set to attend the course upon acceptance at 2017 Fire Con in Thunder Bay in September. Additional internal sessions are being explored to have the R2MR delivered in Kenora.

Discussions are under way with local Sunset District Critical Incident Stress Management group to train firefighters interested in delivering CISM program in the northwest region.

Standard Operational Guideline, Personal Safety, # 200 PTSD Prevention and CIS Management has been implemented and is now in effect across the organizations. Firefighters will be required to read and understand this document.

## **Early Intervention Strategies**

When workers are exposed to a traumatic event, the organizations will provide those workers with the following early interventions to minimize stress and promote prevention of PTSD:

- Allowing time off for the workers who have been involved in a traumatic event.
- Providing workers with stigma-free counselling services to address the emotional aspects of what they have experienced.
- Using of debriefing sessions that focus on helping the worker put their experiences in perspective and validate what they have seen, done, thought and felt.
- Providing ongoing education that gives information on PTSD, stress management and actions that workers can take for themselves.
- Offering peer support programs.

## Peer Support Program or Crisis Intervention Teams

Sunset District Critical Incident Stress Management

**Crisis # 807-467-3713**

Service Email: Email: sunsetdistrictcism@shaw.ca

Primary Contact: Corrie Neufeld, Chair & Regional Training Program Coordinator

**# 807-467-3709**

## Employee Assistance Programs

|  |  |
|--|--|
| City of Kenora Health Provider, Shepell-FGI          | 1 800 387-4765   |
| International Association of Fire Fighters (Members) | 1 855 900-8437   |
| Mental Health Helpline:                              | 1 866-531-2600   |
| Volunteer Firefighters Insurance                     | <a href="http://www.vfis.com">www.vfis.com</a>                 |
| Distress Line 1 855 554 HEAL (4325)                  | <a href="http://www.talk4healing.com">www.talk4healing.com</a> |
| Sunset Country Family Health Team                    | 807 468-6321   |

## Appendix A

### Self-Assessment Tool

The City of Kenora recognizes that early intervention is for the effective treatment and prevention of PTSD. The severity of the initial traumatic event will be considered when determining the need for early intervention.

For workers who have been exposed to a traumatic event this Self-Assessment Tool is available to assess yourself on the symptoms of PTSD and will assist you in determining your next steps.

### Self-Assessment Tool: Do I have PTSD?

Read each of the questions below. If you have been experiencing these symptoms for more than one month, mark the box at the beginning of the statement. When you are done you can print this off and take it to your doctor, or share with your supervisor so that they can help you access the support you need.

You should call a doctor if you have been experiencing the symptoms for more than one month and you are experiencing at least.

- One intrusive memory symptom.
- Three avoidance symptoms and,
- Two hyper-arousal symptoms.

### Intrusive Memory Symptoms

Select all that apply. In the last month have you experienced any of the follow intrusive memories?

- Reoccurring, unwanted distressing memories of the traumatic event,
- Reliving the events as if it were happening again,
- Upsetting dreams about the event,
- Severe emotional distress of physical reactions (heart racing, hands sweating) to something that reminds you of the event.

## Avoidance Symptoms

Select all that apply. In the last month have you experienced any of the following avoidance symptoms?

- Trying to avoid thinking about the event.
- Avoiding places, objects, activities or people that remind you of the event.
- Increased negative feelings about self or others,
- Feeling emotional numb or inability to experience positive or negative emotions,
- Feeling hopeless about the future,
- Losing interest in activities that were enjoyable in the past,
- Feeling strong guilt, depression or worry,
- Memory problems including not remembering important aspects of the traumatic event,
- Difficulty maintaining close relationships.

## Hyper-arousal Symptoms

Select all that apply. In the last month have you experienced any of the following hyper-arousal symptoms?

- Irritability, feeling tense or “on guard.”
- Difficult sleeping
- Angry outbursts or aggressive behaviours,
- Being on constant guard for danger,
- Feeling of overwhelming guilt or shame,
- Self-destructive behaviours
- Trouble concentrating or sleeping.
- Being easily startled or frightened.

Call a doctor if you have been experiencing the symptoms for more than one month and you are experiencing at least.

- One intrusive memory symptom.
- Three avoidance symptoms and,
- Two hyper-arousal symptoms.





May 1, 2017

## Housekeeping Council Briefing

(direct to Council – does not appear at COW)

### Agenda Item Title:

CUPE Local 191 – Letter of Understanding – Hours of Work City Hall

### Background Information:

Council approved a City Hall Restructuring report from Karen Brown, CAO City Hall. One of the recommendations was to reduce the 1 1/4 hour unpaid lunch break to a 1 hour unpaid lunch break for those staff that worked a 7 1/2 work day. A Letter of Understanding was required to amend the hours of work for City Hall staff in the Collective Agreement.

### Resolution for Council:

That three readings be given to a bylaw to execute a Letter of Understanding between the Corporation of the City of Kenora and CUPE Local 191

That Council of the City of Kenora hereby approves the Letter of Understanding – City Hall Cashier between the Corporation of the City of Kenora and the Canadian Union of Public Employees

**Budget:** The 2017 budget will reflect the incremental costs of the amended hours of work for City Hall positions.

### Communication Plan/Notice By-law Requirements:

CUPE Local 191 will receive the approved letter of Understanding. City Hall staff will be advised that the reduction in lunch hour will commence effective June 5, 2017.

### Strategic Plan or Other Guiding Document:

Core value of Fiscal Responsibility  
Focus on our People

**Briefing By:** Sharen McDowall, HR Strategist

**Bylaw Required:** Yes



May 1, 2017

## Housekeeping Council Briefing (direct to Council – does not appear at COW)

### **Agenda Item Title:**

CUPE Local 191 – Letter of Understanding – City Hall Part-time Cashier

### **Background Information:**

Council approved a City Hall Restructuring report from Karen Brown, CAO City Hall. One of the recommendations was to increase compliment at City Hall adding a part-time Cashier. A Letter of Understanding was required to reflect the required hours of work for a part-time City Hall Cashier, as that classification is not identified in the Collective Agreement

### **Resolution for Council:**

That three readings be given to a bylaw to execute a Letter of Understanding between the Corporation of the City of Kenora and CUPE Local 191

That Council of the City of Kenora hereby approves the Letter of Understanding – City Hall Cashier between the Corporation of the City of Kenora and the Canadian Union of Public Employees.

**Budget:** The 2017 budget will reflect the incremental costs related to increase staff compliment for a Part-time Cashier

### **Communication Plan/Notice By-law Requirements:**

CUPE Local 191 will receive the approved Letter of Understanding. City Hall staff will be advised that the reduction in lunch hour will commence effective June 5.

### **Strategic Plan or Other Guiding Document:**

Core value of Fiscal Responsibility  
Focus on our People

**Briefing By:** Sharen McDowall, HR Strategist

**Bylaw Required:** Yes



May 1, 2017

## Housekeeping Council Briefing (direct to Council – does not appear at COW)

### **Agenda Item Title:**

CUPE Local 191 – Letter of Understanding – Hours of Work Transfer Site Attendant

### **Background Information:**

A request was made to adjust the hours of work for the Transfer Site Attendant. The department would like to have the ability to schedule the Transfer Site Attendant hours of work between 6 am to 6 pm to allow early morning clean out of Big Belly receptacles during low traffic times, for safety reasons.

The hours of work for the Transfer Site Attendant are Tuesday to Saturday and this would also allow for better managing of scheduling if the department had the flexibility to adjust hours to reflect the needs of the department.

### **Resolution for Council:**

That three readings be given to a bylaw to execute a Letter of Understanding between the Corporation of the City of Kenora and CUPE Local 191

That Council of the City of Kenora hereby approves the Letter of Understanding – Transfer Site Attendant between the Corporation of the City of Kenora and the Canadian Union of Public Employees

**Budget:** No impact to budget.

### **Communication Plan/Notice By-law Requirements:**

CUPE Local 191 will receive the approved Letter of Understanding. Transfer Site Attendant will be informed of the new hours of work.

### **Strategic Plan or Other Guiding Document:**

Core value of Fiscal Responsibility  
Focus on our People

**Briefing By:** Sharen McDowall, HR Strategist

**Bylaw Required:** Yes



May 4<sup>th</sup>, 2017

## **Housekeeping Council Briefing**

**(direct to Council – does not appear at COW)**

**Agenda Item Title:** Discharge of Obligations and Acceptance of Lougheed Drive

### **Background Information:**

In August 2014, the City entered into a Subdivision Agreement with WM Lougheed Trucking Ltd. The Plan of Subdivision was registered as Plan 23M-967, for the purpose of creating a total of ten (10) lots for residential development.

Section 38 of the agreement set out requirements for the release of obligations including the expiration of the two year maintenance period, issuance of the certificate of completion, assurance from a registered Ontario Land Surveyor that the standard iron bars along the road exist, and that a solicitor has verified that there are no outstanding claims against the lands.

The certificate of release is intended to discharge all obligations of the owner for maintenance of the road with the exception of drainage.

### **Resolution for Council:**

That three readings be given to a bylaw to discharge the owner of obligations under the agreement.

That the Mayor & Clerk be authorized to execute this agreement.

**Budget:** No impact. Fees as required for the application have been received, including payment for lot levies and parkland in-lieu.

**Risk Analysis:** Potential for risks was previously considered as part of the planning application for subdivision. A Subdivision Agreement was entered into to identify criteria and requirements for development.

**Communication Plan/Notice By-law Requirements:** Notice provided through requirements of the Planning Act, public disclosure also provided through minutes of Council. Circulation to city staff including the Chief Building Official, Manager of Operations and Infrastructure, Engineer, and City Planner.

**Strategic Plan or Other Guiding Document: Consistent with Goal #1 “Develop our Economy”**

2-6 The City will support the development of a diverse range of housing types with an emphasis on affordable options for families, seniors and individuals in need of transitional and emergency housing

2-7 The City will encourage and support the development of vacant and transitional lands for uses that support our vision

**City of Kenora Official Plan (2015) – Supported by Principles 1, 2 & 3  
“Sustainable Development, Natural Environment, and Affordable Housing”**

- To permit limited residential growth in the Rural Area, where lot size and configuration can support private water supply and sanitary sewage systems, and where the development would be compatible with the character of the land use in the surrounding area.
- To protect and preserve hazard lands, sensitive areas, areas of historical significance and important natural resources such as fish and wildlife habitat areas, wetlands and minerals and aggregates.
- To provide a mix and range of housing types that shall meet the physical and financial needs of all current and future residents, in particular the aging population and new entrants to the housing market, with the goal of providing a timely response to housing needs associated with a diversified economy.

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**Briefing By:** Devon McCloskey, City Planner

**Bylaw Required:** Yes



May 11, 2017

## Housekeeping Council Briefing (direct to Council – does not appear at COW)

### Agenda Item Title: Appointment of Bylaw Enforcement Officer

#### Background Information:

Council has approved the addition of a summer student this summer who will work as a bylaw enforcement officer enforcing our bylaws throughout the City, focusing on parking and docking.

Under the authority of the Police Services Act, all bylaw enforcement officers must be appointed by bylaw. This report is to appoint the new summer student, Alexis Briggs for the duration of May 24, 2017 to September 1, 2017.

#### Resolution for Council:

That Council hereby appoints Alexis Briggs as a summer student By-Law Enforcement Officer in and for the City of Kenora under the authority of the Police Services Act; and further

That this appointment is hereby authorized for the period of May 24, 2017 to September 1, 2017.

**Budget:** included in the 2017 operating budget

#### Risk Analysis:

There is no risk to this report as it is a statutory requirement.

**Communication Plan/Notice By-law Requirements:** bylaw required

**Strategic Plan or Other Guiding Document:** administrative only

**Briefing By:** Heather Kasprick, City Clerk

**Bylaw Required:** Yes



May 1, 2017

## Housekeeping Council Briefing (direct to Council – does not appear at COW)

### **Agenda Item Title:**

Receipt and Approval of Various Committee Minutes

### **Background Information:**

This static monthly report is for the purpose of Council approving and/or receiving various Committee Minutes. Those being approved are the Committees of Council which Council should be approving the actions of those Committees and does so in the form of a by-law under the Confirmatory By-law.

The Minutes being received are typically from local Boards or Corporations for information only (and cannot be 'approved' by Council).

The various Minutes will appear under separate cover as an attachment on SharePoint to this report.

### **Resolution for Council:**

That Council hereby adopts the following Minutes from various City of Kenora Committees:

- March 22 – Kenora Public Library Board
- April 5 – Heritage Kenora Committee; and

That Council hereby receives the following Minutes from other various Committees:

- February 28 – District of Kenora Home for the Aged Board of Management
- March 20 – Planning Advisory Committee
- March 22 – Kenora Police Services Board
- March 24 – Northwestern Health Unit Board of Health; and further

That these Minutes be circulated and ordered filed.

**Briefing By:** Heather Lajeunesse, Deputy Clerk

**Bylaw Required:** No



April 27, 2017

## Housekeeping Council Briefing

(direct to Council – does not appear at COW)

**Agenda Item Title:** 2017 Water & Wastewater Systems Monthly Summary Report – March

**Background Information:**

The Water and Wastewater Division will be providing Council with Water and Wastewater Systems Summary Reports, on a monthly basis.

The purpose of the Report is to provide Council with an understanding on how the water and wastewater systems they own and operate are maintained. Data will be collected at the end of each month and presented to Council for acceptance, see attached.

The Operations and Infrastructure Department recommends that Council accept the 2017 Water and Wastewater Systems Monthly Summary Report for March.

**Resolution for Council:**

That Council of the City of Kenora hereby accepts the March 2017 Kenora Water and Wastewater Systems Monthly Summary Report, as prepared by City administration.

**Briefing By:** Jeff Hawley, Operations & Infrastructure Manager

**Bylaw Required:** No



**CITY OF KENORA**

**Monthly Summary Report  
Water & Wastewater Systems**

**March 2017**

Prepared by: Biman Paudel, Water & Wastewater Division Lead  
Ryan Peterson, ORO, Water Treatment Plant  
Ray Hanstead, ORO, Wastewater Treatment Plant

## **1.0 Introduction**

This report contains the major maintenance activities and operational events that occurred during the month of March 2017 at the Kenora Area Water Treatment Plant, Kenora Wastewater Treatment Plant, Water Distribution System and Wastewater Collection System. This information report has been prepared for Council to better understand how the systems they own and operate are maintained on a monthly basis.

## **2.0 Water Treatment Plant**

### **2.1 Monthly Flow and Operating Data – See Schedule “A”**

### **2.2 Weekly Bacteriological Samples**

1 Raw, 1 Treated and 6 Distribution for a total of eight (8) samples are taken on a weekly basis.

Sampling was conducted on the following dates:

- Mar 6<sup>th</sup>
- Mar 13<sup>th</sup>
- Mar 20<sup>th</sup>
- Mar 27<sup>th</sup>

All samples tested were within the allowable parameters.

### **2.3 Maintenance**

- Drained #2 filter for effluent valve inspection.
- Replaced analog input card at Zone 2 Standpipe.
- Replaced belt on fluoride feeder.
- Replaced diaphragm and injector on post chlorinator.
- Replaced vacuum gauge on post chlorinator.
- Calibrate turbidimeters.

### **2.4 Training**

No training scheduled for the month of March.

### **2.5 Water Quality Complaints**

There were no water quality complaints in the month of March.

## 2.6 Other Information

- Distribution system chlorine levels were sampled at three locations weekly throughout the month in addition to the chlorine levels being sampled along with regular weekly bacteriological samples.

## 3.0 Water Distribution System and Wastewater Collection System

### 3.1 Maintenance

#### 3.1.1. Water Distribution

- March 7- 8 - Dug and repaired water service leak at: Harbourfront Pavilion.
- March 17 - Dug and repaired watermain break at: 1117 Minto Avenue.

#### 3.1.2. Wastewater Collection

- March 1 - Installed new pump at: Library Pumping Station.
- March 4 - Rodded plugged sewer at: 125 Third Street North.
- March 14 - Rodded plugged sewer at: 933 Eleventh Avenue North.
- March 16 - Rodded plugged sewer at: 20 Airport Road.
- March 20 - Dug and repaired blocked sewer service at: 20 Airport Road.
- March 27 – Flushed plugged sewer at: 1439 Railway Street.
- March 28 - Televised and rodded plugged sewer at: 1007 Park Street.

#### 3.1.3. Water Thaws:

|         | March 2016 | March 2017 |
|---------|------------|------------|
| City    | 0          | 0          |
| Private | 0          | 0          |

### 3.2 Training

- March 9 - Ray Lindquist and Biman Paudel attended a webinar on dealing with Management vs. Bullying – where is the dividing line.
- March 16 - Ray Lindquist and Biman Paudel attended a webinar on Managing Outward: External Stakeholder Engagement Plan.
- March 30 - Ray Lindquist and Biman Paudel attended a webinar on Discipline or Accommodation Responding to Alcohol and Drug Related Misconduct.

### 3.3 Water Quality Complaints

There were no customer complaints reported to the Water Treatment Plant for the month of March.

### 3.4 Boil Water Advisory(s) - 2017

Date and Location:

- March 17<sup>th</sup> – Twenty residents at Minto Avenue.

### 3.5 Other Information

- There was no other information for the month of March.

## 4.0 Wastewater Treatment Plant

### 4.1 Monthly Flows & Operating Data – See Schedule “B”

### 4.2 Weekly Bacteriological Samples

4.2.1. Complete Analyses of Raw Sewage, Treated Effluent and Activated Sludge sent out March 22<sup>nd</sup>, 2017 - Results: (also Sludge Cake Metal Analysis).

- a. Total BOD (biological oxygen demand) Raw Sewage: 107 [mg/L]
- b. Total BOD Final Effluent: 9.9 [mg/L] - limit is 25 [mg/L].
- c. Total Suspended Solids Raw Sewage: 162 [mg/ L]
- d. Total Suspended Solids Final Effluent: 13.3 [mg/ L] - limit is 25 [mg/L]

4.2.2. Weekly Final Effluent Bacti Samples sent to ALS Laboratory on March 3, 8, 15, 22, 29<sup>th</sup>, 2017 - Results: Organisms/100 ml

- a. Geometric Means from samples in March: 10 organisms/100mL.
- b. Geometric Means Limit as per Certificate of Approval is 200 organisms/100 mL.

In summary, raw sewage enters the plant with a bacti count of approximately 3 million organisms/100 mL and leaves the plant with a geometric mean of 10 organisms/100 mL, which is well within the limit of 200 organisms/mL. Plant reduction of BOD is 91% and the Plant reduction of suspended solids is 93%.

### 4.3 Maintenance

- 4.3.1 Sludge Press maintenance.
- 4.3.2 Ballast replacement in u.v. system.
- 4.3.3 Install new aluminum gate for bar screen alternate route in 100 building.
- 4.3.4 Install safety straps for door panels in UV room.

- 4.3.5. 100 Building grit removal maintenance.
- 4.3.6. Install new waterline for sludge dewatering presses.
- 4.3.7. #700 building maintenance: grease both presses, conveyors and truck.
- 4.3.8. UV maintenance, inspect, grease, lime away, recharge supply for hydraulic wipers.
- 4.3.9. Replace broken sleeve and bulb in UV system.
- 4.3.10. Installed sink in #700 building.

#### **4.4 Training**

- 4.4.1. Health and Safety Policy reviewed with staff.

#### **4.5 Other Information**

March 7<sup>th</sup>, 2017 - Workplace Health & Safety inspection completed, Jeff Hawley, Bruce Graham and Biman Paudel in attendance.









