



MINUTES
SPECIAL COMMITTEE OF THE WHOLE
Monday, December 14, 2020
10:00 a.m.
Virtual

Due to the COVID-19 Pandemic, Council met electronically as permitted by Council's Procedural Bylaw. Citizens and our Media Partners are encouraged to view the recorded meeting via the Public Live Stream Event at:

<https://video.isilive.ca/kenora/2020-12-14.html>

Present: Mayor D. Reynard
Councillor M. Goss
Councillor R. McMillan
Councillor A. Poirier
Councillor K. Ralko
Councillor S. Smith
Councillor C. Van Wallegghem

Staff: Kyle Attanasio, CAO, Heather Pihulak, Manager of Administration/City Clerk, Charlotte Edie, Manager of Finance/Treasurer, Jon Ranger, Deputy Treasurer, Stace Gander, Community Services Manager, Crystal Alcock, Kenora Public Library CEO, Lori Nelson, Museum Director

Call Meeting to Order

Mayor Reynard called the meeting to order at 10:00 a.m.

Blessing & Land Acknowledgement

Delivered by Councillor Goss

As we gather, we recognize that we are on Treaty Three Lands which are steeped in rich Indigenous history and home to many First Nations and Metis people today. We continue to be thankful for the partnerships with our Indigenous people.

We give thanks for the many blessings we enjoy in the City of Kenora. We seek wisdom in our minds, clearness in our thinking, truth in our speaking and always love in our hearts, so that we may try always to unite the Citizens of Kenora. Let these principles guide us in our decision making.

Public Notices

Take Notice that as required under Notice By-law #144-2007, Council intends to adopt the following items at this Special Meeting of Council:

N/A

Declaration of Pecuniary Interest & General Nature thereof

i) On Today's Agenda

ii) From a Meeting at which a Member was not in Attendance

There were none declared.

Deputations

Presentations by Boards/Organizations for 2021 Budget Requests

Jon Ranger, Deputy Treasurer introduced the boards and organizations presenting to Council for 2021 budget requests.

All Nations Health Care Partners – Recruitment Committee

Karen Parker, Kenora Recruiter presented the success of the committee over the past year.

The Healthcare Professional Recruiter position officially started in July 2018 and has grown in its role and reach on behalf of the contributing partners that fund this position. The financial support of this position enables the All Nations Health Partners to take advantage of opportunities to market the Kenora area to physicians and healthcare professionals; these opportunities are unique for recruitment of each professional.

They are cautious and creative with their budget and look for ways to maximize their exposure and return on investment when attending conferences, career fairs, sponsorships and advertising or hiring campaigns.

Recruitment is an on-going, long-term investment of time, energy and resources – a marathon rather than a sprint. Not having a community recruiter puts our communities in a vulnerable position and more susceptible to experience a shortage in primary care providers. The position has evolved in a short period of time and continues to expand as we work on strategic succession planning, improving retention with more comprehensive on-boarding and transition-out-of-practice planning and examining how to improve our service models and essentially bring more services closer to home.

With the loss of our Psychiatrist and significant changes in the Psychiatry department in early 2019, it was strong recruitment efforts that allowed us to arrive at our current situation today: supporting a new Manager of the Schedule 1 unit as well as the new Director of Mental Health and Addictions programs, recruiting one full-time Psychiatrist within the year and establishing a strong, reliable pool of locum Psychiatrists to support the unit while we continue to recruit additional fulltime permanent Psychiatrists.

The recruitment efforts have also paid off in the Internal Medicine department with a second Internist starting in January 2021 and establishing a strong, reliable pool of locum Internists to support that department while we continue to recruit for one more fulltime permanent Internist.

They continue recruitment efforts with Family Medicine and Emergency medicine physicians and this year the physician group was happy to welcome two newly graduated family medicine residents on-board this fall. They also welcomed home, Dr. Jessica Trent to the anesthesia group and Dr. Melanie Kowal to the family physician group. Nurse Practitioners are extremely valuable primary care providers, and we are so fortunate to have them as part of our primary care provider team in Kenora. This is a position that we continue to recruit for in several local organizations.

Over the past couple of years, the community has lost specialists in the areas of ophthalmology and neurology, but they have recently been successful in recruiting new specialists in both areas. Their strategic planning and marketing efforts have them looking at additional specialists for the Visiting Specialist program.

They have also welcomed a Registered Dietitian and several Rehabilitation professionals (Physiotherapy, Occupational therapy and Speech-language pathology) to our community as well as nurses and other professional staff however they continue to recruit for Rehabilitation professionals to fill vacancies throughout our region.

Ms. Parker, on behalf of the All Nations Health Partners Recruitment committee, requested funding from the City of Kenora for \$25,000 to continue to improve healthcare in our community.

Mayor Reynard thanked Ms. Parker for her presentation and a work in the community. A copy was left with the Clerk.

Triple Play

Barb Jackson from Triple Play presented their 2020 successes and noted that their budget is 100% primarily driven by fundraising. The challenge this year is how to support children when activities have been down. They have been able to support, karate, hockey, cheerleading, dance, judo to name a few. It is important for children's' mental health to be participating in physical activity. They put together some activity bags and distributed to over 200 children that included physical activities, craft activities and tried to find a creative way to engage children through activity. They sold beach towels as a fundraiser this summer as many of our other fundraising activities have not been taking place.

The request to Council from Triple Play for 2021 is for \$12,000.

Council questioned the used equipment program. Ms. Jackson noted that they are still operating the used equipment and there is a protocol in place now for the used equipment which has been recommended protocols by the NWHU. Protocols seem to be working in terms of COVID precautions and they continue to fulfill needs in the community.

Mayor Reynard thanked Ms. Jackson and the Triple Play Board for their continued efforts in the community for our youth and a copy of their request was left with the Clerk.

Handi Transit Board

Rossana Tomashowski, Chair of the Handi Transit Board, presented their 2021 budget request.

Since the pandemic, the Board has continued to provide services in our community. As the public health restrictions were implemented, they have fallen short of \$15,000 in ridership from income through the budget as the community fundraising events have been cancelled as well. They are operating three days per week so have also saved in wages in the amount of \$15,000. The Board is grateful for the drivers and office staff who continue to persevere through the challenges of the pandemic.

The five year plan after the pandemic ends would be for the Kenora Handi Transit would be for the Handi Transit system to be sustainable and by getting there they are requesting

the following support of Council. To build operations, as the City receives funds through gas tax and grants, rather than bus replacements, build reserves and to defer donations received in December.

The Kenora Handi Transit is asking the same amount of \$81,800 for the 2021 operating budget regardless of the rent increase for 2021 at the Seniors Center of 2%. There were a few major projects this year with the new bus and new garage and the Board looks forward to the projects being completed.

Mayor Reynard thanked Mrs. Tomashowski for her presentation and a copy of the request was left with the Clerk.

Kenora Public Library Board

Tim Fullmer presented to Council on behalf of the Kenora Public Library Board.

In order to maintain the incredible level of service that the Kenora Public Library provides to the community, the Board is requesting \$633,898. This is a slight increase from 2020, and the CEO of the Library, together with the Finance Committee of the Board, have worked long and hard making adjustments to this budget proposal.

The current global pandemic has had a significant effect on the revenue the library would normally take in. Some of this comes in the form of library fines, and non-resident membership fees, which were lower this year. As things begin to stabilize and we find a new normal, they are anticipating that our revenue will be lower in 2021 once again.

The library board has recently approved using the library's capital fund to refurbish the library website. Once completed, the website will be housed within the City's newly released website. With the demand for online library services increasing in the past year, this project has become a priority.

Most of the day to day expenditures will remain constant and have been adjusted where possible. They are expecting an energy rebate in 2021, as well as their regular postage rebate from Ontario Library Service North, and special book rate through Canada Post for Interlibrary Loans.

2020 Kenora Public Library Board Highlights:

- 2020 started quite normally planning for reaccreditation and a new Strategic Plan. Policies and job descriptions were updated, new software was installed to manage public computer usage more efficiently. Planning was underway for the annual Common Ground event to be held in April, the Digital Creator Space was up and running again, staff were doing a pop up story time at the Sportsplex weekly, and we were working together with community partners to facilitate an open gym night and meal, weekly at one of the local schools. We were able to host our annual winter carnival magic show right before everything came to a halt.
- Libraries were ordered closed effective, March 16, 2020 due to COVID. Staff were kept busy for six weeks, cleaning, organizing, catching up and completing larger projects that required more time and focus. As soon as they were closed they started to shift their way of doing business as the need in the community changed. They quickly put systems in place for the required quarantine on returned library materials. They implemented an 'e-card' which could be applied for through email or by phone without physically visiting

the library. This card allowed for residents to access the collection of e-books and resources available. They allocated funding to e-resources to assist with the increased demand. With the shift to e-resources, a lot of staff time was spent coaching library patrons on how to use technology and access e-resources. We also extended the time the wifi was available outside at both our library branches as they recognized so many people would be left without access to the internet.

- Towards the end of April, unionized staff took a voluntary lay off. During this time the CEO continued to work planning for alternative service delivery, implementing safety measures, working with an Ontario Library Service North consultant on reaccreditation, and continued to help patrons when needed.
- Effective on May 19, libraries were permitted to offer curbside delivery. Staff were slowly and safely brought back as we opened up curbside service and found new, safe ways to do our work. The community was quick to take advantage of this service, the number of items loaned out increases each month. Staff reached out to our patrons by phone to check in, and let them know what services were currently available. As summer approached we added a make and take craft in lieu of our normal programming. With the addition of this service, we saw an increase in the number of children's books borrowed. Although, a few summer residents accessed our services, we did not see the influx that they normally would have.
- Mid July they were able to allow patrons in to access the computers. They had anticipated this and set up a stand up workstation in the curbside pickup area that could be accessed for short periods of time. Products such as plexiglass barriers were in high demand and delayed. Eventually, once they had everything arranged to maintain social distance, they were able to allow patrons in to access the upstairs computers, wifi, printing, scanning, and faxing.
- September brought more challenges as post-secondary students sorted out their new routines. They had requests for quiet study space, wifi, exam proctoring etc.
- In October, with all of the safety measures in place, they were able to welcome the public back into both library branches for grab and go, which they now offer alongside curbside service.
- Staff deserve acknowledgment for being so adaptable to the new way of doing business. Their jobs are completely different than a year ago, and change frequently, while dealing with the stress and unknown as we get through this pandemic.

The importance of the Library in the community:

In years past, we have taken the time to point out how libraries are recognized as community hubs. This has obviously changed with the pandemic as we cannot safely welcome the community through our doors as we normally would. We hope this is short lived and will go back to the way it once was. In the meantime, it has not gone unnoticed how so many people in the community depend on our core services, such as reading materials, computer access, and something as simple as a point of social contact.

Moving forward in 2021

Looking back over the past year, 2020 has brought some good. The pandemic has forced the Board to look at everything they do in detail and find more efficient, up to date processes. They were able to safely host pictures with Santa, with a socially distanced, masked Santa. For some of the infants attending, it was reported by their parents that this was their first outing and you could tell from their curious glances at all things new and different.

Beginning in the new year, much like last year, they will be starting over and committees will be struck to work on the Library's Strategic Plan, reaccreditation, and Collective Bargaining. Libraries have always evolved with the needs of the community, these next few years will be challenging, but hopefully they can come out stronger than before.

Mayor Reynard thanked Mr. Fulmer and Crystal Alcock for the work and a copy was left with the Clerk.

The Muse (Lake of the Woods Museum/Arts Centre)

Lori Nelson, Museum Director presented the Boards budget request.

Both the Museum and the Art Centre were closed to the public for 12 weeks, from mid-March until mid-June. For five of those weeks, the staff were still working and for the remaining 7 weeks, all staff chose the lay-off option rather than being deployed to another department.

When the province allowed museums and galleries to open in mid-June, we were back at work, adjusting their plans which were significantly impacted by the closure, particularly in regards to exhibitions and programming. Existing exhibitions were held over, planned exhibitions were delayed and many have been shifted to 2021. All planned programming had been cancelled.

As the summer progressed, they were able to introduce limited programming, keeping in mind the safety of participants and staff, so Shelby was able to offer individual and small group art lessons during the summer and come fall resumed her multi-week programming, one-off programs, and family craft afternoons, all with limits. Sophie has done a few Curator Talks and they've had a couple of Artist Talks with limited on-site capacity but these have been live-streamed and the recordings are available for viewing on their Facebook page and we've seen good interest shown in those. Braden also conducted cemetery tours with a limit 20 people per tour. So while we were able to offer some programming it was, and continues to be, with greatly reduced numbers. They've put efforts towards increasing their social media engagement in general, because people aren't coming out in great numbers to visit the sites, but want to continue to keep them engaged.

With limitations on travel, the usual tourist trade was greatly reduced and that, of course, impacted the admission-generated revenue. Taking that into account and their 3-month closure and people's continued caution, to date our admission numbers and revenue are at 16% of their usual numbers. That's pretty much industry standard for this year. They have been impacted similar to the impact on museums and art galleries across the country. Of course, not only admission was affected, but also rentals, gift shop sales, programming and memberships, all to varying degrees. The following are averages for both Art Centre and Museum:

Gift shop sales - at 25% of the usual. They do have people in Christmas shopping now and Marcus has added new products to both gift shops and they've seen an increase over the last few weeks, so we anticipate that that percentage will increase.

Programming - at 30% of their usual

Rentals - at 5%

Memberships - hard to say where this will end up at the end of the year, because they have a large number of memberships that renew in December and they're still catching up

with those whose memberships that expired during our closure, but based on the document, our memberships are at 56%.

Concurrently there have also been reductions in their expenditures in the areas of advertising, programming, exhibitions, events, gift shop products, cleaning, travel and training. So there has been a balance, as much as possible.

Both the Museum budget and the Art Centre budget there is a line called Art Centre Donations – Art Gallery or Museum Donations - Art Gallery. In both cases, that number should be subtracted from the bottom lines, because these numbers reflect donations to the capital campaign and not operations so we're not as in healthy a position as a quick glance would indicate.

One positive note for the year and another important impact on the 2020 budget and 2021 budget was the receipt of COVID-19 Emergency Funding for Heritage Organizations which was a federal program. They made application for both the Museum and Art Centre and both were deemed eligible. The funding formula they used for where our budgets fall was 10% of expenditures in 2019 up to a maximum of \$100,000. They received \$52,945 for the Museum and the maximum of \$100,000 for the Art Centre because they allowed them to include their capital expenses as well as their operating expenses from last year which were reflected on the financial statements that they submitted with their application. These monies, while received, have not yet been reflected in the 2020 budget document because the monies can be used for eligible expenses incurred between April 1 of this year to the end of March of 2021. The plan is to use what is needed to balance revenue against expenses at year end and carry the rest over 2021.

Lake Of The Woods Museum Challenges:

- The continued impact of COVID on operations and ability to generate revenue from traditional sources. Numbers are based on the hope that towards the latter half of 2021 there will be some positive moves and a gradual return to some level of normalcy.
- Community Museum Operating Grant (CMOG) which they get from the province. Each year they must meet certain standards set out by the Ministry of Heritage, Sport, Tourism and Culture Industries in order to be eligible for this funding. Budgeted amount of \$29,096. That amount has remained unchanged since 2008. So no additional monies have been put into that pot by the province for community museums despite the lobbying of the Ontario Museum Association. CMOG program it is really important to maintain those standards or you become ineligible and once you're out of the program, the likelihood of getting back in is very slim because there is currently a waiting list of museums wanting to become part of the program.

Lake of the Woods Museum Positives:

- Strong support from the private sector and so they have optimistically indicated an increase in memberships and donations and have confidence in their membership and donors to continue to support us and they will be working towards increasing revenue in that stream.
- COVID-19 funding - in the amount of \$16,794 has been reflected in the 2021 budget. That's an estimate and will really be determined by how much of that \$52,945 is needed this year.
- It will be these two revenue sources that will make up for any shortfall they will experience from the continued effects of the pandemic on revenue.

The request of the City for the Museum in 2021 is \$314,450. As in the past, this amount roughly represents the salaries and benefits of the three FT staff as well as two summer students minus what they anticipate receiving for summer student funding.

Douglas Family Art Centre Positives:

- This is the COVID-19 Emergency Funding and again this amount of \$58,748 is an estimate of the amount that will be carried over to 2021
- Strong private sector support
- Donations of \$55,000. \$50,000 of those donations are related specifically to acquisitions for the Art Centre collection. Corresponding amount of \$50,000 is included. Their practice over the past year has been to seek private sector support when we wish to acquire artwork for the collection and to date, Sophie has been successful in adding about 12 pieces, varying in cost from \$2,000 to \$28,000 by seeking patrons to support the purchase. Their costs are kept to a minimum and may involve some conservation work and/or framing.
- Capital Campaign Donations - The \$50,000 indicated here reflects monies that will be used from the capital campaign donations to support two identified capital projects in 2021 and that is shown in expenses as the excess below the bottom line.
- Gail Konantz Art Education Fund - raised through the private sector and invested with the KLWCF in the amount of approximately \$128,000 - and \$6,000 is the anticipated return from that endowment fund in 2021. That fund continues to grow and they are planning a special event next year to highlight that fund to solicit more donations to it, so that the revenue for arts programming is enhanced.
- The Legacy Fund - again raised through public sector donations. A decision about its investment will be made, hopefully, within the early months of 2021 and so in the years ahead they will see a contribution of that fund which will support exhibitions, acquisitions, etc.
- Other private sector supported projects:
 - Kiln purchase
 - Sculpture project
 - Loan of artwork from private collectors
 - Exhibition support

Their request of the City for the Art Centre in 2021 is \$202,549. This roughly represents the salaries and benefits of the two FT staff as well as two summer students. The summer students are an addition over the 2020 budget but they are vital to a 7 day/week operation during the summer months, a period of time that is, the busy time. They will be seeking outside funding for these positions but it's not guaranteed and they want to be assured that they can hire those students for the summer months.

Mayor Reynard thanked Lori for her presentation and a copy was left with the Clerk.

1. Adjourn to Closed Session

Moved by R. McMillan, Seconded by K. Ralko & Carried:-

That pursuant to Section 239 (3.1) of the Municipal Act, 2001, as amended, authorization is hereby given for Committee to move into a Closed Session at 10:56 a.m. (which will start at 12:00 p.m.) for the purpose of educating/training Members pertaining to a presentation by Member of Parliament Eric Melillo; and further

That at this meeting no Member will discuss or otherwise deal with any matter in a way that materially advances the business or decision-making of Council.

2. Reconvene to Open Meeting

Council reconvenes to open session at 1:15 p.m. with no reports from its closed session.

Meeting adjourned at 1:15 p.m.