



**THE CORPORATION OF THE TOWNSHIP OF HORTON  
COUNCIL MEETING – APRIL 20<sup>TH</sup>, 2021 – 4:00 P.M.  
VIA ZOOM**

[Click here to go to Horton's YouTube Page](#)

*NOTE: This meeting will be sparsely attended, due to social distancing protocols that have been recommended by the federal and provincial governments. Members of Council and Staff will call in to the meeting and take part via video conference. Members of the Public, Media and other staff are requested not to attend. However, the meeting will be recorded with a replay stored on the Township's website for future viewing. Please contact the CAO/Clerk if you have any questions or require additional information.*

**1. CALL TO ORDER & ROLL CALL**

**2. DECLARATION OF PECUNIARY INTEREST**

**3. CONFIRMATION OF COUNCIL AGENDA**

**4. DELEGATIONS &/OR PUBLIC MEETINGS**

4.1 Public Budget Meeting – 4:00 p.m.

**PG.3**

**5. MINUTES FROM PREVIOUS MEETINGS**

5.1 April 6, 2021 – Regular Council

**PG.4**

5.2 April 9, 2021 – Special Council Meeting

**PG.9**

**6. BUSINESS ARISING FROM MINUTES**

**7. COMMITTEE REPORTS:**

**7.1 GENERAL GOVERNMENT COMMITTEE**

▪ **CHAIR CAMPBELL**

7.1.1 Financial Departmental Report & Statement

**PG.11**

7.1.2 Request for Action Policy Report

**PG.17**

**7.2 TRANSPORTATION AND ENVIRONMENTAL SERVICES COMMITTEE**

▪ **CHAIR WEBSTER**

7.2.1 TES Chair's Report – April 7, 2021

**PG.27**

**8. CORRESPONDENCE SUMMARY**

**8.1 INFORMATION CORRESPONDENCE**

8.1.1 CAO/Clerk Information Memo

**PG.29**

**8.2 ACTION CORRESPONDENCE – NONE**

**9. BY-LAWS**

9.1 2021-21 Sums Required for 2021

**PG.30**

**10. NOTICE TO FILE MOTION FOR NEXT COUNCIL MEETING**

**11. COUNCIL/STAFF MEMBERS CONCERNS**

**RETURN TO AGENDA**

12. MOTION FOR RECONSIDERATION (debate on motion to reconsider only)
13. RESOLUTIONS & RECOMMENDATIONS FROM PUBLIC MEETING
14. RESOLUTIONS
15. IN CAMERA (Closed) SESSION (as required)
  - 15.1 Pursuant to Section 239(2) (e) and (b) of the Municipal Act,
    - (e) Litigation or potential litigation – Waste Tender Contract
    - (b) Personal matters about an identifiable individual, including municipal or local board employees - Personnel

12. CONFIRMING BY-LAW 2021-22

**PG.31**

13. ADJOURNMENT

# THE CORPORATION OF THE TOWNSHIP OF HORTON

## Public Budget Meeting

Via Zoom  
April 20<sup>th</sup>, 2021  
4:00 p.m.

1. Call to Order & Roll Call
2. Confirmation of Public Meeting Agenda
3. Declaration of Pecuniary Interest
4. Purpose of Public Meeting – CAO/Clerk
5. CAO/Clerk’s Report on Notice
6. Delegations - None
7. Staff Reports – 2021 Budget Presentation
8. Staff Report – 2021 Capital Financing
9. Staff Report – PSAB Budget Report
10. Council Members Questions/Concerns
11. Public Questions/Concerns  
– No members of the Public reached by the prescribed deadline to take part in the Public Meeting
12. Recommendations:  
*THAT the Recommendations be forwarded to the Regular Council Meeting immediately after the April 20<sup>th</sup> Public Meeting for adoption of the 2021 Budget.*
13. Adjournment

**RETURN TO AGENDA**

**THE CORPORATION OF THE TOWNSHIP OF HORTON**

REGULAR COUNCIL MEETING  
APRIL 6<sup>TH</sup>, 2021

There was a Regular Meeting of Council held via Zoom on Tuesday March 2, 2021. Present were Mayor David Bennett, Deputy Mayor Glen Campbell, Councillor Doug Humphries, Councillor Cleroux, and Councillor Tom Webster. Staff present was Hope Dillabough, CAO/Clerk, Adam Knapp, Public Works Manager and Nichole Dubeau, Admin/Planning Assistant-Recording Secretary.

**1. CALL TO ORDER**

Mayor Bennett called the meeting to order at 4:00 p.m. He performed roll call for council members.

	Present	Absent
Mayor Bennett	X	
Deputy Mayor Campbell	X	
Councillor Cleroux	X	
Councillor Humphries	X	
Councillor Webster	X	

**2. DECLARATION OF PECUNIARY INTEREST**

There was no declaration of pecuniary interest.

**3. CONFIRMATION OF COUNCIL AGENDA**

Moved by Deputy Mayor Campbell  
Seconded by Councillor Humphries

**RESOLUTION NO. 2021-75**

**THAT** Council adopt the Agenda for the March 2<sup>nd</sup>, 2021 Regular Council Meeting.  
**Carried**

**4. DELEGATIONS &/or PUBLIC MEETINGS – NONE**

**5. MINUTES**

- 5.1 March 2<sup>nd</sup>, 2021 – Regular Council
- 5.2 March 11<sup>th</sup>, 2021 – Special Council Meeting
- 5.3 March 22<sup>nd</sup>, 2021 – Budget Workshop Meeting

Moved by Councillor Webster  
Seconded by Councillor Humphries

**RESOLUTION NO. 2021-76**

**THAT** Council approve the following Minutes:

- March 2<sup>nd</sup>, 2021 – Regular Council
- March 11<sup>th</sup>, 2021 – Special Council Meeting
- March 22<sup>nd</sup>, 2021 – Budget Workshop Meeting

**Carried**

**6. BUSINESS ARISING FROM MINUTES**

There was no business arising from the minutes.

**7. COMMITTEE REPORTS:**

**7.1 TRANSPORTATION & ENVIRONMENTAL SERVICES COMMITTEE**

7.1.1 Staff Report – Award Tender PW 2021-01

Councillor Webster and Public Works Manager Adam Knapp reviewed the report. CAO/Clerk Hope Dillabough stated that a report will be brought to the next scheduled TES Committee meeting regarding the what staff will propose in how to move forward.

**RETURN TO AGENDA**

7.1.2 Staff Report – Award Tender PW 2021-02

Public Works Manager Adam Knapp reviewed the report.

7.1.3 Staff Report – Award Tender PW 2021-03

Public Works Manager Adam Knapp reviewed the report. Mayor Bennett stated that the original \$300,000 budgeted for the Whitton Road Project be kept available for anything unexpected during construction. Council members agreed.

**7.2 PLANNING COMMITTEE**

Public Advisory Members Lisa Branje, Bob Cassidy, and Bob Johnston were present.

7.2.1 Request to Purchase Unopened Road Allowance–Allan Jamieson

Allan Jamieson was present as a delegation, as per his request submitted.

CAO/Clerk Hope Dillabough reviewed the request. Public Advisory Member Bob Johnston stated his concerns with selling the unopened road allowance and how it would affect the surrounding property owners. Council decided that a meeting be set up with Mayor Bennett, CAO/Clerk Hope Dillabough, Property owner Allan Jamieson, and MTO to discuss the possibilities of having highway access when Highway 417 comes through the area.

7.2.2 February & March 2021 Building Report

Chair Cleroux reviewed the report.

**7.3 PROTECTIVE SERVICES COMMITTEE**7.3.1 Chair's Report – March 11, 2021

Chair Cleroux reviewed the report. CAO/Clerk Hope Dillabough stated that dates are being set for the Deputy Fire Chief interviews.

7.3.1 Fire Safety Grant Program

CAO/Clerk Hope Dillabough reviewed the report.

**7.4 RECREATION COMMITTEE**7.2.1 Chair's Report – March 19, 2021

Chair Humphries reviewed the report.

**7.5 COMMUNITY COMMITTEES / COUNTY COUNCIL**7.5.1 Renfrew & Area Seniors Home Support

Councillor Humphries gave a brief update stating that grant money is being used to install new doors and that over 250 seniors have used their income tax services. Mayor Bennett added that the COVID-19 funds received are being used to purchase and install new air exchangers.

7.5.2 Community Safety & Wellbeing Plan Committee

There was no update.

7.5.3 Health Services Village

There was no update.

7.5.4 Chamber of Commerce

Councillor Humphries stated that meetings are still taking place once a month via Zoom.

7.5.5 County Council

Mayor Bennett stated that the County is anticipating finishing the Algonquin Trail this year and it is expected to cost around \$4 million and that the County will be circulating the Official Plan Amendment 31 to various agencies which include the Township's proposed changes to the Agriculture Designations, among other amendments.

**8. CORRESPONDENCE SUMMARY****8.1 INFORMATION CORRESPONDENCE**8.1.1 CAO/Clerk Information Memo

Discussion went around the table with information previously distributed.

**8.2 ACTION CORRESPONDENCE**8.2.1 Letter of Support – EORN Gig Project

Council members were in agreeance to send a letter of support.

**9. BYLAWS – NONE****10. NOTICE TO FILE MOTION FOR NEXT COUNCIL – NONE****11. COUNCIL/STAFF MEMBERS CONCERNS**

CAO/Clerk Hope Dillabough stated that the Municipal Office will be closed again to the Public due to the Provincial lockdown and staff will be on a rotational shift working from home.

**12. MOTION FOR RECONSIDERATION – NONE****13. RESOLUTIONS**

Moved by Councillor Webster

**RESOLUTION NO. 2021-77**

Seconded by Councillor Humphries

**THAT** Council rejects the bid submission for Tender PW 2021-01, Supply of One (1) New 2500 Series Regular Cab Truck with Snowplow from Urban Ford for the amount of \$73,683.01 including HST;

**AND THAT** Staff will bring forward a plan to the next regularly scheduled TES Committee Meeting.

**Carried**

Moved by Councillor Humphries

**RESOLUTION NO. 2021-78**

Seconded by Councillor Webster

**THAT** Council award Tender PW 2021-02, Supply and Haul of Pit Run and Granular "M", to Bonnechere Excavating Incorporated for the amount of \$46,735.67 including HST.

**Carried**

Moved by Deputy Mayor Campbell

**RESOLUTION NO. 2021-79**

Seconded by Councillor Cleroux

**THAT** Council award Tender PW 2021-03, Whitton Road (South) Rehabilitation to B.R. Fulton Construction Ltd. for the amount of \$180,996.62 including HST.

**Carried**

Moved by Councillor Humphries

**RESOLUTION NO. 2021-80**

Seconded by Deputy Mayor Campbell

**THAT** Council receive the letter from Allan Jamieson regarding the purchase of a Unopened Road Allowance as information.

**Carried**

**RETURN TO AGENDA**

Moved by Councillor Cleroux  
Seconded by Councillor Webster

**RESOLUTION NO. 2021-81**

**THAT** Council accept the February 2021 and March 2021 Building Reports as information.

**Carried**

Moved by Councillor Humphries  
Seconded by Deputy Mayor Campbell

**RESOLUTION NO. 2021-82**

**THAT** Council accept the Protective Services Committee Chair's Report as information.

**Carried**

Moved by Councillor Humphries  
Seconded by Councillor Webster

**RESOLUTION NO. 2021-83**

**THAT** Council of the Township of Horton approve and support the proposal submitted by the Fire Chief regarding the utilization of the allocated grant funds of \$5,300.00 to provide increased training opportunities within the Horton Fire Department;

**AND THAT** Council direct the CAO/Clerk to enter into the Fire Safety Grant Transfer Payment Agreement with Her Majesty the Queen in right of Ontario as represented by the Office of the Fire Marshal.

**Carried**

Moved by Councillor Humphries  
Seconded by Councillor Cleroux

**RESOLUTION NO. 2021-84**

**THAT** Council accept the Recreation Committee Chair's Report as information.

**Carried**

Moved by Deputy Mayor Campbell  
Seconded by Councillor Cleroux

**RESOLUTION NO. 2021-85**

**THAT** Council receive the reports for Community Committees and County Council as information.

**Carried**

Moved by Councillor Humphries  
Seconded by Councillor Webster

**RESOLUTION NO. 2021-86**

**THAT** Council accept the CAO/Clerk's Information Memo for April 6<sup>th</sup>, 2021.

**Carried**

Moved by Councillor Cleroux  
Seconded by Councillor Webster

**RESOLUTION NO. 2021-87**

**WHEREAS** residents and businesses across our municipality need access to modern and adequate access to high-speed broadband services.

**AND WHEREAS** the demand for high-speed broadband services will continue to grow year after year.

**AND WHEREAS** our residents and businesses should not continue to be disadvantaged by the lack of access to high-speed services.

**AND WHEREAS** the Eastern Ontario Regional Network (EORN) has submitted a comprehensive regional project to deliver a Gig (up to 1,000 Mbps) of speed that will serve our residents and businesses long into the future.

**AND WHEREAS EORN's** approach has proven itself very successful and represents an efficient and effective way to solve our broadband needs.

**NOW THEREFORE** the Council of the Township of Horton request both the federal and provincial governments to immediately fund the EORN Gig Project.

**RETURN TO AGENDA**

**AND FINALLY THAT** a letter of support with a copy this resolution be sent to Minister Monsef and Minister Scott with copies to our Member of Parliament and Member of Provincial Parliament.

**Carried**

#### 14. IN CAMERA (Closed) SESSION

Moved by Deputy Mayor Campbell

**RESOLUTION NO. 2021-88**

Seconded by Councillor Webster

**THAT** Council went into a Closed Session Meeting at 5:41 p.m. to discuss the following items pursuant to Section 239(2) (b) and (e) of the Municipal Act;

- (b) Litigation or potential litigation – Waste Tender Contract
- (b) Litigation or potential litigation – Thomson Rd Road Allowance
- (e) Personal matters about an identifiable individual, including municipal or local board employees – Winter Clearing Incident

**Carried**

Moved by Councillor

**RESOLUTION NO. 2021-89**

Seconded by Councillor

**THAT** Council came out of Closed (In-Camera) Session at 6:54 p.m. and discussed items pertaining to:

- Litigation or potential litigation – Waste Tender Contract
- Litigation or potential litigation – Thomson Rd Road Allowance
- Personal matters about an identifiable individual, including municipal or local board employees – Winter Clearing Incident

**Carried**

#### 15. CONFIRMING BYLAW

Moved by Deputy Mayor Campbell

**RESOLUTION NO. 2021-90**

Seconded by Councillor Cleroux

**THAT** Council enact By-law 2020-19 – Confirming By-Law.

**Carried**

#### 16. ADJOURNMENT

Mayor Bennett declared the meeting adjourned at 6:55 p.m.

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MAYOR David M. Bennett

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CAO/CLERK Hope Dillabough

**RETURN TO AGENDA**



## THE CORPORATION OF THE TOWNSHIP OF HORTON

**Special Council Meeting**April 9<sup>th</sup>, 2021

10:00 a.m.

There was a Special Meeting of Council held virtually via Zoom on Friday April 9<sup>th</sup>, 2021. Present were Mayor David Bennett, Councillor Doug Humphries, and Councillor Tom Webster. Staff present was Hope Dillabough, CAO/Clerk, Adam Knapp, Public Works Manager, and Nichole Dubeau, Admin/Planning Assistant-Recording Secretary.

Deputy Mayor Glen Campbell sent his regrets.

**1. CALL TO ORDER & ROLL CALL**

Mayor Bennett called the meeting to order at 10:01 a.m. and performed roll call.

	Present	Absent
Mayor Bennett	X	
Deputy Mayor Campbell		X
Councillor Cleroux	X	
Councillor Humphries	X	
Councillor Webster	X	

**2. CONFIRMATION OF COUNCIL AGENDA**

Moved by Councillor Webster

**RESOLUTION NO. 2021-91**

Seconded by Councillor Cleroux

**THAT** Council adopt the Agenda for the April 9<sup>th</sup>, 2021 Special Council Meeting.

**Carried****3. DECLARATION OF PECUNIARY INTEREST**

There was no declaration of pecuniary interest.

**4. STAFF REPORT – PURCHASE OF ONE 2021 GMC SIERRA 3500 SERIES 4WD REGULAR CAB**

Public Works Manager Adam Knapp reviewed the report.

Moved by Councillor Webster

**RESOLUTION NO. 2021-92**

Seconded by Councillor Humphries

**THAT** upon recommendation of the TES Committee, Council agree to sole source (1) One New 2021 GMC Sierra 3500 Series 4WD Regular Cab truck from Mack Mackenzie Motors of Renfrew for a total cost of \$61,577.09 including HST;

**AND THAT** after delivery of the 2021 GMC Sierra that Staff issue a Request for Quotation for supply and installation of a Fisher XLS 11 Foot Expandable Wing Plow;

**AND THAT** this will be funded from the Roads Equipment Reserves;

**AND FURTHER THAT** once the XLS plow is installed, the straight blade Western Plow currently fitted to truck #11, the 2013 series GMC Silverado, be deemed surplus and sold on Gov Deals with the proceeds directed back into the Roads Equipment Reserves.

**Carried****5. COUNCIL/STAFF MEMBERS' CONCERNS**

Public Works Manager Adam Knapp stated that there have been some problems with the excavator. Strongco has already been on site to fix it to their best ability and should be fine for the summer. However, the work has already maxed out the budgeted amount for 2021. He stated that Council should consider the possibility of looking to replace it in the coming year.

**RETURN TO AGENDA**

**6. CONFIRMING BYLAW**

Moved by Councillor Humphries  
Seconded by Councillor Webster

**RESOLUTION NO. 2021-93**

**THAT** Council enact By-law 2021-20 – Confirming By-Law.

**Carried****7. ADJOURNMENT**

Mayor Bennett declared the meeting adjourned at 10:18 a.m.

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MAYOR David Bennett

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CAO/CLERK Hope Dillabough

TOWNSHIP OF HORTON  
**Budget Variance Report**



Fiscal Year : 2021 Period : 12  
 Account Code : ?-?-?????-?????? To ?-?-?????-??????

Budget Type : ACTUAL VALUES

Acct Code	Acct Desc	Year to Date	Budget Amt	Variance	% Variance
<b>11000 GENERAL GOVERNMENT</b>					
1-4-11000-410708	Interim Taxes	-2,566,732.37	0	2,566,732.37	0.00
1-4-11000-430015	OMPF Funding	-59,575.00	0	59,575.00	0.00
1-4-11000-440350	Tax Certificates	-490.00	0	490.00	0.00
1-4-11000-440400	Oth Revenue Lottery Lic	-105.00	0	105.00	0.00
1-4-11000-440415	Oth Revenue Int Income	-1,328.87	0	1,328.87	0.00
1-4-11000-440420	Oth Revenue Int on Tax	-11,593.35	0	11,593.35	0.00
1-4-11000-440431	Other Rev Misc.	-332.92	0	332.92	0.00
1-7-11000-700040	Legal Expenses	102.01	0	-102.01	0.00
1-7-11000-700060	Misc. Expenses	1,933.41	0	-1,933.41	0.00
1-7-11000-700070	Insurance	19,694.94	0	-19,694.94	0.00
1-7-11000-700080	Office Supplies	1,762.45	0	-1,762.45	0.00
1-7-11000-700085	Postage/Courier	6,129.64	0	-6,129.64	0.00
1-7-11000-700100	Telephone	935.00	0	-935.00	0.00
1-7-11000-700110	Hydro	1,603.58	0	-1,603.58	0.00
1-7-11000-700120	Heat	923.79	0	-923.79	0.00
1-7-11000-700179	Health & Safety	496.75	0	-496.75	0.00
1-7-11000-700180	Office Equip. & Maint.	1,555.42	0	-1,555.42	0.00
1-7-11000-700190	Building Maintenance	946.78	0	-946.78	0.00
1-7-11000-700191	Building Cleaning	152.62	0	-152.62	0.00
1-7-11000-700280	Advertising	152.64	0	-152.64	0.00
1-7-11000-715010	Bank Charges & Interest	339.59	0	-339.59	0.00
1-7-11000-715015	Computers & Program Maint.	4,309.91	0	-4,309.91	0.00
1-7-11000-789041	Office - Principle Debt Payment	8,063.39	0	-8,063.39	0.00
1-7-11000-789042	Office - Interest on Debt	306.52	0	-306.52	0.00
1-8-11000-800010	Transfer to County	408,532.00	0	-408,532.00	0.00
1-8-11000-810001	Public School English	190,072.00	0	-190,072.00	0.00
1-8-11000-810002	Public School French	3,034.00	0	-3,034.00	0.00
1-8-11000-820001	Separate School English	59,500.00	0	-59,500.00	0.00
1-8-11000-820002	Separate School French	6,907.00	0	-6,907.00	0.00
<b>GENERAL GOVERNMENT Revenue</b>		<b>-2,640,157.51</b>	<b>0</b>	<b>2640157.51</b>	<b>0.00</b>
<b>GENERAL GOVERNMENT Expense</b>		<b>717,453.44</b>	<b>0</b>	<b>-717453.44</b>	<b>0.00</b>
<b>Total GENERAL GOVERNMENT</b>		<b>-1,922,704.07</b>	<b>0</b>	<b>1,922,704.07</b>	<b>0.00</b>
<b>11010 COUNCIL</b>					
1-7-11010-700010	Council Salaries	24,458.94	0	-24,458.94	0.00
1-7-11010-700060	Council Misc. Expenses	120.13	0	-120.13	0.00
1-7-11010-700140	Council Benefits	4,590.15	0	-4,590.15	0.00
<b>COUNCIL Revenue</b>		<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
<b>COUNCIL Expense</b>		<b>29,169.22</b>	<b>0</b>	<b>-29169.22</b>	<b>0.00</b>
<b>Total COUNCIL</b>		<b>29,169.22</b>	<b>0</b>	<b>-29,169.22</b>	<b>0.00</b>
<b>11015 ADMINISTRATION</b>					
1-7-11015-700010	Admin Salaries	83,718.85	0	-83,718.85	0.00
1-7-11015-700035	Conference Expenses	2,627.45	0	-2,627.45	0.00

**RETURN TO AGENDA**



Fiscal Year : 2021 Period : 12  
 Account Code : ?-?-?????-?????? To ?-?-?????-??????

Budget Type : ACTUAL VALUES

Acct Code	Acct Desc	Year to Date	Budget Amt	Variance	% Variance
1-7-11015-700035	Conference Expenses	2,627.45	0	-2,627.45	0.00
1-7-11015-700140	Employee Benefits	27,324.90	0	-27,324.90	0.00
<b>ADMINISTRATION Revenue</b>		<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
<b>ADMINISTRATION Expense</b>		<b>113,671.20</b>	<b>0</b>	<b>-113671.20</b>	<b>0.00</b>
<b>Total ADMINISTRATION</b>		<b>113,671.20</b>	<b>0</b>	<b>-113,671.20</b>	<b>0.00</b>
<b>12000 PROTECTIVE SERVICES</b>					
1-4-12000-440360	Fees & Charges Dog Pound	-15.00	0	15.00	0.00
1-4-12000-440405	Dog License Revenue	-2,338.15	0	2,338.15	0.00
1-4-12000-440430	Provincial Offences from County	-41.00	0	41.00	0.00
1-4-12000-440475	9-1-1 Sign Revenue	-675.00	0	675.00	0.00
1-7-12000-700010	Salaries	1,703.38	0	-1,703.38	0.00
1-7-12000-700065	Dog Tag Collection	27.63	0	-27.63	0.00
1-7-12000-700140	Employee Benefits	209.44	0	-209.44	0.00
1-7-12000-700260	Agreements	1,640.00	0	-1,640.00	0.00
1-7-12000-700300	9-1-1 Signs	26.00	0	-26.00	0.00
1-7-12000-700310	Ontario Provincial Police	73,870.44	0	-73,870.44	0.00
1-7-12000-718040	Contracted Services	32.28	0	-32.28	0.00
<b>PROTECTIVE SERVICES Revenue</b>		<b>-3,069.15</b>	<b>0</b>	<b>3069.15</b>	<b>0.00</b>
<b>PROTECTIVE SERVICES Expense</b>		<b>77,509.17</b>	<b>0</b>	<b>-77509.17</b>	<b>0.00</b>
<b>Total PROTECTIVE SERVICES</b>		<b>74,440.02</b>	<b>0</b>	<b>-74,440.02</b>	<b>0.00</b>
<b>12021 MUNICIPAL DISASTER</b>					
1-4-12021-440222	Covid-19 Grant - 2021	-21,000.00	0	21,000.00	0.00
1-7-12021-700061	Covid-19 Expenses - 2020	5,079.42	0	-5,079.42	0.00
<b>MUNICIPAL DISASTER Revenue</b>		<b>-21,000.00</b>	<b>0</b>	<b>21000.00</b>	<b>0.00</b>
<b>MUNICIPAL DISASTER Expense</b>		<b>5,079.42</b>	<b>0</b>	<b>-5079.42</b>	<b>0.00</b>
<b>Total MUNICIPAL DISASTER</b>		<b>-15,920.58</b>	<b>0</b>	<b>15,920.58</b>	<b>0.00</b>
<b>13030 PUBLIC WORKS</b>					
1-4-13030-440320	Fees & Charges Roadways	-1,167.25	0	1,167.25	0.00
1-7-13030-700010	Salaries	62,241.34	0	-62,241.34	0.00
1-7-13030-700030	Com. Member Meeting	111.94	0	-111.94	0.00
1-7-13030-700035	Conference/Travel Expenses	2,464.44	0	-2,464.44	0.00
1-7-13030-700060	Misc. Expenses	318.90	0	-318.90	0.00
1-7-13030-700070	Insurance	20,615.66	0	-20,615.66	0.00
1-7-13030-700080	Office Supplies	35.74	0	-35.74	0.00
1-7-13030-700090	Materials & Supplies	794.52	0	-794.52	0.00
1-7-13030-700100	Telephone	443.48	0	-443.48	0.00
1-7-13030-700110	Hydro	827.18	0	-827.18	0.00
1-7-13030-700120	Heat	3,142.51	0	-3,142.51	0.00
1-7-13030-700140	Employee Benefits	34,208.62	0	-34,208.62	0.00
1-7-13030-700181	Clothing Allowance	417.45	0	-417.45	0.00
1-7-13030-700190	Building Maintenance	859.59	0	-859.59	0.00
1-7-13030-700191	Building Cleaning	7.00	0	-7.00	0.00

**RETURN TO AGENDA**

TOWNSHIP OF HORTON  
**Budget Variance Report**



Budget Type : ACTUAL VALUES

Fiscal Year : 2021    Period : 12  
 Account Code : ?-?-?????-??????    To ?-?-?????-??????

Acct Code	Acct Desc	Year to Date	Budget Amt	Variance	% Variance
1-7-13030-700191	Building Cleaning	7.00	0	-7.00	0.00
1-7-13030-700250	Transfer to Capital	121,449.31	0	-121,449.31	0.00
1-7-13030-700280	Advertising	650.35	0	-650.35	0.00
1-7-13030-730130	EXCAVATOR - REPAIRS/MNT	4,127.56	0	-4,127.56	0.00
1-7-13030-730150	TRUCK #4 - 2011 INTER. REPAIRS/MNT	1,930.86	0	-1,930.86	0.00
1-7-13030-730155	Truck 11 - 2013 CHEV 3/4 TON	3,551.43	0	-3,551.43	0.00
1-7-13030-730157	Truck #14 - 2018 Western Star	3,967.77	0	-3,967.77	0.00
1-7-13030-730158	Truck #22 - 2021 International	12,732.20	0	-12,732.20	0.00
1-7-13030-730159	Truck # 24 - 2021 Freightliner	3,498.28	0	-3,498.28	0.00
1-7-13030-730160	GRADER - REPAIRS/MNT	1,230.54	0	-1,230.54	0.00
1-7-13030-730280	BACKHOE/LOADER - REPAIRS/MNT	488.74	0	-488.74	0.00
1-7-13030-730300	Machinery Fuel	14,109.30	0	-14,109.30	0.00
1-7-13030-730500	A- Culverts - Salaries	422.38	0	-422.38	0.00
1-7-13030-730560	B- Roadside Maint. - Salaries	810.18	0	-810.18	0.00
1-7-13030-730660	C - Road Maintenance - Paved	1,345.45	0	-1,345.45	0.00
1-7-13030-730670	C - Road Main. - Salaries	3,081.94	0	-3,081.94	0.00
1-7-13030-730790	D - Grading etc. - Salaries	2,738.68	0	-2,738.68	0.00
1-7-13030-730870	E - Winter Road Maintenance	4,365.61	0	-4,365.61	0.00
1-7-13030-730880	E - Winter Rd. Maint.-Salaries	14,126.91	0	-14,126.91	0.00
1-7-13030-730970	F - Safety Devices - Salaries	2,228.58	0	-2,228.58	0.00
1-7-13030-731039	Debt Principle Payment	38,892.50	0	-38,892.50	0.00
1-7-13030-731040	Debt Interest Payment	926.88	0	-926.88	0.00
1-7-13030-785040	Street Lights	564.40	0	-564.40	0.00
<b>PUBLIC WORKS Revenue</b>		<b>-1,167.25</b>	<b>0</b>	<b>1167.25</b>	<b>0.00</b>
<b>PUBLIC WORKS Expense</b>		<b>363,728.22</b>	<b>0</b>	<b>-363728.22</b>	<b>0.00</b>
<b>Total PUBLIC WORKS</b>		<b>362,560.97</b>	<b>0</b>	<b>-362,560.97</b>	<b>0.00</b>
<b>13033 ROADS - CAPITAL</b>					
1-4-13033-440221	Ontario Grant - OCIF	-85,090.00	0	85,090.00	0.00
1-7-13033-700140	Employee Benefits	44.68	0	-44.68	0.00
1-7-13033-700250	CAPITAL EQUIPMENT	259,449.11	0	-259,449.11	0.00
1-7-13033-745040	Thompsonhill Streets	82.09	0	-82.09	0.00
1-8-13033-830039	Cotieville Road	21,632.76	0	-21,632.76	0.00
1-8-13033-830183	Whitton Road	82.09	0	-82.09	0.00
<b>ROADS - CAPITAL Revenue</b>		<b>-85,090.00</b>	<b>0</b>	<b>85090.00</b>	<b>0.00</b>
<b>ROADS - CAPITAL Expense</b>		<b>281,290.73</b>	<b>0</b>	<b>-281290.73</b>	<b>0.00</b>
<b>Total ROADS - CAPITAL</b>		<b>196,200.73</b>	<b>0</b>	<b>-196,200.73</b>	<b>0.00</b>
<b>13035 STORM SEWER</b>					
1-7-13035-700400	Contracted Services	36.60	0	-36.60	0.00
<b>STORM SEWER Revenue</b>		<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
<b>STORM SEWER Expense</b>		<b>36.60</b>	<b>0</b>	<b>-36.60</b>	<b>0.00</b>
<b>Total STORM SEWER</b>		<b>36.60</b>	<b>0</b>	<b>-36.60</b>	<b>0.00</b>
<b>14000 ENVIROMENTAL SERVICES</b>					

**RETURN TO AGENDA**

TOWNSHIP OF HORTON  
**Budget Variance Report**



Fiscal Year : 2021 Period : 12  
 Account Code : ?-?-?????-?????? To ?-?-?????-??????

Budget Type : ACTUAL VALUES

Acct Code	Acct Desc	Year to Date	Budget Amt	Variance	% Variance
<b>14000 ENVIROMENTAL SERVICES</b>					
1-4-14000-440380	Tipping Fees	-9,549.00	0	9,549.00	0.00
1-4-14000-440480	Blue Box & Composter	-24.00	0	24.00	0.00
1-4-14000-440483	Electronic Waste	-359.34	0	359.34	0.00
1-7-14000-700010	Salaries	10,951.65	0	-10,951.65	0.00
1-7-14000-700030	Committee Members Fees	50.00	0	-50.00	0.00
1-7-14000-700035	Conference/Travel Expenses	285.95	0	-285.95	0.00
1-7-14000-700070	Insurance	2,854.49	0	-2,854.49	0.00
1-7-14000-700100	Telephone	16.51	0	-16.51	0.00
1-7-14000-700110	Hydro	117.62	0	-117.62	0.00
1-7-14000-700140	Employee Benefits	2,394.84	0	-2,394.84	0.00
1-7-14000-745025	Household Hazardous Waste Days	2,874.88	0	-2,874.88	0.00
1-7-14000-745026	Recycling - Curbside Pickup	85,938.52	0	-85,938.52	0.00
1-7-14000-745027	Waste - Curbside Pickup	10,215.27	0	-10,215.27	0.00
1-7-14000-745031	Compaction & Covering	8,802.24	0	-8,802.24	0.00
1-7-14000-745033	Landfill - Re-grind Waste	6,232.80	0	-6,232.80	0.00
1-7-14000-745040	Engineering Fees	5,286.97	0	-5,286.97	0.00
<b>ENVIROMENTAL SERVICES Revenue</b>		<b>-9,932.34</b>	<b>0</b>	<b>9932.34</b>	<b>0.00</b>
<b>ENVIROMENTAL SERVICES Expense</b>		<b>136,021.74</b>	<b>0</b>	<b>-136021.74</b>	<b>0.00</b>
<b>Total ENVIROMENTAL SERVICES</b>		<b>126,089.40</b>	<b>0</b>	<b>-126,089.40</b>	<b>0.00</b>
<b>15051 PARK &amp; REC ADMINISTRATION</b>					
1-7-15051-700010	Salaries	107.06	0	-107.06	0.00
1-7-15051-700070	Insurance	11,972.88	0	-11,972.88	0.00
1-7-15051-700140	Employee Benefits	33.58	0	-33.58	0.00
1-7-15051-718040	Contracted Services	407.04	0	-407.04	0.00
<b>PARK &amp; REC ADMINISTRATION Revenue</b>		<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
<b>PARK &amp; REC ADMINISTRATION Expense</b>		<b>12,520.56</b>	<b>0</b>	<b>-12520.56</b>	<b>0.00</b>
<b>Total PARK &amp; REC ADMINISTRATION</b>		<b>12,520.56</b>	<b>0</b>	<b>-12,520.56</b>	<b>0.00</b>
<b>15053 PARK &amp; REC COMMUNITY CENTER</b>					
1-4-15053-440425	Rent	-4,447.92	0	4,447.92	0.00
1-7-15053-700010	Salaries	2,045.38	0	-2,045.38	0.00
1-7-15053-700100	Telephone	212.97	0	-212.97	0.00
1-7-15053-700110	Utilities	5,494.29	0	-5,494.29	0.00
1-7-15053-700140	Employee Benefits	573.15	0	-573.15	0.00
1-7-15053-700190	Building Maintenance	2,225.91	0	-2,225.91	0.00
1-7-15053-700191	Building Cleaning	94.88	0	-94.88	0.00
1-7-15053-700250	Transfer to Capital - Equipment	944.44	0	-944.44	0.00
1-7-15053-715015	Computer Programs & Maintenance	147.75	0	-147.75	0.00
<b>PARK &amp; REC COMMUNITY CENTER Revenue</b>		<b>-4,447.92</b>	<b>0</b>	<b>4447.92</b>	<b>0.00</b>
<b>PARK &amp; REC COMMUNITY CENTER Expense</b>		<b>11,738.77</b>	<b>0</b>	<b>-11738.77</b>	<b>0.00</b>
<b>Total PARK &amp; REC COMMUNITY CENTER</b>		<b>7,290.85</b>	<b>0</b>	<b>-7,290.85</b>	<b>0.00</b>
<b>15054 PARK &amp; REC RINK</b>					

**RETURN TO AGENDA**



Budget Type : ACTUAL VALUES

Fiscal Year : 2021 Period : 12  
 Account Code : ?-?-?????-?????? To ?-?-?????-??????

Acct Code	Acct Desc	Year to Date	Budget Amt	Variance	% Variance
<b>15054 PARK &amp; REC RINK</b>					
1-7-15054-785113	Spring H ockey Team	289.51	0	-289.51	0.00
<b>PARK &amp; REC RINK Revenue</b>		<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
<b>PARK &amp; REC RINK Expense</b>		<b>289.51</b>	<b>0</b>	<b>-289.51</b>	<b>0.00</b>
<b>Total PARK &amp; REC RINK</b>		<b>289.51</b>	<b>0</b>	<b>-289.51</b>	<b>0.00</b>
<b>17000 PLANNING</b>					
1-4-17000-440330	Fees & Charges Planning	-1,050.00	0	1,050.00	0.00
1-4-17000-440355	Fees & Charges Zoning Compl.	-240.00	0	240.00	0.00
<b>PLANNING Revenue</b>		<b>-1,290.00</b>	<b>0</b>	<b>1290.00</b>	<b>0.00</b>
<b>PLANNING Expense</b>		<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>
<b>Total PLANNING</b>		<b>-1,290.00</b>	<b>0</b>	<b>1,290.00</b>	<b>0.00</b>
<b>18000 FIRE</b>					
1-4-18000-440110	Provincial Fees and Charges	-3,878.75	0	3,878.75	0.00
1-7-18000-700010	Salaries	1,753.32	0	-1,753.32	0.00
1-7-18000-700060	Misc. Expenses	80.82	0	-80.82	0.00
1-7-18000-700070	Insurance	13,912.91	0	-13,912.91	0.00
1-7-18000-700080	Office Supplies	152.17	0	-152.17	0.00
1-7-18000-700100	Telephone	363.25	0	-363.25	0.00
1-7-18000-700110	Utilities	3,348.59	0	-3,348.59	0.00
1-7-18000-700140	Employee Benefits	191.42	0	-191.42	0.00
1-7-18000-700180	Office Equip. & Maint.	556.42	0	-556.42	0.00
1-7-18000-700190	Building Maintenance	269.65	0	-269.65	0.00
1-7-18000-700191	Building Cleaning	42.71	0	-42.71	0.00
1-7-18000-700200	Fire Equipment Maintenance	3,012.79	0	-3,012.79	0.00
1-7-18000-700210	Fleet Maintenance	6,700.89	0	-6,700.89	0.00
1-7-18000-700260	Extrication Agreement	2,000.00	0	-2,000.00	0.00
1-7-18000-715015	Computer/Program Maintenance	178.20	0	-178.20	0.00
1-7-18000-721060	Training	321.56	0	-321.56	0.00
1-7-18000-721210	Communications - County	3,999.25	0	-3,999.25	0.00
1-7-18000-721230	Fire Prevention	198.42	0	-198.42	0.00
<b>FIRE Revenue</b>		<b>-3,878.75</b>	<b>0</b>	<b>3878.75</b>	<b>0.00</b>
<b>FIRE Expense</b>		<b>37,082.37</b>	<b>0</b>	<b>-37082.37</b>	<b>0.00</b>
<b>Total FIRE</b>		<b>33,203.62</b>	<b>0</b>	<b>-33,203.62</b>	<b>0.00</b>
<b>19000 BUILDING DEPARTMENT</b>					
1-4-19000-440385	Septic Permits	-2,200.00	0	2,200.00	0.00
1-4-19000-440410	Building Permits	-12,184.00	0	12,184.00	0.00
1-4-19000-440431	Misc. Revenue	-550.00	0	550.00	0.00
1-7-19000-700010	Salaries	11,250.00	0	-11,250.00	0.00
1-7-19000-700060	Misc. Expenses	34.19	0	-34.19	0.00
1-7-19000-700140	Employee Benefits	823.74	0	-823.74	0.00

**RETURN TO AGENDA**

**TOWNSHIP OF HORTON**  
**Budget Variance Report**



Budget Type : ACTUAL VALUES

Fiscal Year : 2021    Period : 12  
 Account Code : ?-?-?????-??????    To ?-?-?????-??????

Acct Code	Acct Desc	Year to Date	Budget Amt	Variance	% Variance
	BUILDING DEPARTMENT Revenue	-14,934.00	0	14934.00	0.00
	BUILDING DEPARTMENT Expense	12,107.93	0	-12107.93	0.00
	<b>Total BUILDING DEPARTMENT</b>	<b>-2,826.07</b>	<b>0</b>	<b>2,826.07</b>	<b>0.00</b>
	<b>Total General Operating Fund</b>	<b>-987,268.04</b>	<b>0</b>	<b>987,268.04</b>	<b>0.00</b>
	<b>Report Total</b>	<b>-987,268.04</b>	<b>0</b>	<b>987,268.04</b>	<b>0.00</b>

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## Township of Horton COUNCIL / COMMITTEE REPORT

<b>Title:</b>  Draft 'Request for Action' Policy	<b>Date:</b>	April 20 <sup>th</sup> , 2021
	<b>Council/Committee:</b>	General Government
	<b>Author:</b>	Hope Dillabough, CAO/Clerk
	<b>Department:</b>	All

### **RECOMMENDATIONS:**

THAT Council agree with staff recommendation to amend and update the current Complaint Policy with the attached draft Request for Action Policy;

AND THAT this be forwarded to the By-Law Section for the next Regular Council Meeting to be adopted into the Township's Policies accordingly.

### **BACKGROUND:**

The current Complaint Policy adopted in 2017 does not provide encouragement to ratepayers to bring forward issues and concerns to the Township by wording them as 'complaints'. Staff feels the word "complaint" is received negatively. The draft policy being presented uses different wording and provides more support and comfort to ratepayers in terms of bringing forward concerns and/or issues by referring to them as "Requests for Action" rather than "Complaints".

The current policy also states that it is all employees' responsibility to resolve issues or concerns before they become complaints. Staff firmly believe that no staff other than Senior Staff should be negotiating any kind of resolution to complaints with any ratepayer.

The goal of this new policy is essentially to document persistent concerns and issues which would further allow staff to prioritize their work. Subsequently, staff feel by maintaining documentation of these Request for Action items (not complaints), dependent upon the issue, staff could potentially utilize this information when applying for funding opportunities.

The original Complaint Policy was directed more towards the Public Works Department, however with the newly drafted Request for Action Policy, it encompasses all departments within the municipality.

**ALTERNATIVES:** Status quo

**FINANCIAL IMPLICATIONS:** N/A

### **ATTACHMENTS:**

Attachment #1 – Draft By-Law to adopt Request for Action Policy

Attachment #2 – "Schedule A" - Draft Request for Action Policy

Attachment #3 – "Schedule B" - Draft Request for Action Form

**RETURN TO AGENDA**

**CONSULTATIONS:**

Adam Knapp, Public Works Manager

**Author:**



signature

**Other:**



signature

**Treasurer:**

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signature

**C.A.O.:**



signature

**DRAFT**

## CORPORATION OF THE TOWNSHIP OF HORTON

BY-LAW NO. ~~2017-17~~ 2021-**Being a By-Law to Adopt a ~~Complaint~~ Request for Action Policy  
for the Corporation of the Township of Horton**

**WHEREAS** Section 8(1) of the Municipal Act, S.O. 2001, as amended, states that the powers of a Township under this or any other Act shall be interpreted broadly so as to confer broad authority on a Township to enable it to govern its affairs as it consider appropriate and to enhance the Township's ability to respond to municipal issues;

**AND WHEREAS** Section 11(2) 2 of the Municipal Act, S.O. 2001, as amended, states that a lower-tier Township may pass by-laws, respecting accountability and transparency of the Township and its operations and of its local boards and their operations;

**AND WHEREAS** on January 1, 2016 the Ombudsman Act, R.S.O. 1990, c. O.6 was amended to allow the Ontario Ombudsman to investigate general complaints about the province's 444 municipalities in addition to complaints about closed municipal meetings, which were added to the Ombudsman's jurisdiction in 2008;

**AND WHEREAS** the Council of the Corporation of the Township of Horton deems it expedient to establish a ~~Complaint~~ Request for Action Process Policy to ensure accountability and transparency when addressing citizen(s) ~~complaints~~ concerns through the appropriate policies, procedures and local ~~complaint~~ Request for Action mechanisms.

**NOW THEREFORE BE IT RESOLVED THAT** the Council of the Corporation of the Township of Horton hereby enacts as follows:

1. **THAT** the ~~Complaint~~ Request for Action Process Policy, attached as Schedule A and Request for Action Form attached as Schedule B to this by-law is hereby adopted as an official policy document of the Corporation of the Township of Horton
2. **THAT** Schedule A and Schedule B attached hereto shall be read with and form part of this by-law.
3. **THAT** this by-law may be referred to as the "~~Complaint~~ Request for Action Process Policy"
4. **THAT** By-Law 2017-07 be hereby repealed;
5. **THAT** this By-Law will come into force and effect upon the date of passing.

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Read a First and Second Time this \_\_\_\_\_ day of April, 2021

Read a Third Time and finally passed this \_\_\_\_\_ day of April, 2021

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CAO/Clerk

**RETURN TO AGENDA**

**DRAFT**

## CORPORATION OF THE TOWNSHIP OF HORTON

**Schedule "A"****Complaint Request for Action Process Policy****PURPOSE**

This policy is intended to enable the Township of Horton to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the Township in providing excellent service to the public and contribute to continuous improvement of operations. The Township strives to reduce customer dissatisfaction by:

1. Providing a timely and accurate response to **complaints Requests for Action** ; and,
2. Using **complaints Requests for Action** as an opportunity to improve program and service delivery **issues concerns**.
3. Using **Requests for Action** to document persistent concerns that no immediate solution is available and require an in-depth investigation to present a permanent solution.

A **complaint Request for Action** is distinct from:

- a request for service made on behalf of a citizen for a specific service, or to notify the Township that a scheduled service was not provided on time.
- a general inquiry or specific request for information regarding municipal service
- an opinion or feedback, comment, and expression of interest in a program or service
- an expression of approval or compliment for municipal staff member, program, product, or process.
- a suggestion or idea submitted by a customer with the aim of improving services, programs, products, or processes.

The policy is not for **complaints-Requests for Action**:

- regarding staff members that are employed by a service provider contracted by the Township shall be subject to the policies of that service provider.
- issues addressed by legislation, or an existing municipal by-law, policy or procedure;
- a decision of Council or a decision of a committee of Council; or,
- internal employee(s) **complaints Requests for Action**
- matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

**DEFINITIONS**

a. "**Complainant** "**Requestee(s)**" means the individual filing the **complaint concern** with the Township;

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- b. “~~Complaint~~ Request” means ~~an issue or concern~~ a concern raised with a municipal program, service, or operation that is not resolved to the ~~complainant’s~~ requestee(s) satisfaction at the point of service delivery and for which the ~~complainant~~ requestee(s) submits their concerns to the Township in accordance with this policy;
- c. “Council” means the Council of the Township of Horton;
- d. “Department Manager” means the Fire Chief, Public Works Manager and Treasurer
- e. “Employee” means the employee of the Township;
- f. “Township” means the Township of the Township of Horton;
- g. “Ombudsman” means the Ontario Office of the Ombudsman;

### FRONTLINE RESOLUTION

It is ~~the responsibility of~~ encouraged that the ~~complainant~~ requestee(s) to attempt to resolve concerns by ~~dealing~~ working with the Township ~~employee(s)~~ employee’s Manager directly involved with the issue where appropriate.

It is the responsibility of all Township ~~employees~~ Senior Staff to attempt to resolve ~~issues or~~ concerns before they become ~~complaints~~ Requests for Action and identify opportunities to improve municipal services.

### PROCESS FOR FILING A COMPLAINT REQUEST

Where frontline resolution cannot be achieved, ~~complaints~~ the “Request for Action Process Policy” form, Schedule B to this By-Law, ~~should~~ may be submitted to the CAO/Clerk or designate in writing and include:

- a. The name, phone number and mailing address of the individual submitting the ~~complaint~~ requestee(s).
- b. The nature of the ~~complaint~~ request including the:
  - i. Background leading to the issue(s);
  - ii. Date(s), time(s), and location(s) of any ~~incident~~ concerns(s); and,
  - iii. Identify the type of ~~incident~~ concern.
  - iv. Name(s) of any employee(s) previously contacted regarding the issue(s)
- c. Any action(s) being requested of the Township.

### RECEIPT AND ACKNOWLEDGEMENT

The CAO/Clerk shall log the ~~complaint~~ Request for Action and forward a copy to the Department Manager or designate. Within seven (7) business days of receipt of the ~~complaint~~ Request for Action, the CAO/Clerk shall acknowledge to the ~~complainant~~ requestee(s) in writing that the ~~complaint~~ request has been received

### INVESTIGATION

A Department Manager may not delegate the authority to investigate a ~~complaint~~ request to an employee who is or may be named in the ~~complaint~~ request.

If a ~~complaint~~ request is made against the Department Manager, the CAO/Clerk or designate shall conduct the investigation.

If a ~~complaint~~ request is made against the CAO/Clerk, the Mayor shall ~~acknowledge~~ receipt of the request to the requestee(s) within (10) ten business days and shall consult

with Council and may designate the municipal solicitor, or other qualified individual at arms-length from the Township, to investigate.

The designated investigator shall review the issues identified by the complainant and in doing so may:

- Review relevant municipal and provincial legislation;
- Review the Township's relevant policies and procedures;
- Review any existing file documents;
- Interview employees or member of the public involved in the issue;
- Identify actions that may be taken to address the **complaint request(s)** or improve municipal operations; or,
- The Department Manager may, at their discretion, notify Council of an open **complaint request** investigation for information purposes.

## DECISION

Within thirty (30) **calendar business** days of receipt of a **complaint request**, the Department Manager shall provide a response in writing to the **complainant requestee(s)**.

The response shall include:

- Whether the **complaint request** was substantiated,
- If the **complaint request** is not substantiated, provide reason(s) for their decision; and,
- Any actions the Township has or will take as a result of the **complaint request(s)**.
- If the Department Manager is unable to provide a response within thirty (30) **calendar business** days, they shall notify the **complainant requestee(s)** of the delay and provide an estimate of when a response will be provided.

## RECORD

The Department Manager shall file a copy of the **complaint request(s)** and resolution with the CAO/Clerk. The CAO/Clerk shall maintain a file of the **complaint request(s)** in accordance with the Township's records retention by-law. If a municipal employee was the subject of the **complaint request(s)**, a copy of the record shall be retained in their personnel file.

## REPORTING

The CAO/Clerk shall provide a report to the General Government Committee on an annual basis outlining the **complaints request(s)** received and the outcome achieved.

## APPEAL PROCESS

Once the Township has communicated the decision to the **complainant-requestee(s)**, there is no appeal process at the municipal level.

## NON-COMPLIANCE

Non-compliance with this **complaint Request for Action** policy may result in the **complaint Request for Action** being filed with the Ontario Ombudsman for investigation.

## REVIEW CYCLE

**RETURN TO AGENDA**

This policy shall be reviewed every term of Council.

## PROCESS

### CAO/CLERK:

- receives written ~~complaint~~ request(s)
- logs ~~complaint~~ request(s)
- forwards to appropriate department head
- acknowledges receipt to complainant within 7 days

### DEPARTMENT MANAGER/MAYOR:

- investigate the ~~complaint~~ request(s)
- make a decision
- notify the ~~complainant~~ requestee(s) of the outcome within 30 ~~business~~ days of the filing of the ~~complaint~~ request(s)
- file a copy of the decision with the CAO/Clerk

### CAO/CLERK :

- file a copy of the decision
- report to ~~budget finance and human resources~~ General Government committee annually



CORPORATION OF THE TOWNSHIP OF HORTON

Schedule "B"



CORPORATION OF THE TOWNSHIP OF HORTON  
Schedule "B"  
~~Complaint Request for Action Process Policy~~  
~~INCIDENT FORM~~

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

Information Received by: \_\_\_\_\_

Signature of Township Employee receiving request(s): \_\_\_\_\_

Requestees Name: \_\_\_\_\_ Requestees Signature: \_\_\_\_\_  
(If in person)

Address:

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

Telephone #: \_\_\_\_\_

Cell #: \_\_\_\_\_

Email: \_\_\_\_\_

Description/Type of Request(s) for Action:

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

Geographic Location of Request(s):

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

OFFICE USE ONLY

Department/Individual Referred to: \_\_\_\_\_  
*(Forward a copy of this report to the CAO/Clerk)*

Action Taken:

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

Date of action: \_\_\_\_\_ Supervisors Signature: \_\_\_\_\_

Resolution: Yes  # \_\_\_\_\_ No

CAO:  follow up not required  response letter sent  pending investigation /insurance

*After complaint is addressed, place original in Front Office- Request(s) for Action binder*

**RETURN TO AGENDA**



## Township of Horton COUNCIL / COMMITTEE REPORT

<b>Title:</b>  TES Committee Chair's Report – April 7 <sup>th</sup> , 2021	<b>Date:</b> April 20 <sup>th</sup> , 2021
	<b>Council/Committee:</b> Council
	<b>Author:</b> Nikky Dubeau, Admin/Planning Assistant
	<b>Department:</b> TES

### **RECOMMENDATIONS:**

THAT Council accept the TES Committee Chair's Report as information.

### **BACKGROUND:**

#### Additional Gas Tax Funding – Whitton Road

Committee was in agreeance with staff's recommendation to use funds to complete the entire length of Whitton Road.

Moved by Murray Humphries

Seconded by Rick Lester

**THAT** the TES Committee agree with Staff recommendation to direct the additional Gas Tax allotted to Horton Township in 2021, totaling \$88,021.00, directly toward the Whitton Road (South) rehabilitation project and extending the HL4 surface the entire 1.6 kilometers of roadway;

**FURTHER THAT** the utilization of the extra Gas Tax funding offset the withdrawal of funds from the Infrastructure Reserves allocated toward this project.

**Carried**

#### New/Other Business


Chair Webster requested that Admin/Planning Assistant Nichole Dubeau send out a Doodle Poll to get Committee's feedback on a change of the meeting date to see if there is a better date and/or time that works for everyone. Mayor Bennett stated that he has contacted MP John Yakabuski regarding additional funds to assist with the Thompsonhill Rehabilitation. Mr. Yakabuski informed Mayor Bennett to also pressure the Provincial Government for funding. Mayor Bennett is to reach out to MPP Cheryl Gallant in the coming weeks.


**ALTERNATIVES:** N/A

**FINANCIAL IMPLICATIONS:** N/A


**CONSULTATIONS:** N/A

**RETURN TO AGENDA**

**Author:**   
signature

**Other:**   
signature

**Treasurer:** \_\_\_\_\_  
signature

**C.A.O.**   
signature



## THE CORPORATION OF THE TOWNSHIP OF HORTON

### Memo from the CAO/Clerk as of April 16<sup>th</sup>, 2021.

INFORMATION provided **NOT** included in the Regular Council meeting package of April 20<sup>th</sup>, 2021.

### **INFORMATION EMAILED**

1. AMO & Loomex Group
2. Ottawa Valley Business News – April 6, 2021
3. Thank You Card
4. County Health Committee – Long-Term Care Addendum Apr 14
5. Calendars

**RETURN TO AGENDA**

# CORPORATION OF THE TOWNSHIP OF HORTON

## BY-LAW 2021-21

### BEING A BY-LAW TO PROVIDE FOR THE ADOPTION OF THE ESTIMATES FOR SUMS REQUIRED FOR THE YEAR 2021

**WHEREAS** *Section 290 of the Municipal Act, 2001*, provides that the Council of a local municipality shall in each year prepare and adopt estimates of all sums required during the year for the purposes of the municipality including amounts sufficient to pay all debts of the municipality falling due within the year; amounts required for any Board, Commission or other body, and;

**WHEREAS** *Section 291(1) of the Municipal Act, 2001*, provides that before a budget can be adopted or amended, under Section 290, the municipality shall give public notice of its intention to adopt or amend the budget at a council meeting specified in the notice.

**NOW THEREFORE** the Council of the Township of Horton hereby enacts as follows:

1. THAT the municipality has published public notice of its' intent to adopt 2021 budget estimates in the local newspapers on Wednesday March 31<sup>st</sup> and Wednesday April 7<sup>th</sup>, 2021.
2. THAT Council adopts the Township of Horton 2021 consolidated budget requiring the sum of Two Million Four Hundred Ninety-Nine Thousand and Two Hundred Fifty-Four Dollars (\$2,499,254) as the estimate of the property tax levy required during the year 2021 for all purposes of the Corporation of the Township of Horton.
3. THAT this By-Law shall come into full force and take effect upon the passing thereof.

**BE IT FURTHER ENACTED** that all By-Laws or parts thereof, and all or any Resolutions of Council contrary thereto, or inconsistent herewith, be and the same are hereby repealed.

READ a first and second time this 20<sup>th</sup> day of April, 2021.

READ a third and final time and passed this 20<sup>th</sup> day of April, 2021.

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MAYOR David M. Bennett

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CAO/CLERK Hope Dillabough

**CORPORATION OF THE TOWNSHIP OF HORTON****BY-LAW NO. 2021-22****A BY-LAW TO CONFIRM PROCEEDINGS OF  
THE COUNCIL OF THE TOWNSHIP OF HORTON  
AT THE REGULAR COUNCIL MEETING HELD APRIL 20<sup>TH</sup>, 2021**

**WHEREAS** Subsection 5(1) of the Municipal Act, 2001, S.O. 2001, Chapter 25, as amended, provides that the powers of a municipal corporation are to be exercised by its Council;

**AND WHEREAS** Subsection 5(3) of the said Municipal Act provides that the powers of every Council are to be exercised by by-law;

**AND WHEREAS** it is deemed expedient and desirable that the proceedings of the Council of the Corporation of the Horton at this meeting be confirmed and adopted by by-law;

**THEREFORE** the Council of the Township of Horton enacts as follows:

1. That the actions of the Council at the meeting held on the 20<sup>th</sup> day of April, 2021 and in respect of each motion, resolution and other action passed and taken by the Council at its said meetings, is, except where the prior approval of the Ontario Municipal Board or other body is required, hereby adopted, ratified and confirmed as if all such proceedings were expressly embodied in this by-law.
2. That the Head of Council and proper officers of the Corporation of the Township of Horton are hereby authorized and directed to do all things necessary to give effect to the said action or to obtain appropriate approvals where required, except where otherwise provided, and to affix the Corporate Seal of the Corporation of the Township of Horton to all such documents.
3. That this By-Law shall come into force and take effect upon the passing thereof.

READ a first and second time this 20<sup>th</sup> day of April, 2021.

READ a third time and passed this 20<sup>th</sup> day of April, 2021.

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MAYOR David M. Bennett

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CAO/CLERK Hope Dillabough

**RETURN TO AGENDA**