



The Corporation of The Town of Cobourg
COMMITTEE OF THE WHOLE MEETING
AGENDA

Monday, October 26, 2020

6:00 P.M.

Electronic Participation

Pages

1. CALL TO ORDER

2. ADDITIONS TO THE AGENDA

2.1. Memo from the Municipal Clerk/Manager of Legislative Services, regarding, the continuing of Remote/Electronic Meetings for the remainder of 2020.

2.2. Closed Session Items - S.239 (2)(c), Municipal Act, 2001.

Action Recommended:

THAT the Matters be added to the Agenda.

3. DISCLOSURE OF PECUNIARY (FINANCIAL) INTEREST

4. PRESENTATIONS

4.1. Presentation, Oscar Poloni, Office Managing Partner, KPMG, regarding key findings and outcomes from the Service Delivery Review. 5

4.2. Professor Pricklethorn (Warren Hoselton), regarding the importance of a Healthy Urban Forest in the Town of Cobourg. (Video)

5. DELEGATIONS

*5.1. Judy Smith, Environmental Officer, County of Northumberland, requesting Council to accept the Town of Cobourg Community Climate Action Plan in Principle. 25

6. DELEGATION ACTIONS

7. GENERAL GOVERNMENT SERVICES

7.1. Memo from the Town of Cobourg Accessibility Coordinator, regarding the Town of Cobourg's Multi-Year Accessibility Plan 2020 to 2024. 52

Action Recommended:

THAT Council review the memo from the Accessibility Coordinator for information purposes; and

FURTHER THAT Council review the revised version of the Accessible Customer Service Policy and provide input, as necessary; and

FURTHER THAT Council review the revised version of the Integrated Accessibility Standards Policy and provide input, as necessary; and

FURTHER THAT Council review the Multi-Year Accessibility Plan 2020 to 2024 for the Town of Cobourg and provide input, as necessary; and

FURTHER THAT Council direct Staff to begin broad public engagement with residents of Cobourg on the Multi-Year Accessibility Plan 2020 to 2024; and

FURTHER THAT Council direct Staff to bring forward a final version of the Multi-Year Accessibility Plan 2020 to 2024 to a future Council meeting prior to the end of 2020.

- 7.2. Memo from the Accessibility Coordinator, regarding the Town of Cobourg Equity, Diversity and Inclusion Strategy.

152

Action Recommended:

THAT Council receive this Memo from the Accessibility Coordinator for information purposes; and

FURTHER THAT Council reviews the draft Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council and provide input, as necessary; and

FURTHER THAT Council directs Staff to begin broad public engagement with the residents of Cobourg on the Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council; and

FURTHER THAT Council direct Staff to bring forward a final version of the Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council to a future Council meeting prior to the end of 2020; and

FURTHER THAT Council receive the timeline for the Equity, Diversity, and Inclusion Strategy development for information purposes; and

FURTHER THAT Council participate in the “Initial Benchmarking” step of the development of this strategy.

- *7.3. Memo from the Municipal Clerk/Manager of Legislative Services, regarding, the continuing of Remote/Electronic Meetings for the remainder of 2020.

174

Action Recommended:

THAT Council meetings be held remotely until the end of 2020; and

THAT Council direct the Municipal Clerk to bring forward a Staff Report by December 2020 with recommendations for Council meeting in 2021.

8. PLANNING AND DEVELOPMENT SERVICES

- 8.1. Memo from the Director of Planning and Development, regarding a request for an Exempt to Part Lot Control 1318 and 1320 Alder Road (LeBlanc Enterprises) 179

Action Recommended:

THAT Council receive this Report for information purposes; and

THAT Council endorse the By-law attached to the Staff Report as Figure 4 which exempts Lot 10 on registered Plan 39M-923 (1318 & 1320 Alder Road) from the Part Lot Control provisions of the Planning Act, R.S.O. 1990, c.P. 13, as amended; and

THAT the By-law be presented to Council for final approval.

9. PUBLIC WORKS SERVICES

- 9.1. Memo from the Director of Public Works, regarding approval to resume Parking Fare collection Downtown and in Parking Lots in Cobourg. 187

Action Recommended:

THAT Council approve the reimplementation of parking fee collection and By-law Enforcement of Downtown Parking Meters and Parking Lots effective Monday November 16, 2020.

10. PARKS AND RECREATION SERVICES

- 10.1. Memo from the Town of Cobourg Arborist, regarding the Urban Forest Management Plan: Annual Review and Assessment of Implementation Update 191

Action Recommended:

THAT Council receive the report from the Town of Cobourg Arborist for information purposes.

- 10.2. Memo from the Secretary of the Parks and Recreation Advisory Committee, regarding request for Council Recognition of Professor Elwood Pricklethorn. 215

Action Recommended:

THAT Council support the request from the Parks and Recreation Advisory Committee that the Town of Cobourg recognize Professor Elwood Pricklethorn and his team for their contribution to community service for the environmental education of all ages on the topic of urban trees.

11. PROTECTION SERVICES

12. ARTS CULTURE AND TOURISM SERVICES

13. UNFINISHED BUSINESS

The items listed in the order of the topics set out in the agenda of prior meetings which have not been disposed of by Council and the date of their first appearance on the agenda shall be noted and repeated on each subsequent agenda until disposed of by Council, unless removed from the agenda by leave of Council - Council Procedural By-law No. 009-2019.

14. COMMITTEE OF THE WHOLE OPEN FORUM

Open Forum provides an opportunity for the public to comment and ask questions on any matter of Municipal business. More details regarding Open Forum may be found under Section 33 of Procedural By-Law.

Due to the nature of an electronic meeting, members of the public wishing to provide input regarding an agenda may do so by utilizing the Public Comments module under this section by Monday, October 26, 2020 at 6:00 p.m.

14.1. Open Forum - Submissions from Public

***15. CLOSED SESSION**

Action Recommended:

THAT Council meet in Closed Session in accordance with Section 239 (2) (c) of the *Municipal Act, 2001*, regarding:

s. 239(2)(c) A proposed or pending acquisition or disposition of land by the municipality or local board:

*15.1. Northam Industrial Park Lease Agreement Proposal - Horizon Plastics International

*15.2. Northam Industrial Park Lease Agreement Proposal - Parkland Fuel Corporation

*15.3. Second Street Lot Lease Agreement Proposal.

16. ADJOURNMENT

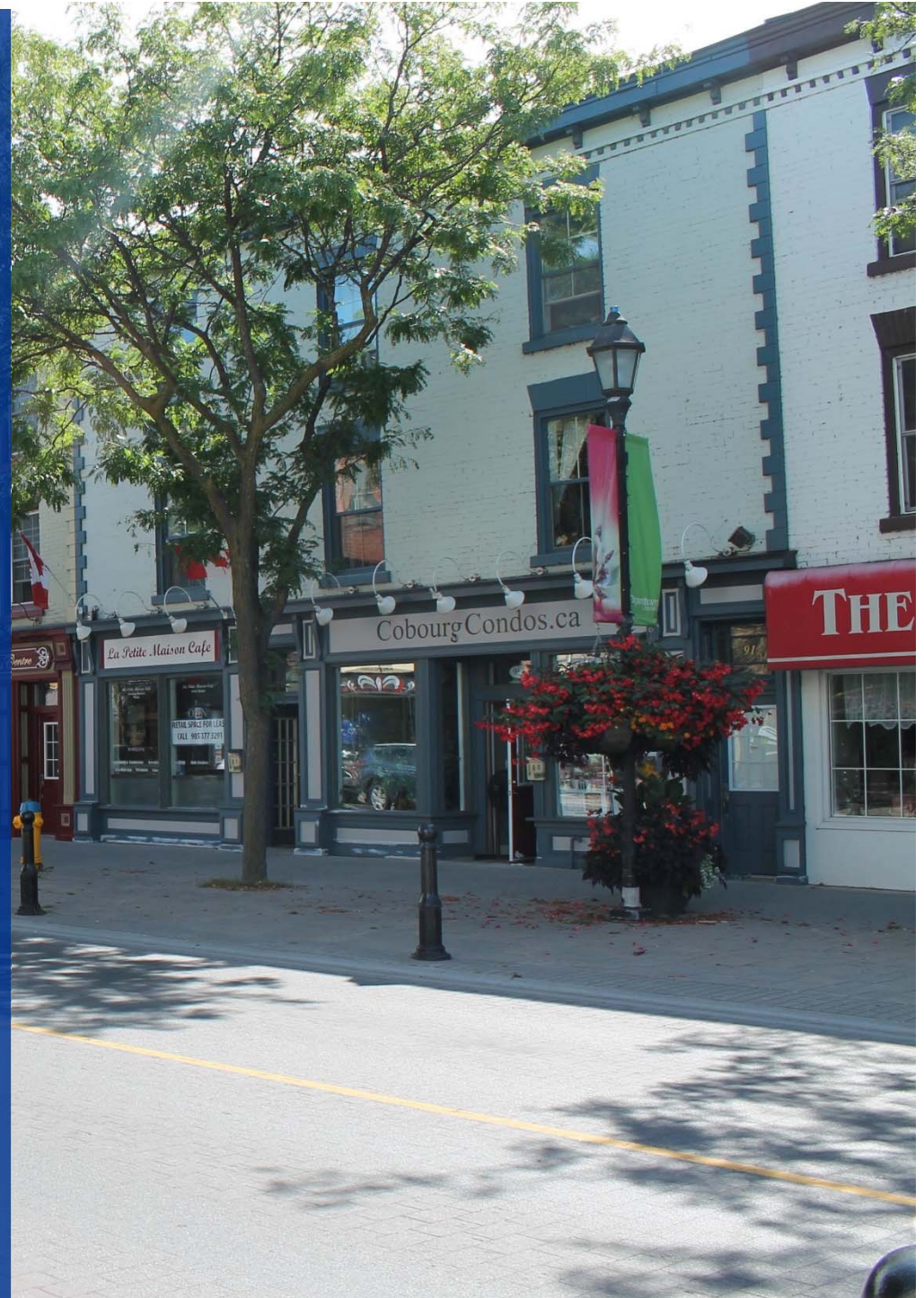


Town of Cobourg

Service Delivery Review

Key Findings, Outcomes
and Next Steps

October 26, 2020



Presentation Agenda

1. Introduction
2. Key Themes
3. Opportunities for Consideration
4. Next Steps



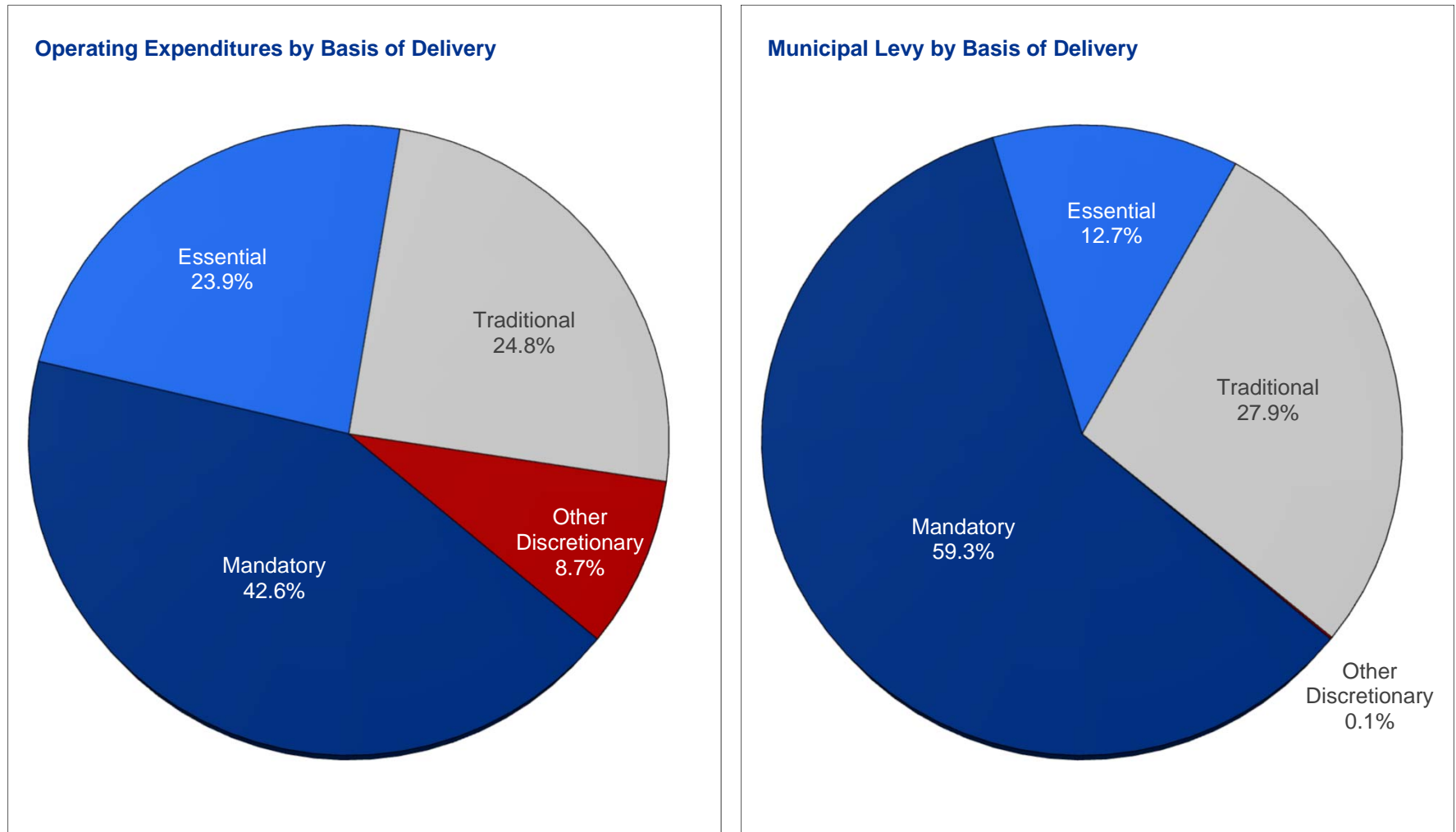
Introduction

- The Town's service delivery review commenced in April 2020 with the objective of:
 - Providing an avenue to better understand the services provided by the Town
 - Support strategies that will sustain efficiencies and value-for-money
- The specific deliverables for the review include:
 - Inventory of municipal services
 - Benchmarking and performance indicators
 - Community perspectives on the Town and its operations
 - Opportunities for efficiencies
 - Framework for opportunity implementation

Key Findings

1. Opportunities for cost reductions exist but will entail reductions in services and service levels

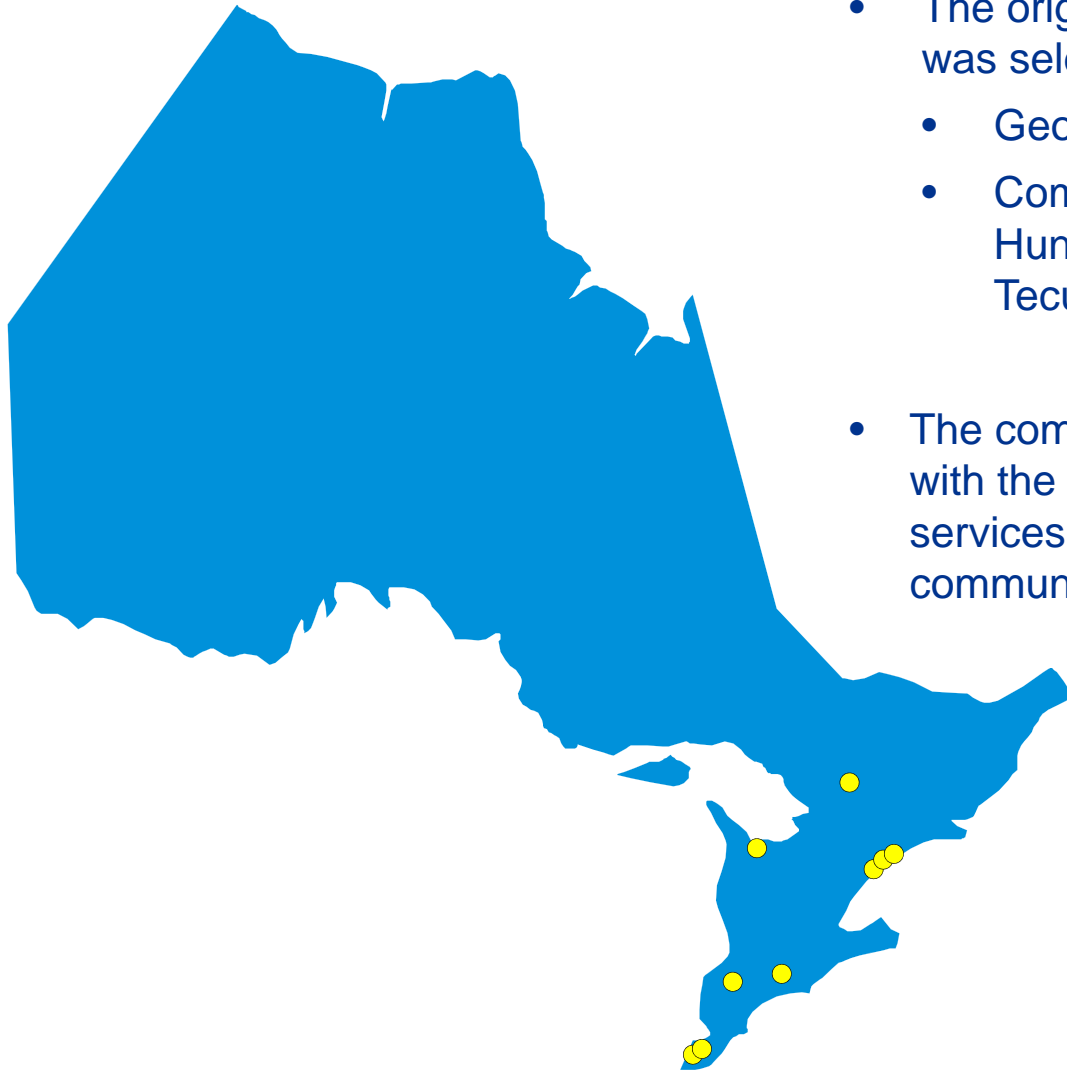
Operating Costs and Levy by Basis of Delivery



Key Findings

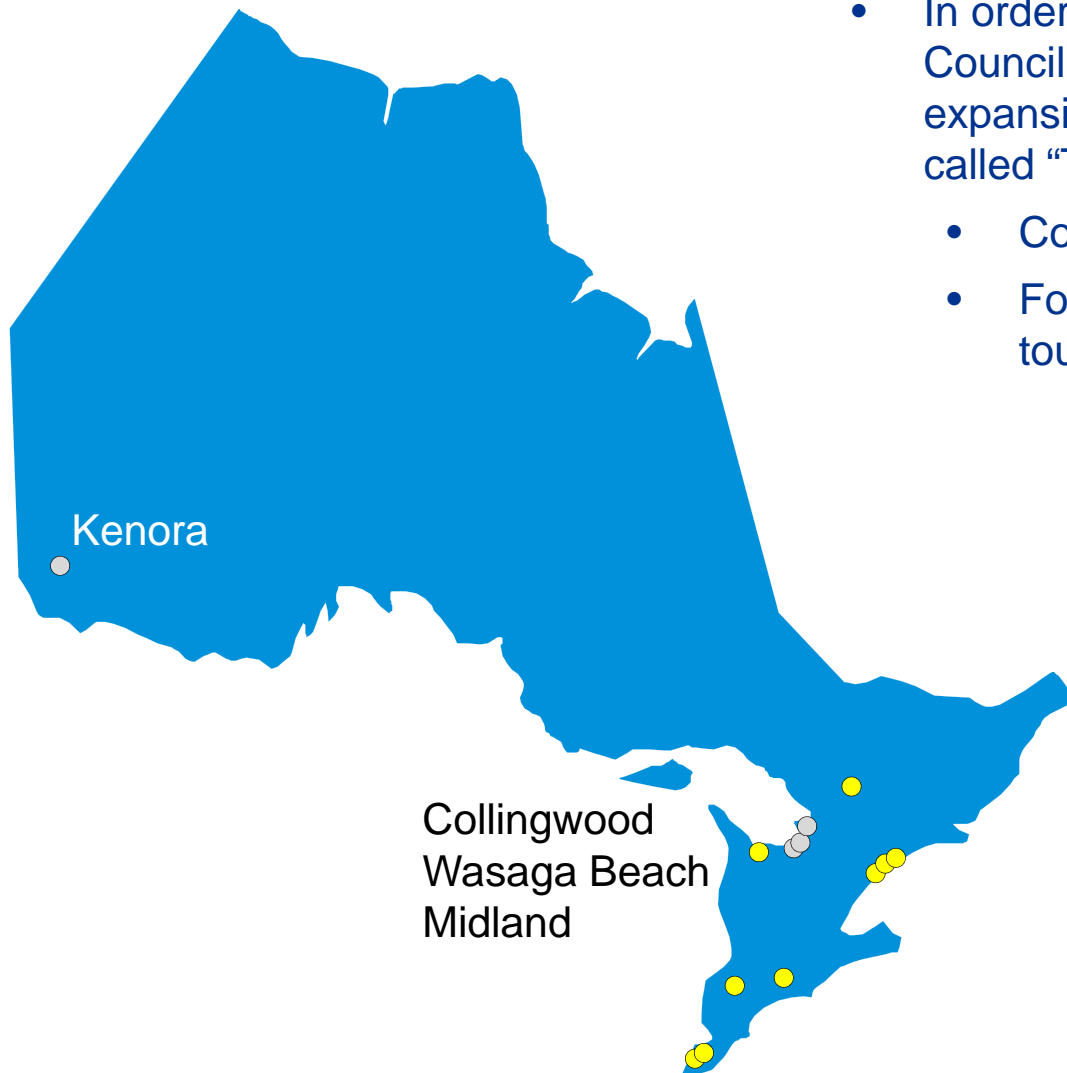
1. Opportunities for cost reductions exist but will entail reductions in services and service levels
2. Differences in service levels appear to be the primary drivers of variances in financial and staffing indicators

Comparative Analysis



- The original group of comparator municipalities was selected based on two considerations:
 - Geographic proximity (Brighton, Port Hope)
 - Comparable number of households (Essex, Huntsville, Owen Sound, Strathroy-Caradoc, Tecumseh, Tillsonburg)
- The comparative analysis yielded mixed results, with the Town having lower costs for corporate services and public works and higher costs for community-focused services

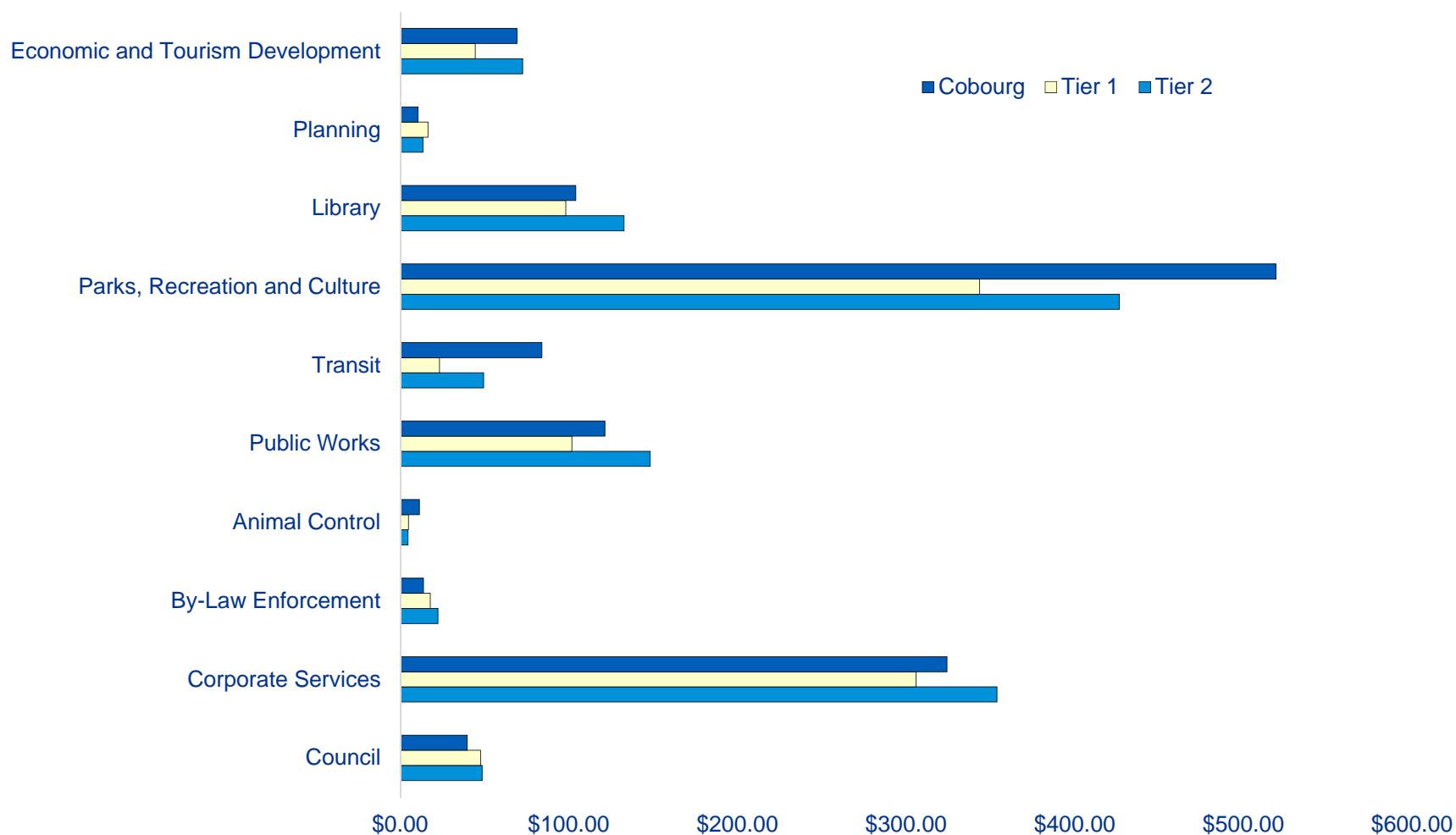
Comparative Analysis



- In order to provide a relevant analysis for Council's consideration, KPMG requested an expansion of the comparator group to include so-called "Tier 2" municipalities
 - Comparable size
 - Focus on tourism, particularly waterfront tourism

Comparative Analysis

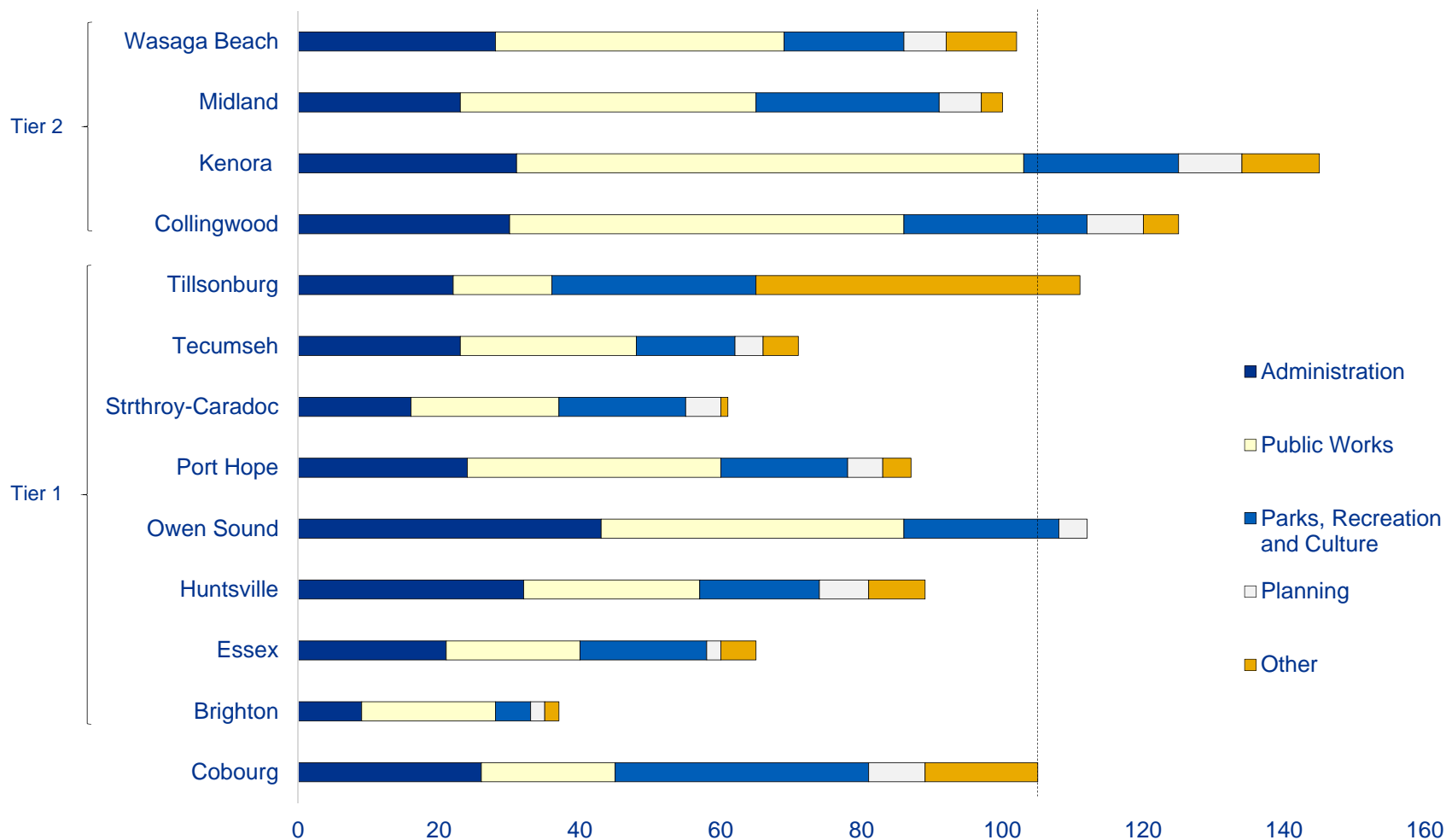
Municipal Levy Requirement (Per Household Excluding Public Works + Planning)



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Comparative Analysis

Reported Full-Time Staffing by Functional Activity



Key Findings

1. Opportunities for cost reductions exist but will entail reductions in services and service levels
2. Differences in service levels appear to be the primary drivers of variances in financial and staffing indicators
3. Corporate-level financial indicators are generally positive when compared to other municipalities, although the Town's financial reserves are towards the lower end of the range

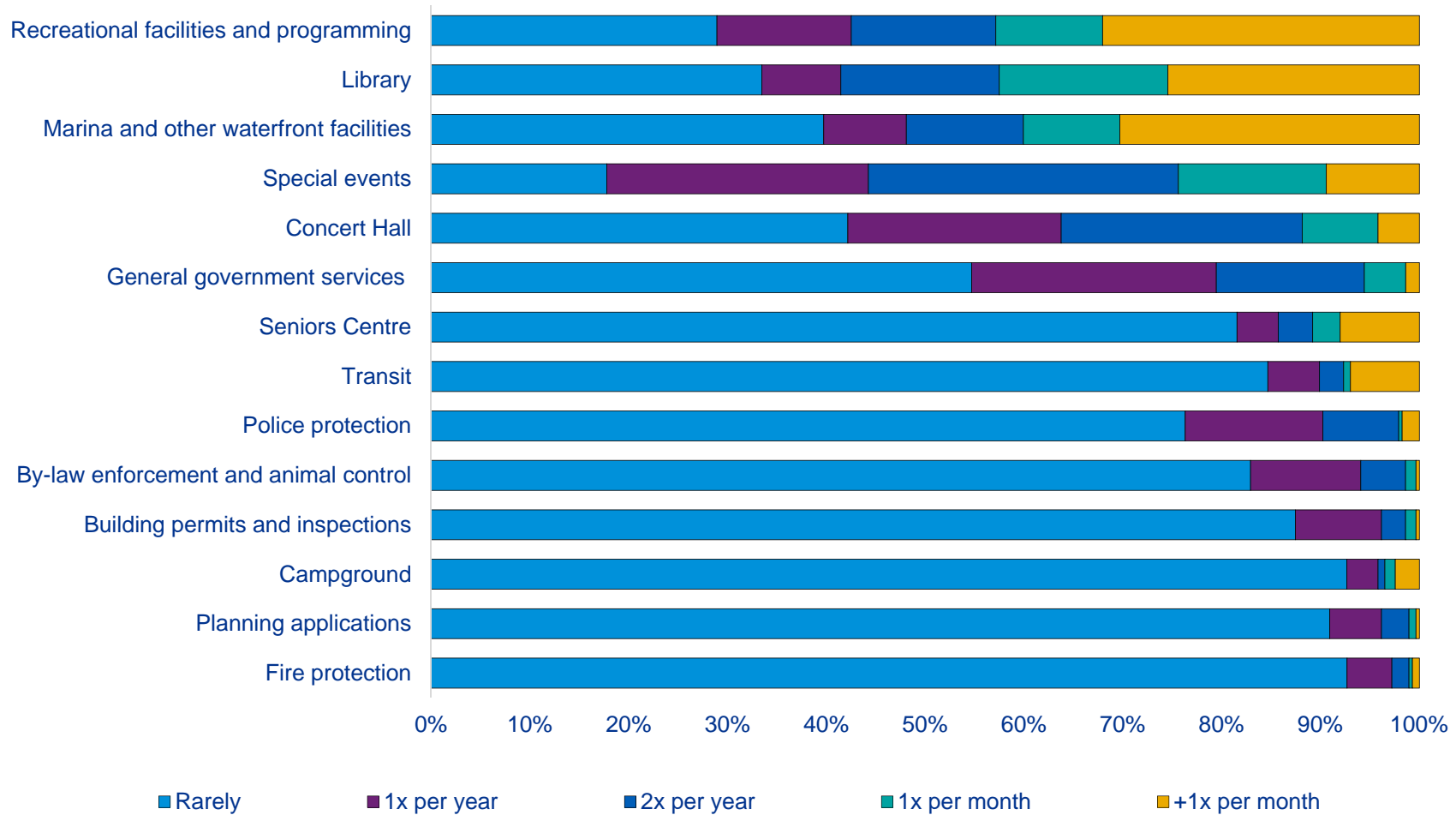
Corporate Indicators

Indicator	Rank (Highest to Lowest)
Financial assets to financial liabilities	10 th
Reserves and reserve funds per household	12 th
Capital additions as a percentage of amortization expense	7 th
Residential taxes per household – lower tier only	4 th
Residential taxes per household – lower tier, upper tier and education	4 th
Long-term debt per household	10 th
Residential taxes as a percentage of household income – lower tier only	4 th
Residential taxes as a percentage of household income – lower tier, upper tier and education	3 rd
Net book value of TCA as a percentage of historical cost	6 th

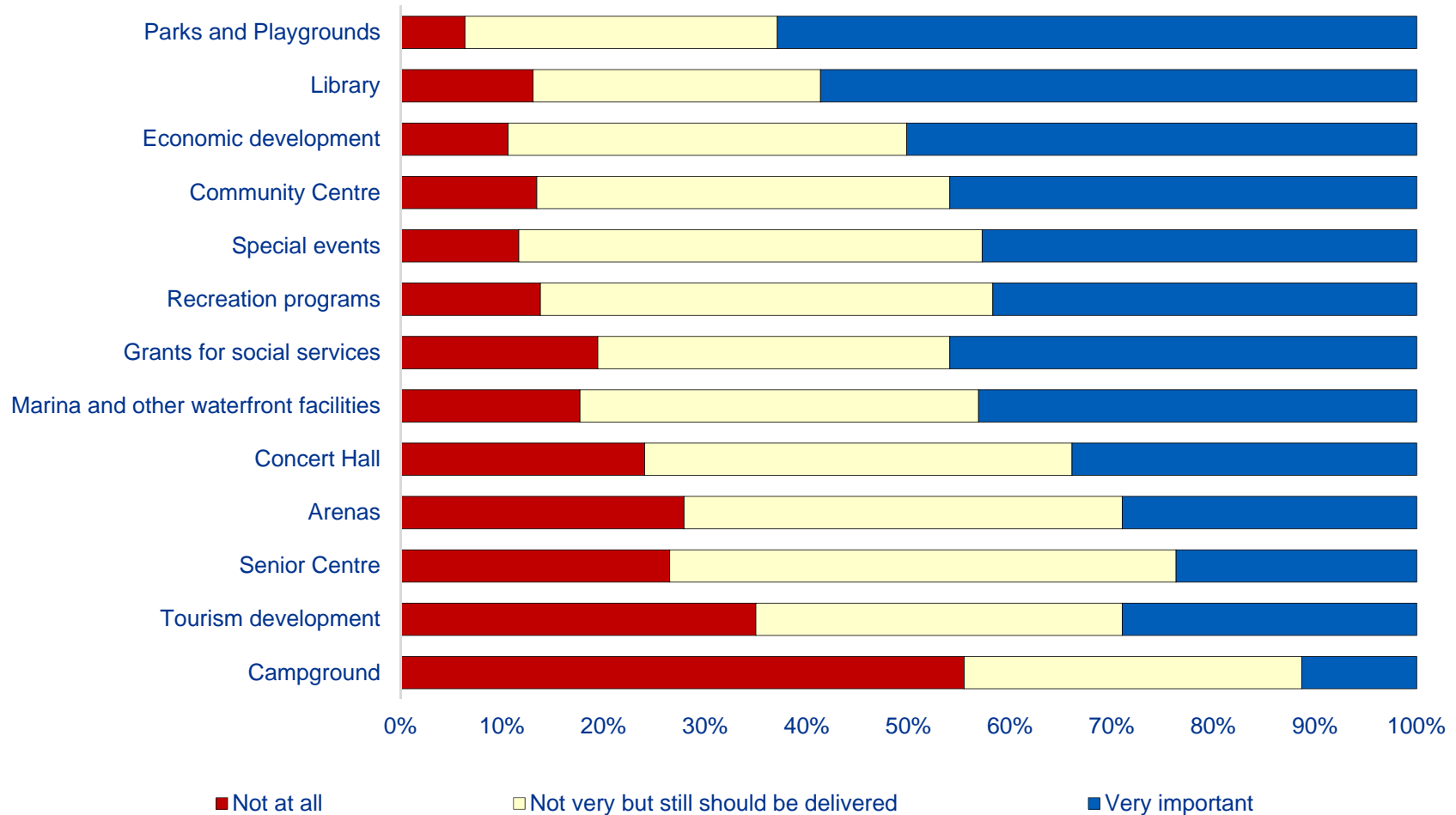
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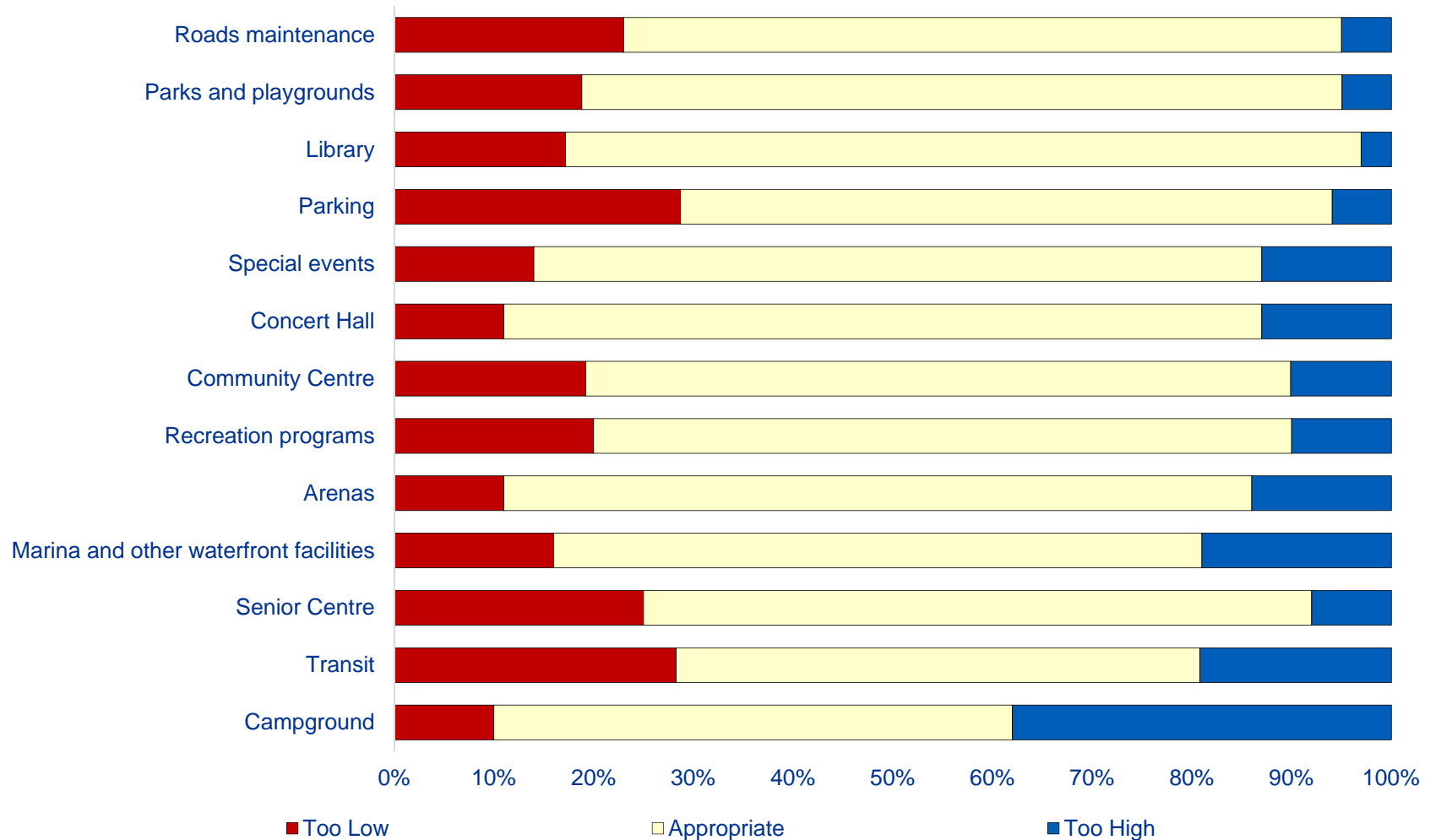
How Often Would You Typically Use The Town Services?



How Important Are Town Services To You?



Do You Believe The Level Of Service Provided Is Appropriate?



Key Findings

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Opportunities for Consideration

Service Level Reductions

- Recreational and cultural programming
- Transit

Alternate Service Delivery

- Animal control
- Business attraction (economic development)

User Fee Increases

- Planning
- Marina
- Stormwater management
- Parking
- Changes to user fee by-law wording

Operating Efficiencies

- Reduce paper usage and manual processes
- Enhance customer access
- Streamline financial processes
- Delegate approval to staff as appropriate
- Centralize procurement
- Integrate systems

Enhanced Performance Management

- Implement key performance indicators in order to enhance monitoring of Town performance
- Develop an enterprise risk management strategy



Next Steps

- Draft report submitted to Province November 13
- Presentation of final report to Council November 16
- Staff report on implementation strategy January 25
- Staff report on implementation progress Quarterly



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The Corporation of the Town of Cobourg
Legislative Services Department
55 King Street West
Cobourg, ON K9A 2M2

Delegation Request Form

Please submit the completed Delegation Request Form to the Municipal Clerk in person or by mail to 55 King Street West, Cobourg, ON K9A 2M2, by e-mail to clerk@cobourg.ca, or by fax to (905) 372-7558.

1. GENERAL INFORMATION

Name of Delegate(s):

Judy Smith Town of Cobourg Climate Action Coordinator

Group/Organization/Business Delegation Represents (if applicable):

Town of Cobourg

2. MEETING SELECTION

I wish to appear before:

☒ Committee of the Whole ☐ Regular Council ☐ Advisory Committee or Local Board

If appearing before an Advisory Committee or Local Board please specify:

Press to Select a Committee of Board

Meeting Date Requested:

Oct. 26 2020

3. DELEGATION REQUEST

General Nature/Purpose of the Delegation:

(Clearly state the nature of the business to be discussed & provide a general summary of the information to be presented)

To present to Council what consultation has occurred on the Climate Action Plan and request that a motion come forward at Nov. 2 to accept the Climate Action Plan in principle.

Recommendation to Council/Committee/Board:

(Please indicate below what action you would like the Town to take with respect to the above-noted subject matter)

That the Town of Cobourg pass a motion to accept the Climate Action Plan in principle at the Nov. 2nd Council meeting

Have you appeared before the Town of Cobourg's Council or its Committees or Boards in the past to discuss this issue?

☒ Yes ☐ No

4. PRESENTATION MATERIAL

Will you have an oral or written presentation? ☒ Oral ☐ Written

Do you have any equipment needs? ☐ Yes ☒ No

If selecting yes, please indicate the type of equipment needed for your presentation:

Please Select the Type of Equipment

Note: Delegates are required to provide one (1) copy of all background material/presentations prior to the deadline provided in the Delegation Rules and Guidelines below, or it will not be included in the Agenda.

Please note that information on the first two (2) pages of this form will be printed on a public Agenda.

5. CONTACT INFORMATION

Address (Street, Town/City and Postal Code):

555 Courthouse Rd cobourg

Phone:

905-3723329 x2237

E-Mail:

smithj@northumberland.ca

6. ACCESSIBILITY ACCOMODATION

Do you require any accessibility accommodation? ☐ Yes ☒ No

If yes, what accommodation(s) do you require?

I have read and understood the Delegation Rules and Guidelines attached to this Form and acknowledge that information contained on this Form, including any attachments, will become public documents and listed on the Town of Cobourg Meeting Agenda.

JUDY Smith

Print Full Name

Judy Smith

Signature

Digitally signed by Judy Smith
Date: 2020.10.23 12:06:36
-04'00'

2020/10/23

Date (YYYY/MM/DD)

Municipal Clerk or Designate

Personal information, as defined in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), is collected under the authority of the Municipal Act, 2001, and in accordance with MFIPPA. Personal information collected in relation to materials submitted for an agenda will be used to acknowledge receipt, however, please be aware that your name is subject to disclosure by way of publication of the agenda. All meetings are open to the public except where permitted to be closed to the public under legislative authority. Questions regarding the collection, use and disclosure of personal information contained in this Form may be directed to Brent Larmer, Municipal Clerk/Manager of Legislative Services at (905) 372-4301 extension 4401, or at blarmer@cobourg.ca.

LEGISLATIVE SERVICES DEPARTMENT | VICTORIA HALL, 55 KING ST W, COBOURG, ON K9A 2M2
T.905.372.4301 | F.905.584.4325 | www.cobourg.ca | clerk@cobourg.ca

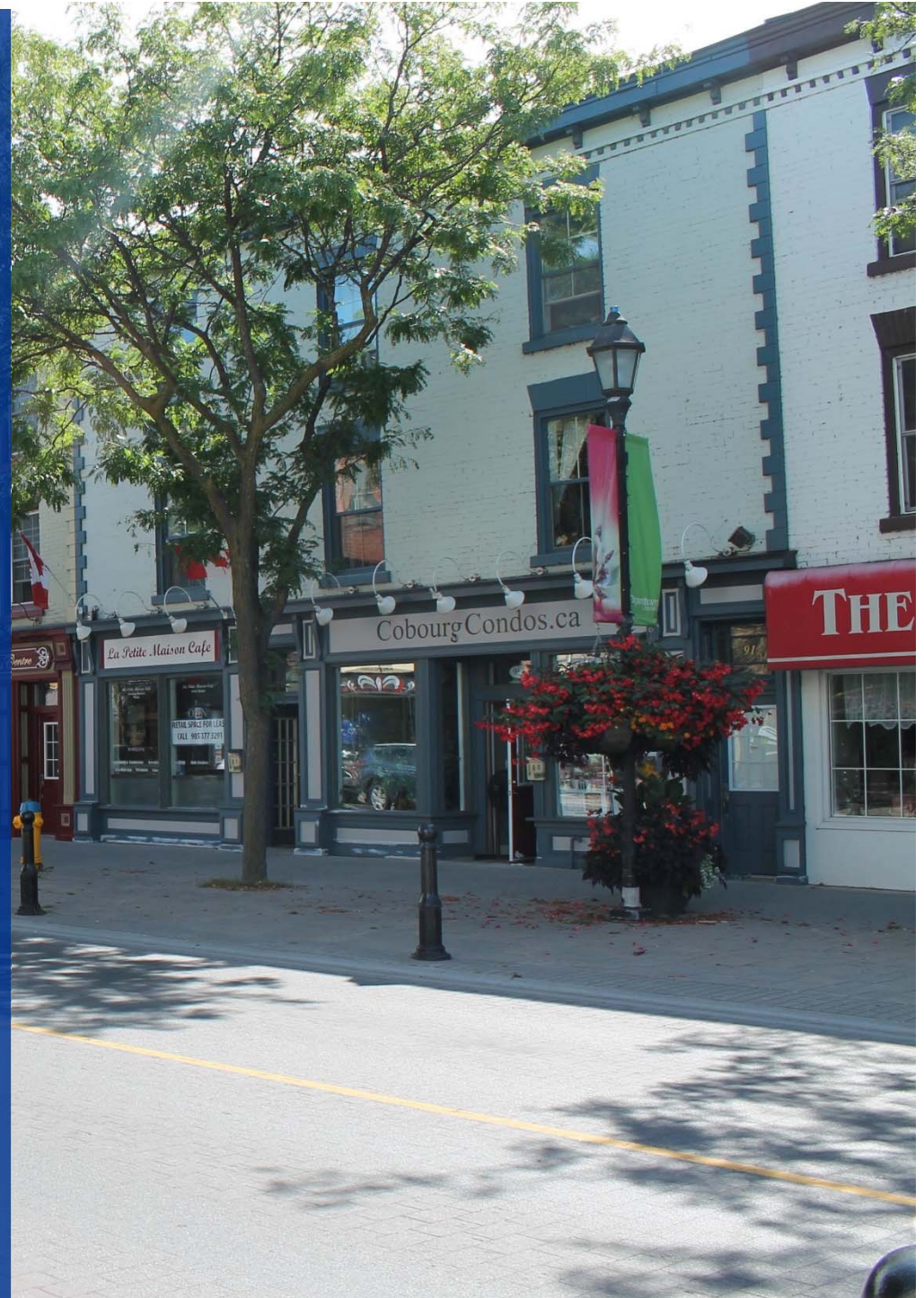


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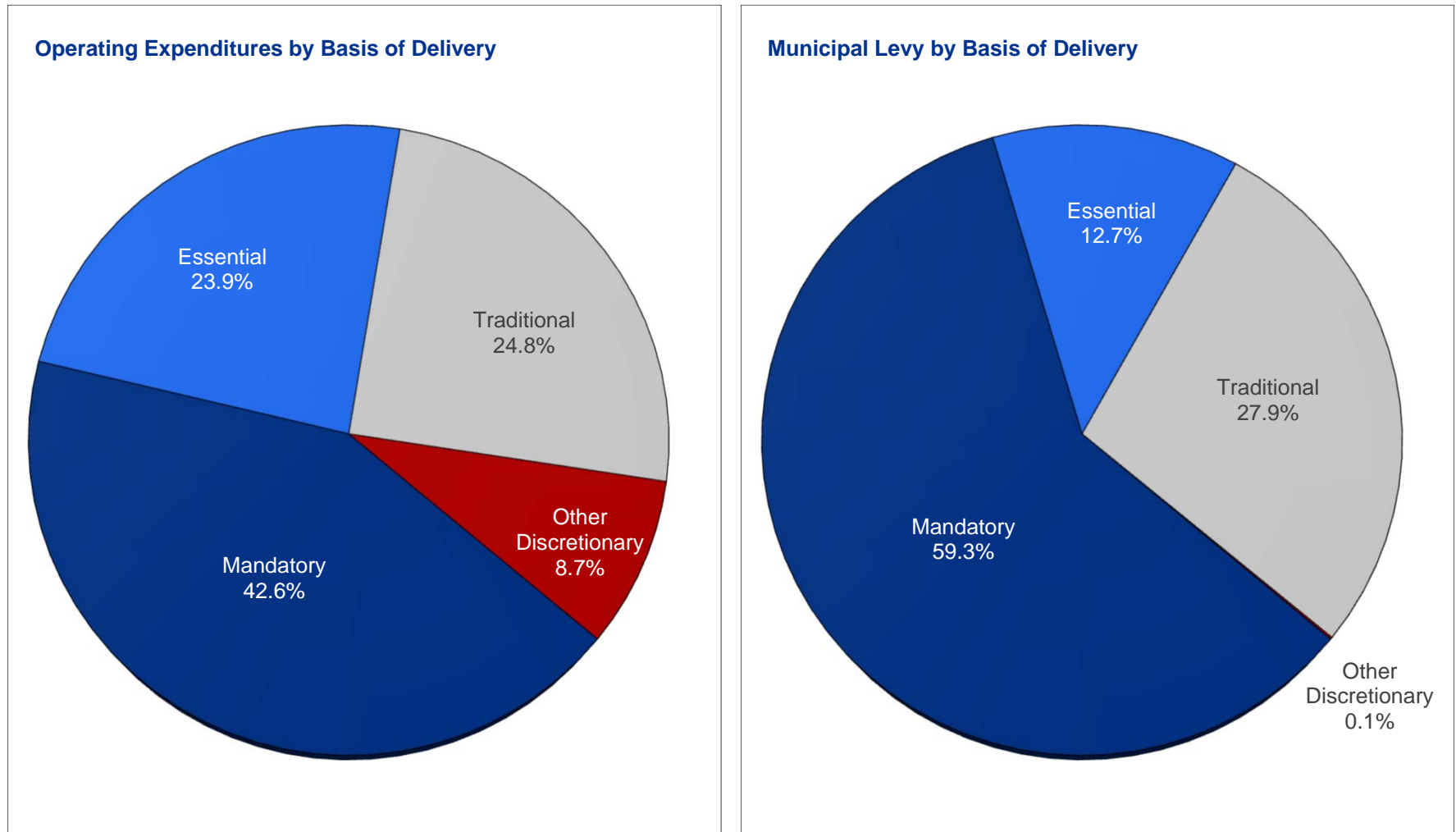
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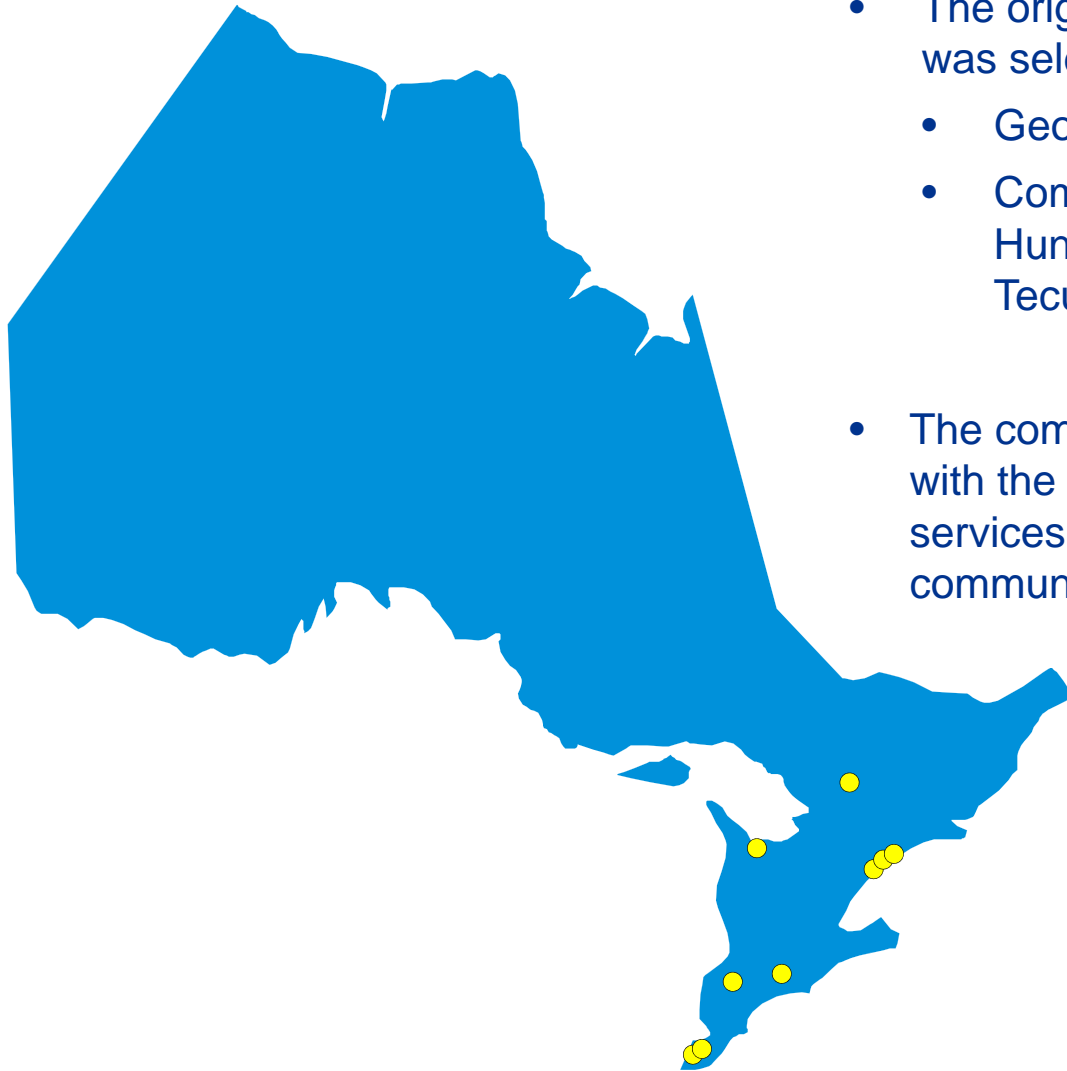
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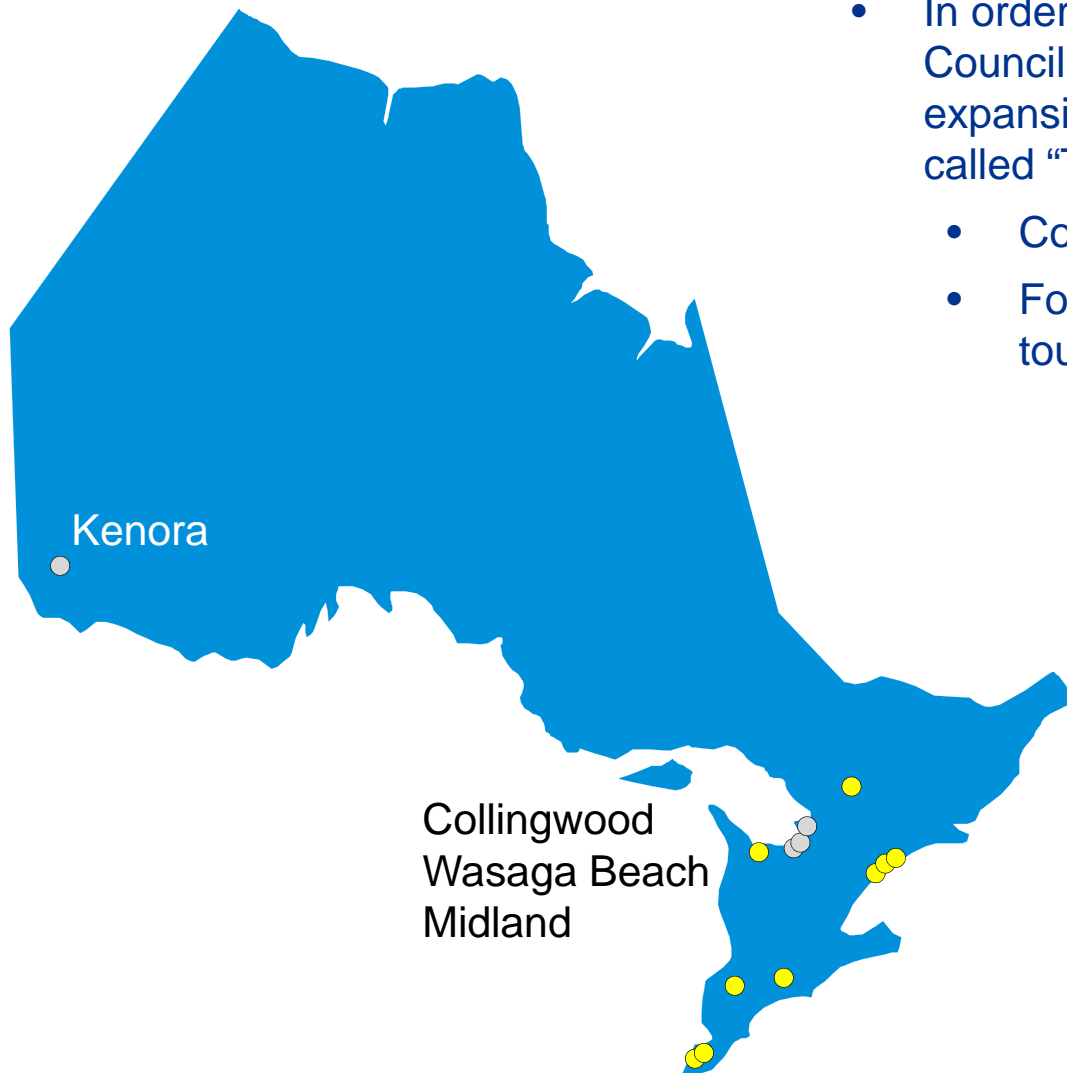
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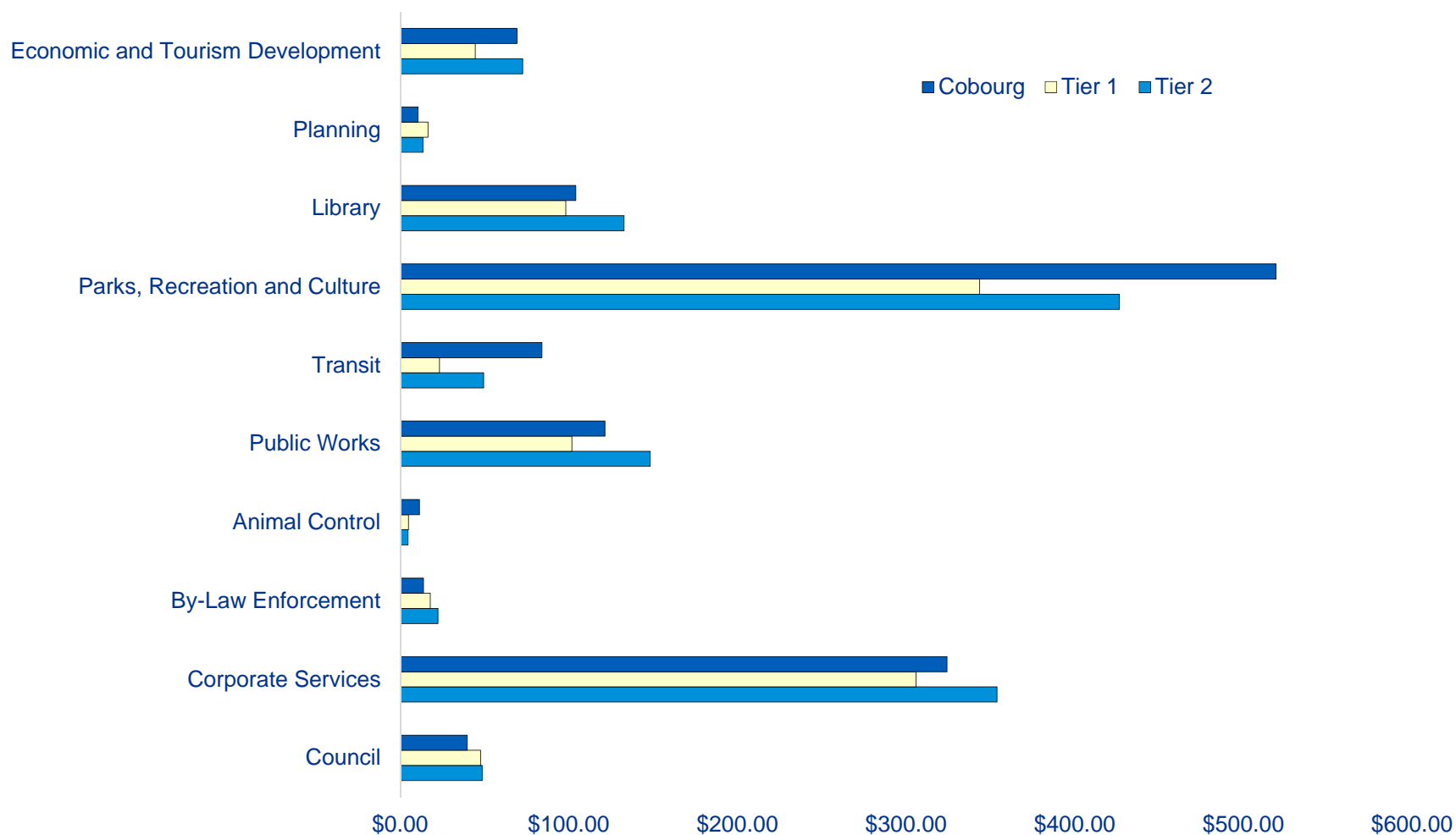
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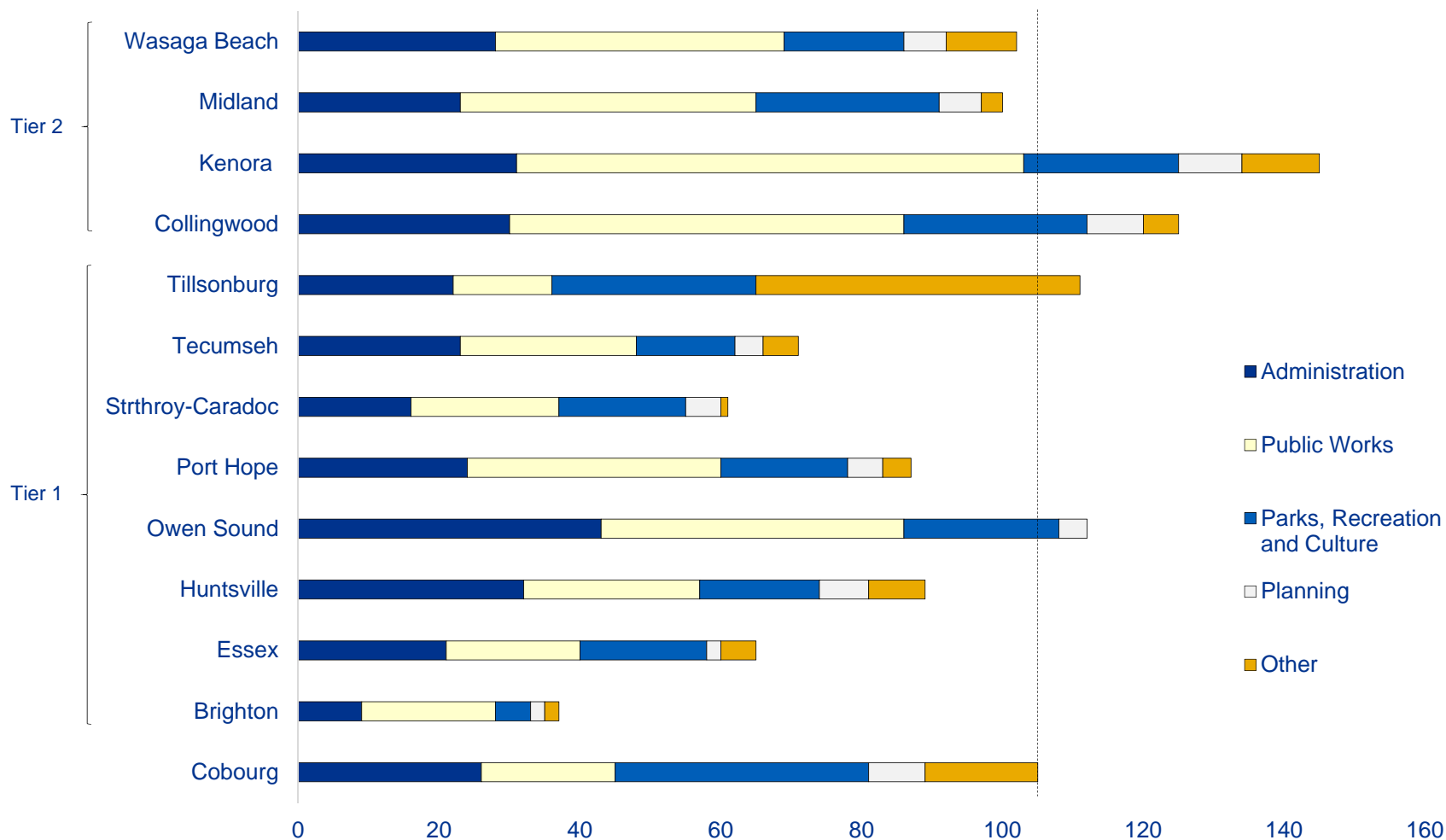
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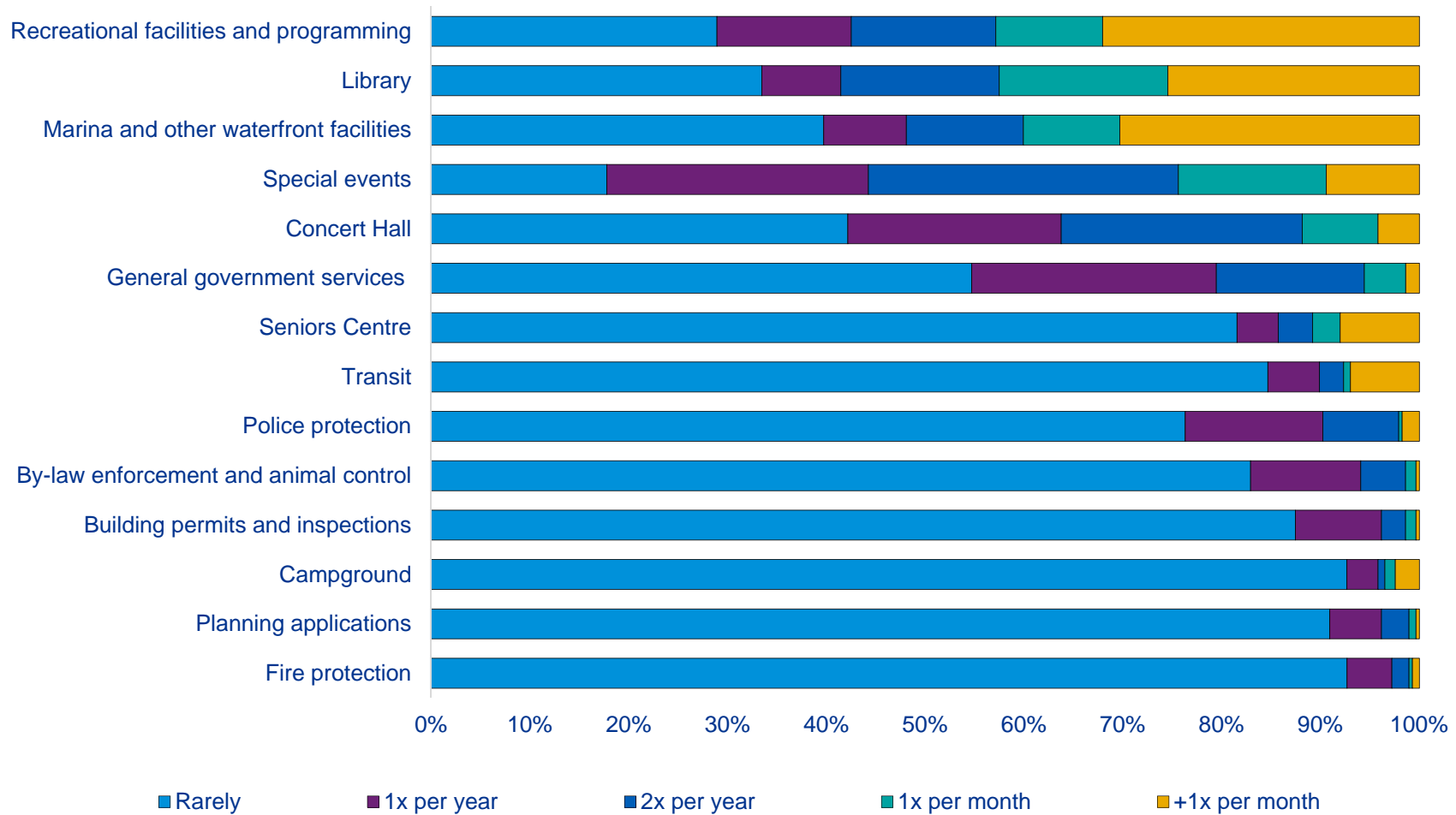
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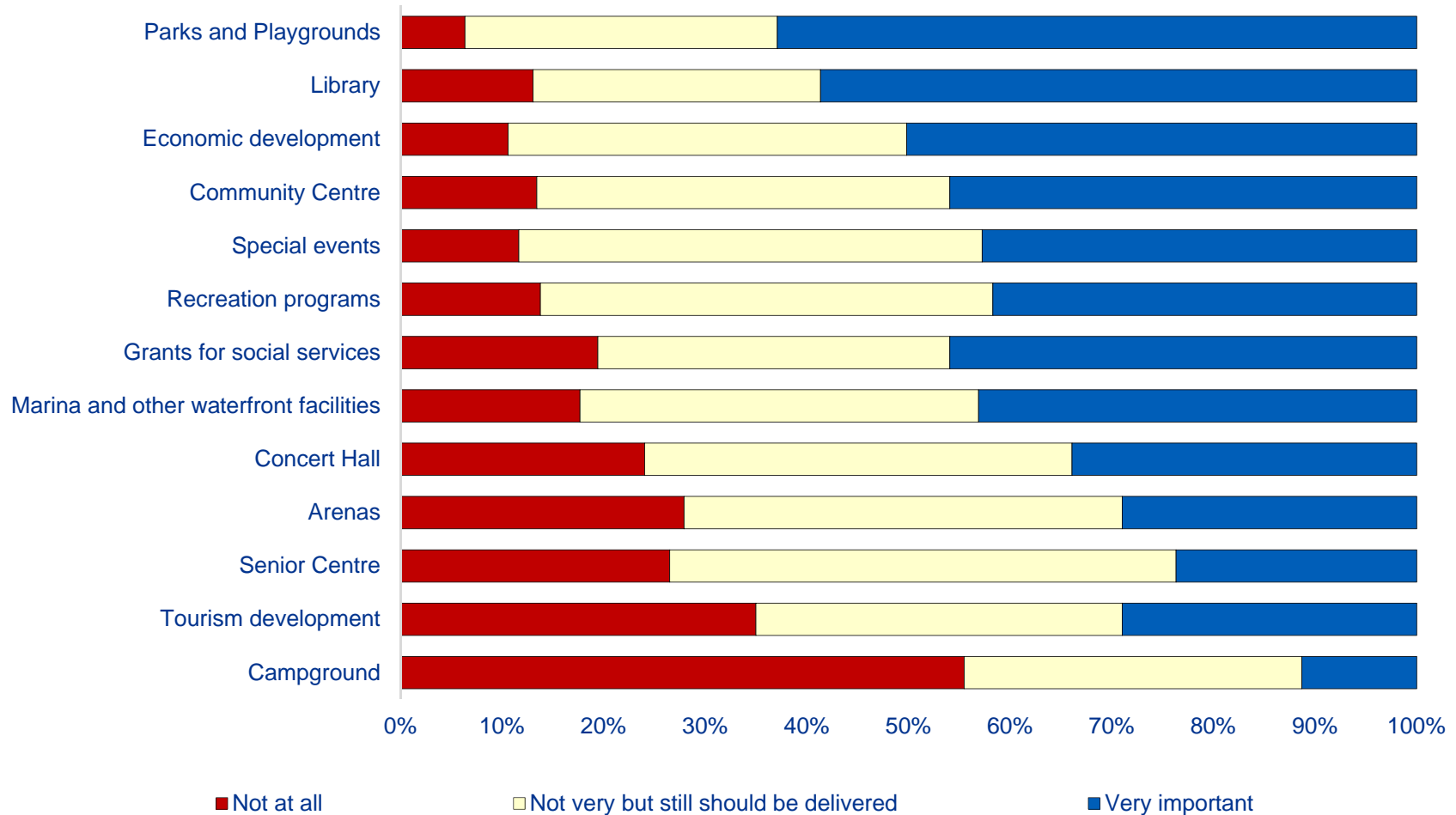
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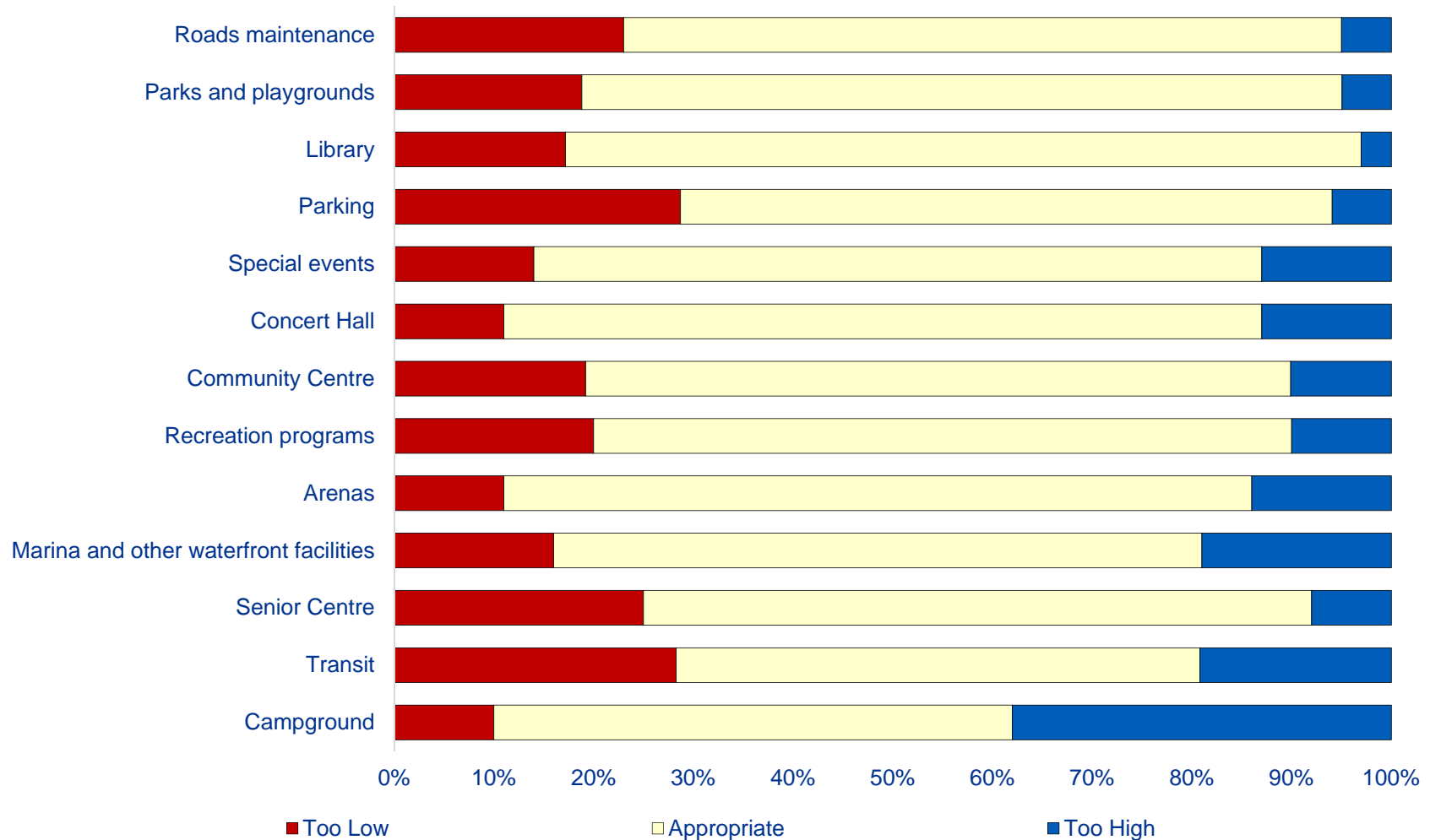
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Federation of Canadian Municipalities
24 Clarence Street
Ottawa, Ontario
K1N 5P3

October 23, 2020

RE: Support for Funding Application by the Town of Cobourg

The Board of Directors of The Help and Legal Centre of Northumberland has unanimously agreed to lend their support to the Town of Cobourg in its application for funding to complete a feasibility study for a neighbourhood retrofit project to reduce energy poverty. As we understand, the goal for this project is to reduce energy poverty and to improve the building stock of homes in Cobourg to meet the anticipated extreme weather events such as heat waves that affect vulnerable populations - low income, the elderly and young - disproportionately hard.

As an organization whose vision is to realize Northumberland County as a place where all individuals have adequate resources to meet their basic needs and are empowered to participate in self-determined, meaningful ways within an equitable, just, and compassionate community, we see this project as a positive step towards achieving this goal.

As noted by Judy Smith, the Environmental Officer for the County of Northumberland, approximately 2250 households pay double or more the median amount [3%] of their income for utilities [6%] and 880 out of those households pay 10% or more. She reports that this project dovetails with the Affordable Housing policies of the County and with the goals of the Town of Cobourg where it requires the existing housing stock to be energy efficient and sustainable. It also dovetails with the Town's Climate Emergency Declaration and future Climate Action Plan passed in Dec. 2019 that stated "we are facing an unprecedented crisis that requires that we take unprecedented climate mitigation measures."

We see the Town of Cobourg as a leader in this field, and we hope they are successful in this application.

Sincerely,



Beth Bellaire
Chair, Board of Directors

October 18, 2020

To: Town of Cobourg,

Re: Community Efficiency Financing -Funding application to FCM

-and acceptance of the Community Climate Action Plan

Dear Mayor Henderson, Councilors, and Glenn McGlashon:

This letter comes to you from the Blue Dot Northumberland (BDN) community in support of the Town's application for external funding of low-income neighbourhood energy-deep energy-retrofits as part of the Community Climate Action Plan.

We are aware there is a timely FCM funding application in process that, if successful, would allow implementation of an innovative program of energy-efficiency retrofits and steps to de-carbonize low-income housing. In Cobourg many homes of lower income residents are still heated with fuel oil. This oil is expensive and contributes to energy poverty and to excessive GHG emissions compared to heating technologies such as cold-climate air-source heat pumps. Towards 2050, virtually all heating systems in Ontario will require conversion to near zero GHG emission technologies; oil heating is the low hanging fruit where retrofits can achieve both substantial energy cost savings *and* GHG reductions.

BDN encourages the Town of Cobourg to accept the -Community Climate Action Plan in- principle in order to apply for the FCM feasibility study to fund neighbourhood low income deep retrofit projects ASAP so that we can develop a long-term strategic plan to implement this key measure in Cobourg's Climate Action Plan. This planning sets targets for completion over the next ten years and onward to 2050. Since Cobourg met both its Kyoto target and has already met the 2030 target of a 30% reduction below 2005 according to the Climate Action Plan update 2020, the next target to 2050 will take more time to develop because it involves retrofitting the housing stock of the whole Town by 2050. It also involves the electrification of passenger and fleet vehicles over several decades. This takes a long-term strategy. The Climate Action Plan provides a vision of what we must achieve.

BDN wholeheartedly supports the funding application for this project. We look forward to being able to help support this measure in whatever way we can. Please keep BDN up to date on the progress of the application to FCM.

Sincerely,

Faye McFarlane, Tom Shea, Denny Manchee, Steve Lapp on behalf of Blue Dot Northumberland

Email: fmcfarlane@live.ca or lappstve@kos.net

Thursday October 22, 2020



To Mayor Henderson and Councilors,

It is the view of Sustainable Cobourg that the Town of Cobourg's Climate Action Plan Update 2020, submitted by the Northumberland Environmental Officer, Judy Smith, be accepted. We endorse the actions outlined in the Plan. In addition, we urge that the priorities of retrofitting existing homes that are creating 'energy poverty' for our residents, as well as transitioning all Town owned vehicles away from conventional to Electric vehicles, be seen as critical actions.

In November 2019, the Town approved the motion, by Chair Minnie de Jong of the Sustainability and Climate Change Advisory Committee, to declare a Climate Emergency and focus on reducing greenhouse gases which are known to contribute to changing our climate. The priorities outlined in the Cobourg Climate Action Plan 2020 Update will begin to achieve that.

We are living in unprecedented times. It is now that we can make our mark in shaping the future. The long awaited, by us, Integrated Community Sustainability Plan and Green Design Standards are enormous instruments that will help us mitigate the undeniable consequences to our environment, our society and our economy of the plague caused by greenhouse gases. We cannot, we dare not wait one moment longer.

As a Partner organization to the Town, as stated in the Strategic Plan, we have supported the Town's direction in creating a culture of sustainability because we know that it is only through that lens that we can achieve any measure of success in our fight against the destructive effects of ever increasing GHG.

"Our vision is of Cobourg as a sustainable community. One where the values of environmental stewardship, social responsibility and economic resilience are reflected in individual, community, business and government behaviours and are consistently supported through sustainable products, policies, purchases, programs and actions." (taken from the vision statement of Sustainable Cobourg)
The actions outlined in the Cobourg Climate Action Plan 2020 are exactly those actions. And they are doable.

We were happy to be of help in funding part of the research for this report and we are here in any measure that the Town deems to be appropriate in achieving the actions outlined in this report.

Best,
Gigi Ludorf-Weaver,
President, Sustainable Cobourg

Prelude:

The pandemic has affected the ability to conduct in-person public consultation but through electronic means consultation has taken place on the Cobourg Community Climate Action Plan Update 2020 with these groups who have provided letters of support for '*approval in principle*'. [Sustainable Cobourg, Blue Dot Movement, Coalition for Social Justice, the Northumberland Help and Legal Centre and the Electric Vehicle Society -Northumberland Chapter.] and local media have provided lengthy outlines of the Community Climate Action Plan for the public to see. Consultation is on-going.

MOTION

WHEREAS on December 2nd, 2019 the Town of Cobourg passed a resolution to declare a Climate Emergency that stated that “we are facing an unprecedented crisis requiring unprecedented climate mitigation measures; and

WHEREAS the Cobourg's Official Plan specifies that the Town of Cobourg shall develop an Integrated Community Sustainability Plan (ICSP) which will be designed with specific achievable actions for the community and will build on existing initiatives; and

WHEREAS Cobourg has met and surpassed its two targets, first Kyoto in 2014 based on the 2010 Climate Action Plan and then the more recent 2019 Partners for Climate Protection [PCP] target which is also the provincial and federal government greenhouse gas reduction target of a 30% cut in greenhouse gas emissions below 2005 levels by 2030 and


WHEREAS The Cobourg Community Climate Action Plan Update 2020 provides a *vision of the future* which if we accept in principle, will be taken up in detail by the Integrated Community Sustainability Plan and in the implementation of Green Development Standards, funding for both already secured and

WHEREAS the next government sanctioned Target year is 2050, 30 years away, and the major reduction measures in the Update 2020 that we must implement by 2050 will take time -

- retrofitting all housing and buildings starting with the needs of the neediest first and
- putting the infrastructure and education in place to electrify passenger and fleet vehicles and provide alternative bio-fuels through biodigesters for heavy duty trucks
- and to green up urban forests by growing more trees

BE IT RESOLVED THAT

That the Town of Cobourg should accept this Community Climate Action Plan Update 2020 in principle as a vision document, the first step on a road to future five year Climate Action Plans and annual updates to 2050.

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Mayor and Council Members	
FROM: TITLE:	Jamie Kramer, CHRP, CCIP™ Accessibility Coordinator	
DATE OF MEETING:	October 26, 2020	
TITLE / SUBJECT:	The Town of Cobourg's Multi-Year Accessibility Plan 2020 to 2024	
REPORT DATE:	October 16, 2020	

1.0 STRATEGIC PLAN

Pillar – PEOPLE - The Town supports and cares for the social and physical well-being of its citizens.

The Multi-Year Accessibility Plan falls under **Action #5: Invest in programs, services, and infrastructure to make Cobourg more accessible**. All work has been done in consultation with the Accessibility Advisory Committee.

- Review and update the Town of Cobourg's Accessibility Policy.
- Develop and Implement a continuation of the Multi-Year Accessibility Plan.
- Implement the Multi-Year Accessibility Plan and provide an annual report to Council on the progress.

2.0 PUBLIC ENGAGEMENT

The initial draft was created with the assistance of the Chair of the Accessibility Advisory Committee.

A draft was sent to the Accessibility Advisory Committee for their October 21st, 2020 meeting.

A draft is being provided to the Mayor and members of Council on October 26th to provide insights and suggestions.

A draft will be provided to the public on EngageCobourg from October 27th until November 13th to provide insights and suggestions for moving forward.

All suggestions and recommendations will be used to create the final draft of the Multi-Year Accessibility Plan which will come before Council prior to the end of 2020.

3.0 RECOMMENDATION

THAT Council review the memo from the Accessibility Coordinator for information purposes; and

FURTHER THAT Council review the revised version of the Accessible Customer Service Policy and provide input, as necessary; and

FURTHER THAT Council review the revised version of the Integrated Accessibility Standards Policy and provide input, as necessary; and

FURTHER THAT Council review the Multi-Year Accessibility Plan 2020 to 2024 for the Town of Cobourg and provide input, as necessary; and

FURTHER THAT Council direct Staff to begin broad public engagement with residents of Cobourg on the Multi-Year Accessibility Plan 2020 to 2024; and

FURTHER THAT Council direct Staff to bring forward a final version of the Multi-Year Accessibility Plan 2020 to 2024 to a future Council meeting prior to the end of 2020.

4.0 ORIGIN AND LEGISLATION

On June 13, 2005, the AODA received Royal Assent and is now law. The AODA requires the Government of Ontario to work with the disability community and the private and public sectors to jointly develop standards to be achieved within stages of five (5) years or less, leading to an accessible Ontario in twenty (20) years, or by 2025. The aims of this act were realized through accessibility standards setting items to be addressed.

The *Accessibility for Ontarians with Disabilities Act, 2005* was enacted to serve as a framework for the establishment of accessibility in five (5) different areas:

1. **Customer Service**, to help remove barriers for People with Disabilities so they can access goods, services, or facilities,
2. **Information and Communications**, to help organizations make their information accessible to People with Disabilities,
3. **Transportation**, to make it easier for everyone to travel in the province,
4. **Employment**, to help making hiring and employee support practices more accessible, and

5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

The standards support the principles of the AODA to ensure dignity, integration, independence, and equal opportunity and each standard has specific timelines for implementation. The AODA is in place for the purpose of ensuring that People with Disabilities are not discriminated against. Implementation for both public and private sectors is to be phased in over time to achieve the objectives of a fully accessible province by 2025.

While the last pieces of implementation occur before 2025, the legislation will remain as law, with the need for the Town of Cobourg to remain in compliance with the AODA and the Integrated Standards. Further, there may be updates to the AODA and/or the Integrated Standards near 2025, especially as some of the standards are using compliance metrics that have since changed. For example, there is a newer international standard for website compliance (WCAG 2.1 came into effect in 2018 and there is a draft of WCAG 2.2).

In addition, the Government of Canada passed the *Accessible Canada Act* and is developing the Standards, which may impact how Ontario adapts their understanding of accessibility in the future.

5.0 **BACKGROUND**

This report is for information and to receive feedback from Town Council on the Multi-Year Accessibility Plan 2020 to 2024 prior to public engagement.

A draft version of the Multi-Year Accessibility Plan 2020 to 2024 has been attached as Appendix A for Council review and input.

The [Accessibility webpage on the Town of Cobourg's website](#) has been updated to reflect new information on an ongoing basis.

This report, and the attached documents, are the requirements for the Town of Cobourg to be in compliance with the *Accessibility for Ontarians with Disabilities Act*, 2005.

6.0 **ANALYSIS**

Part of the requirements for the Town of Cobourg to be compliant with the AODA is to have a Multi-Year Accessibility Plan. Under Section 4 of the Integrated Accessibility Standards, the Town of Cobourg must:

- Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- Review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1).

In addition, the Town of Cobourg must:

- Establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee. O. Reg. 191/11, s. 4 (2).
- Prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1) (a), including steps taken to comply with this Regulation; and
- Post the status report on their website, if any, and provide the report in an accessible format upon request. O. Reg. 191/11, s. 4 (3); O. Reg. 413/12, s. 3 (1).

The draft Multi-Year Accessibility Plan 2020 to 2024 begins the process of meeting those legislative requirements. The current draft version takes into consideration:

- Legislative requirements,
- Accessibility Advisory Committee priorities, and
- Feedback gathered from residents of the Town of Cobourg.

Staff is requesting that Council provide input into the draft, including priorities, timeframes, and further action items. Staff is requesting that if an action item could be amalgamated into the Equity, Diversity, and Inclusion Strategy, that Council makes note of this as well.

Accessibility Policies

In addition to the newly update Multi-Year Accessibility Plan, the Accessibility Coordinator also updated the two policies that are required by the AODA:

1. Integrated Accessibility Standards Policy (LEG-ADM17), and
2. Accessible Workplace and Customer Service (HR-AP-A12).

These policies have been attached as **Appendix B** and **Appendix C**, respectively. These policy updates ensure that the Town of Cobourg remains in compliance with the legislation and that the public has the most up-to-date and accessible information.

The Integrated Accessibility Standards Policy has been updated to outline the new requirements under the Customer Service Standard and Design of Public Spaces Standard.

Prior to the hiring of an Accessibility Coordinator, the Accessible Workplace Policy was a Human Resources policy; however, this has changed and been updated. The Accessibility Coordinator is now responsible for the refinement and implementation of this policy. The Accessible Workplace Policy has changed to be the “Accessible Workplace and Customer Service Policy” to combine the Policy and Procedure aspects. This allows the public to have access to all the necessary information to understand how the Town of

Cobourg will best meet their needs of customer service as well as meet the requirements under the Integrated Accessibility Standards.

While currently a draft, once approved, both of these policies will be available on the website on the Accessibility webpage for the public to view and understand, especially prior to their visit to Town facilities. Further, Staff will receive communications and/or training on the updates to the policies as appropriate. Revisions will occur on an annual basis, or when new legislation is introduced that affect them. Revisions that are more involved than editing typos, dates, names, titles, etc. will be brought to Town Council for approval.

Staff is requesting that Council provide input into the drafts of the Accessibility policies.

7.0 FINANCIAL IMPLICATIONS/STAFFING/BUDGET IMPACT

While there is no cost to implementing a Multi-Year Accessibility Plan, including the Multi-Year Accessibility Plan that has been presented here, there are financial implications to ensuring an accessible Cobourg. Many of the issues and complaints raised by the Accessibility Advisory Committee and other members of the public were with regards to transportation, infrastructure, and communications – all of which require resources, either human or financial, to ensure that they are accessible.

It is understandable that with COVID-19, there may be restrictions on budgetary considerations; however, accessibility is a compliance issue as well as a human rights issue.

Staff is proposing that for the year 2021, Council direct Staff to bring forward accessibility costs on a project by project basis. After an initial year of determining the best course of action for budgets, staff will bring forward further budgetary issues as well as what is necessary for the Multi-Year Accessibility Plan in the coming years.

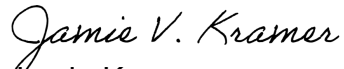
The work would be conducted by the Accessibility Coordinator in tandem with other departments, the Accessibility Advisory Committee, Council, and other stakeholders and rights holders, as necessary.

As the work spans over the course of five (5) years, there is a need for a continuous staffing to oversee the work to be done under the broad scope of accessibility.

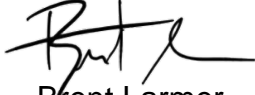
8.0 CONCLUSION

Staff are encouraging Council to provide input into the future of accessibility at the Town of Cobourg by providing revisions and insight into the Multi-Year Accessibility Plan 2020 to 2024, the Integrated Accessibility Standards Policy, and the Accessible Workplace and Customer Service Policy.

9.0 AUTHORIZATION ACKNOWLEDGMENT (SENIOR MANAGEMENT/CAO)



Jamie Kramer
Accessibility Coordinator



Brent Larmer
Municipal Clerk/Manager, Legislative Services



Tracey Vaughan
Chief Administrative Officer



MULTI-YEAR-ACCESSIBILITY PLAN

2020 TO 2024





Presentation Overview

- Multi-Year Accessibility Plan Overview
- Legislation
- Accessibility Advisory Committee
- 2020-2024 Objectives and Action Items
 - General Requirements
 - Information and Communications Standard
 - Employment Standard
 - Transportation Standard
 - Design of Public Spaces Standard
 - Customer Service Standard
 - Special Consideration: 2022 Municipal Election
- Next Steps and Timeline

MULTI-YEAR ACCESSIBILITY PLAN

2020 to 2024



OVERVIEW

- Meeting the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Continuation and update from the 2016 to 2019 Multi-Year Accessibility Plan.
- Objectives identified within the plan are short, medium, and long term with many actions ongoing to ensure accessibility in the Town.
- Other objectives are implemented during specific years to ensure adequate resources and appropriate time measures.
- Regular monitoring is necessary to ensure that relevant initiatives are included in The Plan and that progress is identified.



OVERVIEW (CONTINUED)

- Most of this work and planning involves a collaboration of multiple departments working together to implement accessibility across the municipality.
- The Town of Cobourg's Multi-Year Accessibility Plan will set out how the Town will continue to be an accessible organization over the next five (5) years.
- The Town will continue to focus on the following six (6) areas:
 1. People,
 2. Policies, procedures, and best practices,
 3. Communications and technology,
 4. Transit and transportation,
 5. Infrastructure and the built environment, and
 6. Training, education, and awareness.

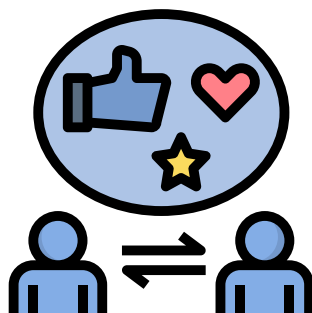


OVERVIEW (CONTINUED)



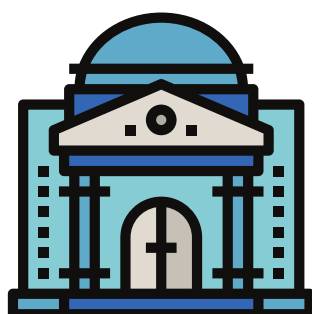
ACCESSIBILITY ADVISORY COMMITTEE

Through regular meetings once a month, the **Accessibility Advisory Committee** provides recommendations to Council and other initiatives through the Terms of Reference Mandate that is focused on addressing accessibility in a variety of aspects.



FEEDBACK AND REPORTING SYSTEM

The Town of Cobourg has a feedback and reporting system to report barriers to accessibility on the Town's website. The Town also provides the option to email accessibility@cobourg.ca about barriers. These options have been advertised to residents through multiple channels.



TOWN HALL'S COMMITMENT

Departments within the Town of Cobourg continue to examine their own services to assess, plan, and remove barriers to ensure accessibility to all Persons with Disabilities. By working with Legislative Services and the Accessibility Coordinator, we create a holistic approach to accessibility.



LEGISLATION

- The AODA requires the Government of Ontario to work with the disability community.
- Leads to an accessible Ontario by 2025.
- Establishes of accessibility in five (5) different areas:
 1. **Customer Service**, to help remove barriers for People with Disabilities so they can access goods, services, or facilities,
 2. **Information and Communications**, to help organizations make their information accessible to People with Disabilities,
 3. **Transportation**, to make it easier for everyone to travel in the province,
 4. **Employment**, to help making hiring and employee support practices more accessible, and
 5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

Many of the elements in this Plan will continue beyond 2025 and must be maintained to ensure accessibility in the Town of Cobourg.

2020 TO 2024 OBJECTIVES



MULTI-YEAR ACCESSIBILITY PLAN

GENERAL REQUIREMENTS



RESPONSIBILITIES

All of the following General Requirements are the responsibility of the Legislative Services department at the Town of Cobourg.

The Accessibility Coordinator is responsible for the tasks that fall under General Requirements with the assistance of appropriate departments and external stakeholders and rights holders including the Town of Cobourg's Accessibility Advisory Committee.

POLICIES AND PLANS

The Town of Cobourg has developed, implemented, and maintained a Multi-Year Accessibility Plan that outlines strategies and actions to identify, prevent, and remove barriers for People with Disabilities.

In addition, the Town of Cobourg has an Accessibility Policy that outlines how we intend to meet the requirements under the IASR. Meeting the needs of People with Disabilities is part of Cobourg's Strategic Plan, highlighted under the People Pillar as Action #5: Invest in programs, services, and infrastructure to make Cobourg more accessible.

EMERGENCY INFORMATION

The Town of Cobourg is committed to providing the public with available emergency information, plans, and/or public safety information in an accessible way, upon request. The Town of Cobourg's Emergency Management Plan is reviewed and exercised yearly. It will be updated for January 2021 and on an annual basis moving forward. An accessible version will be made available upon request.

The Town of Cobourg is committed to updating the public on preventative and emergency maintenance of the accessible elements of public spaces, including temporary disruptions when accessible elements are not in working order. This information will be delivered in multiple accessible formats as soon as practicable.

Information on accessible emergency information will be located on the Town of Cobourg's website and social media channels with updates being made as new information is received.



TRAINING

To ensure that all persons who act on behalf of the Town of Cobourg are provided with the training needed to meet current standards and legislation, we have taken the following steps:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of Persons with Disabilities.
- Ensure new employees, volunteers, and third party vendors complete training before or within ten (10) days of employment or placement.
- Ensure new employees, volunteers, and third party vendors receive any niche or specialized training within thirty (30) days of employment or placement.
- Keep and maintain a database of the training participant's names and dates of completion.



INFORMATION AND COMMUNICATION STANDARD



EXTERNAL EDUCATION AND AWARENESS

Continue to proclaim Accessibility Awareness Week on an annual basis.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Mayor & Town Council
- **Timeframe:** Annually
- **AODA:** N/A

Use Accessibility Awareness Week to encourage learning and education.

- **Resources:** Educational campaigns including interactive experiences.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee
- **Timeframe:** Annually
- **AODA:** N/A

Begin to promote International Day of Persons with Disabilities.

- **Resources:** Educational campaigns and communication tools.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee, Communications, Mayor & Town Council
- **Timeframe:** Annually on December 3rd
- **AODA:** N/A

Create more awareness of the ability to provide feedback on Barriers to Accessibility.

- **Resources:** Educational campaigns to increase awareness using the Town's media outlets.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 11(1), 11(2)



EXTERNAL EDUCATION AND AWARENESS (CONTINUED)

Raise awareness of the ability to produce key documents in accessible formats, upon request.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 12(1), 12(3), 12(4)

Ensure existing and new information available to the public is up to date, in plain language, and in an accessible format.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** All Staff with the assistance of the Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 14(2)

Enhance external communication to increase awareness of programs and services.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Continue to monitor and audit the website to ensure compliance.

- **Resources:** N/A
- **Barrier Addressed:** Technology and Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 14



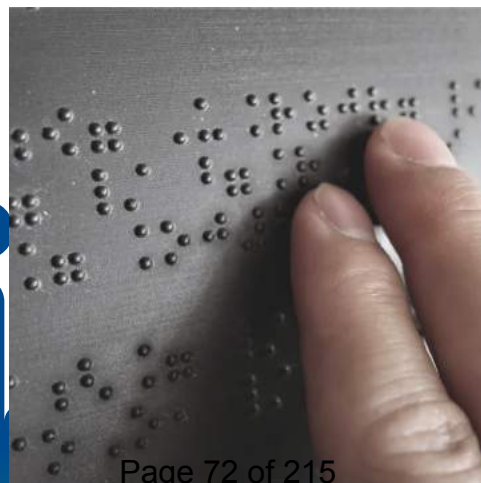
INTERNAL EDUCATION AND AWARENESS

Provide staff with resources to assist with ending stigma around Disability, especially "invisible" disabilities.

- **Resources:** Training and education, potentially created in-house or outsourced.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing
- **AODA:** N/A

Expand ongoing internal education and communications regarding policies, procedures, and complaint processes currently in place that focus on diversity, accessibility, and Human Rights.

- **Resources:** Communication tools.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Communications, Human Resources
- **Timeframe:** Ongoing
- **AODA:** 12





REPORTING AND FEEDBACK

Review and refine the feedback process on an ongoing basis.

- Resources: N/A
- Barrier Addressed: All
- Responsibility: Accessibility Coordinator
- Timeframe: Short Term (2020 to 2021), Ongoing
- AODA: 11

Work with staff members on how to address reports that are accessibility related and adjacent.

- Resources: Training and education, potentially created in-house or outsourced.
- Barrier Addressed: All
- Responsibility: All Staff
- Timeframe: Ongoing
- AODA: N/A

Create and present a monthly or bimonthly status report to the Accessibility Advisory Committee and/or Council on feedback received.

- Resources: N/A
- Barrier Addressed: All
- Responsibility: Accessibility Coordinator
- Timeframe: Short Term (2020 to 2021), Ongoing
- AODA: N/A

Consider hosting a community accessibility forum to receive feedback on municipal initiatives and promote community leadership.

- Resources: Communication tools.
- Barrier Addressed: All
- Responsibility: Accessibility Coordinator, Appropriate Staff, as required
- Timeframe: Long Term (2023 to 2024)
- AODA: 11

SIGNAGE AND INFORMATION

Review and refine the signage at public facilities to assist Persons with Disabilities.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12

Review and refine the signage for public areas in the downtown core area.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 12

Continue to communication about Accessible Parking and Washroom locations in Cobourg.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12



A woman with short, curly hair is sitting in a wheelchair, smiling and talking on a smartphone. She is wearing a red button-down shirt over a grey t-shirt. In her left hand, she holds a light blue mug. The background shows a modern living space with a grey sofa, striped and solid-colored pillows, and a white coffee table. A laptop is open on a desk in the foreground, and a keyboard is visible. A green and blue diagonal graphic overlay is positioned in the lower-left corner.

EMPLOYMENT STANDARD



RECRUITMENT AND HIRING PRACTICES

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to hiring Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 24, 25, 26

Determine opportunities to provide paid employment placements to Persons with Disabilities across the Town.

- **Resources:** Partnerships with local agencies.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** N/A

Continue to provide information on accommodation in the hiring process on all job postings.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Ongoing
- **AODA:** 23(1)





ACCOMMODATIONS, RETENTION, AND DEVELOPMENT PRACTICES

Continue to advise staff members about the accommodation process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 27, 28

Continue to advise staff members about the return to work process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 29

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to retaining and/or developing Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 30, 31, 32

Promote and expand mentoring opportunities internally and externally.

- **Resources:** Partnerships with internal persons as well as local agencies.
- **Barrier Addressed:** Attitudinal and Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Long Term (2023 to 2024)
- **AODA:** 30, 31, 32



**TRANSPORTATION
STANDARD**



OVERVIEW

A full strategy for the Transportation Standard for the Town of Cobourg will be created in tandem with appropriate stakeholders and rights holders, including the Accessibility Advisory Committee. **This will be a Multi-Year Accessibility Plan specific to Transportation needs and will be developed in 2021.**

The objectives listed in this Plan are the main priorities that the Accessibility Advisory Committee has outlined.

DEFINITIONS

1. **Conventional Transit:** public passenger transportation services on transit buses, motor coaches, or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.
2. **Specialized Transit:** public passenger transportation services that:
 - a. operate solely within the Province of Ontario,
 - b. are provided by a designated public sector transportation organization, and
 - c. are designed to transport persons with disabilities.



CONVENTIONAL TRANSIT

Continue to communicate about the accessibility of the conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation
- **Responsibility:** Public Works, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 34, 35

Continue to receive and address feedback from the public about accessibility issues on conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue to maintain bus shelters and bus stops to meet the needs of Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Transportation and Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 47

Continue to use multiple and accessible formats to announce and address service delays.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Ongoing
- **AODA:** 50



SPECIALIZED TRANSIT

Review and refine the Wheels policy and application on an annual basis.

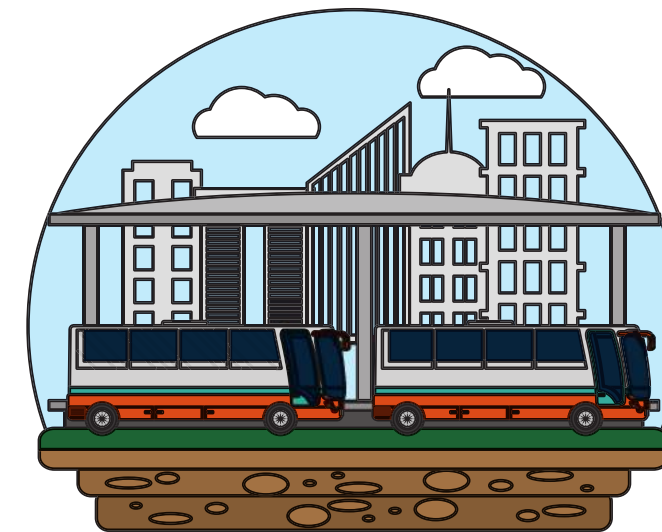
- **Resources:** N/A
- **Barrier Addressed:** Transportation
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Short Term (2020 to 2021), Annually
- **AODA:** 63, 64

Continue to receive and address feedback from the public about accessibility issues on specialized transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue using additional notification methods during service disruptions.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 73





**DESIGN OF PUBLIC
SPACES STANDARD**



OUTDOOR PUBLIC SPACES

Continue to receive feedback on new outdoor space development.

- Resources: N/A
- Barrier Addressed: Architectural or Physical
- Responsibility: All Staff, Accessibility Advisory Committee
- Timeframe: Ongoing
- AODA: 80

Consider creating new outdoor accessible spaces.

- Resources: N/A
- Barrier Addressed: Architectural or Physical
- Responsibility: All Staff, Accessibility Advisory Committee
- Timeframe: Medium Term (2022 to 2023), Ongoing
- AODA: 80.16, 80.17, 80.18, 80.19, 80.20





DESIGN AND DEVELOPMENT

Continue to provide appropriate staff members the Design of Public Spaces Standard training.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 80

Continue to have an accessibility clause in RFPs and RFTs.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** All Staff, as required
- **Timeframe:** Ongoing with Annual review
- **AODA:** N/A

Consider opportunities for community partnerships and/or provincial and federal accessibility grant funding.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, All Staff
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Consider the need for the Town of Cobourg to create Facility Accessible Design Standards.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A



SIDEWALKS, ROADS, BEACH ACCESS ROUTES, AND PATHWAYS

Continue to construct Accessible Pedestrian Signals as intersections are updated.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Ongoing
- **AODA:** 80.28

Improve accessibility in the Downtown core.

- **Resources:** Audit of downtown core, partnership with Cobourg Downtown Business Improvement Area (DBIA)
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, DBIA, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve brickwork in various areas to allow for access to Persons with Disabilities within Cobourg.

- **Resources:** Audit of areas in Cobourg
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve the accessibility of the boardwalk and beach access.

- **Resources:** Audit of boardwalk, Marina, and beach areas.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80.12

CUSTOMER SERVICE STANDARD





ACCESSIBLE CUSTOMER SERVICE

Continue to provide Accessible Customer Service Training for all staff, volunteers, and third party agencies.

- **Resources:** HR Downloads.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine training on an annual basis to ensure that it meets legislative requirements.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7, 80.49

Explore possibilities for implementing video remote interpreting systems at primary Customer Service areas across the Town.

- **Resources:** LanguageLine Video Remote Interpreting Services, which provides ASL translations
- **Barrier Addressed:** Communication, Technology, and Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine the Accessibility policies for the Town of Cobourg.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Annually
- **AODA:** 3



ACCESSIBLE SPECIAL EVENTS AND PROGRAMMING

Continue to recognize businesses making strides in accessibility.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** N/A

Participate in local events to continue to profile municipal accessibility

- **Resources:** Communication tools.
- **Barrier Addressed:** All
- **Responsibility:** All Staff, as required, Accessibility Advisory Committee
- **Timeframe:** Short Term (2021), Ongoing
- **AODA:** N/A

Continue promoting the Planning Accessible Events Resource.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Communications
- **Timeframe:** Short Term (2021), Ongoing
- **AODA:** N/A

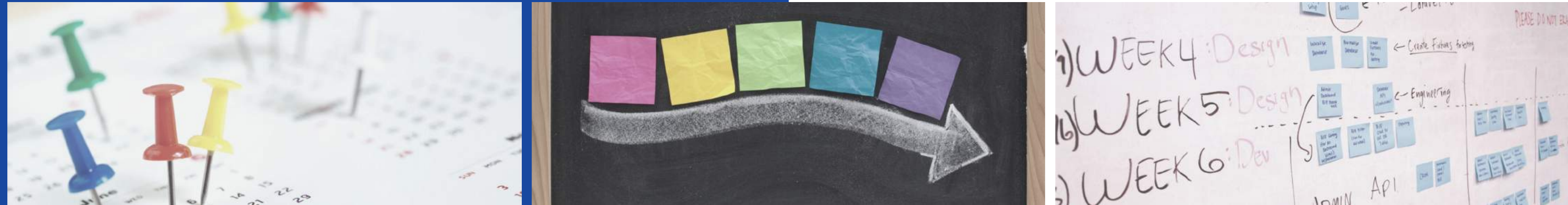


SPECIAL CONSIDERATION

2022 MUNICIPAL ELECTION

In leading up to the 2022 Municipal Election, the Town of Cobourg will revisit the Municipal Election 2018 Accessibility Plan in conjunction with the Accessibility Advisory Committee and other internal and external stakeholders and rights holders. This plan will be refined to ensure that Persons with Disabilities are able to participate in the 2022 Municipal Election.

NEXT STEPS AND TIMELINE



ACCESSIBILITY ADVISORY COMMITTEE

The draft of the Multi-Year Accessibility Plan 2020 to 2024 has been approved by the Accessibility Advisory Committee at their October 21, 2020 meeting.

COMMITTEE OF THE WHOLE

The draft of the Multi-Year Accessibility Plan 2020 to 2024 has been brought to Town Council at the Committee of the Whole meeting on October 26, 2020.

PUBLIC ENGAGEMENT

The draft of the Multi-Year Accessibility Plan 2020 to 2024 will be opened to the public for comment on October 27, 2020 on Engage Cobourg.

REGULAR COUNCIL

The final version of the Multi-Year Accessibility Plan 2020 to 2024 will be brought to a regular Council meeting on November 23, 2020.

PUBLIC ENGAGEMENT

Multi-Year Accessibility Plan 2020-2024



Background Information

The Town of Cobourg is committed to meeting the needs of Persons with Disabilities that work, live, and play in our community. Departments within the Town of Cobourg continue to examine their own services to assess, plan, and remove barriers to ensure accessibility to all Persons with Disabilities. By working with Legislative Services and the Accessibility Coordinator, the Town of Cobourg creates a holistic approach to accessibility. We are required by law to follow the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The AODA requires the Government of Ontario to work with the disability community and the private and public sectors to jointly develop standards to be

achieved within stages of five (5) years or less, leading to an accessible Ontario in twenty (20) years, or by 2025. The aims of this act were realized through accessibility standards setting items to be addressed.

The *Accessibility for Ontarians with Disabilities Act, 2005* was enacted to serve as a framework for the establishment of accessibility in five (5) different areas:

1. **Customer Service**, to help remove barriers for People with Disabilities so they can access goods, services, or facilities.
2. **Information and Communications**, to help organizations make their information accessible to People with Disabilities.
3. **Transportation**, to make it easier for everyone to travel in the province.
4. **Employment**, to help making hiring and employee support practices more accessible.
5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

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Who's listening

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Legislative Services
Town of Cobourg

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MULTI-YEAR ACCESSIBILITY PLAN - TRANSPORTATION

As stated, a specific Mutli-Year Accessibility Plan for the Transportation Standard will be developed in 2021 through internal and external consultations.

PUBLIC ENGAGEMENT

Public engagement will begin in early 2021 for the Multi-Year Accessibility Plan for the Transportation specific information.

ACCESSIBILITY ADVISORY COMMITTEE

Staff will work with the Accessibility Advisory Committee to understand the needs of the public for both conventional and specialized transportation.

INTERNAL CONSULTATIONS

Departments will work together and with the Accessibility Coordinator to understand the realities of what can be done with current resources and what additional resources are needed in the future.



Reach Out to Me

Jamie Kramer, CHRP, CCIP

Accessibility Coordinator

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905-372-4301 ext. 4306



MULTI-YEAR-ACCESSIBILITY PLAN

2020 TO 2024

This document is available in alternate formats, upon request.

Please contact us by telephone at 905-372-4301 or by email at accessibility@cobourg.ca.

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MESSAGE FROM THE MAYOR AND TOWN COUNCIL

Our new Town of Cobourg Multi-Year Accessibility Plan (MYAP) for 2020 to 2024 outlines how we will continue to remove and prevent accessibility barriers. This new plan builds on what we have accomplished since we introduced our first Multi-Year Accessibility Plan in 2016 that laid out a roadmap to make the Town of Cobourg an accessible employer and ensure the community had access to everything they need.

We are committed to having the right policies, procedures, and governance structures in place to ensure that the Town provides Persons with Disabilities across our community with accessible public services, information, and programs.

Cobourg's population and workforce are changing and aging. As the proportion of Ontarians age 65 and older increases over the next 20 years, that number could reach one in five. This emphasizes the importance of providing inclusive, equitable, and accessible services.

While we still have a lot of work to do to make the Town of Cobourg a more inclusive, equitable, and accessible organization, I am proud of our achievements to date. We are committing to ongoing leadership and listening to create the reputation of the Town of Cobourg as an accessible and respectful employer and service provider.

Sincerely,

John Henderson
Mayor, Town of Cobourg

The Cobourg Accessibility Advisory Committee is a team formed of residents where most of us have had or are experiencing some type of disability. What better way to help improve our community's accessibility by people who really understand.

Cobourg's new five year Multi-Year Accessibility Plan will work hard to continue to remove barriers and improve accessibility for all persons with all types of disabilities. Our plan will continue to make upgrades to meet all Provincial requirements for full development, implementation, and enforcement by January 1, 2025.

The Cobourg Multi-Year Accessibility Plan shows the work needed to be done to address the needs of our community and visitors. Not only for seniors but for all the diverse needs. The plan will guide us to creating an inclusive and welcoming community where all can access the same facilities, programs, and services.

In a world of challenging times, to be able to assist all Persons with Disabilities is our main objective.

Accessibility = Access for all abilities.

We look forward to any input from our community, support for the Town of Cobourg, and the Government of Ontario.

Signed,

The Cobourg Accessibility Advisory Committee, known as ACT
Accessibility Cobourg Team





MULTI-YEAR ACCESSIBILITY PLAN

2020 to 2024

OVERVIEW

The Corporation of the Town of Cobourg (“Town of Cobourg” or “Town” or “Cobourg”) recognizes and understands the importance of accessibility for Persons with Disabilities in Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) legislation, along with the Town’s Multi-Year Accessibility Plan (“The Plan”) will act as a guide and will ensure that all aspects of Cobourg become more accessible.

With the Town of Cobourg’s Multi-Year Accessibility Plan 2016-2019, we provided the opportunity to demonstrate and establish an implementation framework and future priority initiatives for the Town of Cobourg and to demonstrate current achievements regarding accessibility. The Multi-Year Accessibility Plan 2020-2024 extends these commitments, refreshes them based upon feedback from Persons with Disabilities, and renews the commitment of the Town to accessibility.

Objectives identified within the plan are short, medium, and long term with many actions ongoing to ensure accessibility in the Town. Other objectives are implemented during specific years to ensure adequate resources and appropriate time measures. Regular monitoring is necessary to ensure that relevant initiatives are included in The Plan and that progress is identified. The current focus of The Plan is dedicated to implementing the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (“IASR”).



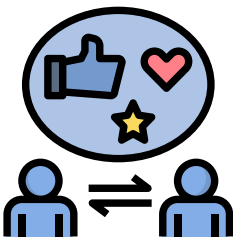
OVERVIEW (CONTINUED)

The Town of Cobourg initiates accessibility in a variety of different ways:



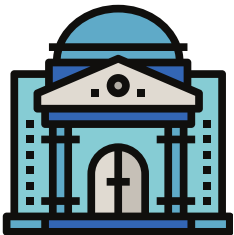
ACCESSIBILITY ADVISORY COMMITTEE

Through regular meetings once a month, the **Accessibility Advisory Committee** provides recommendations to Council and other initiatives through the Terms of Reference Mandate that is focused on addressing accessibility in a variety of aspects.



FEEDBACK AND REPORTING SYSTEM

The Town of Cobourg has a feedback and reporting system to report barriers to accessibility on the Town's website. The Town also provides the option to email accessibility@cobourg.ca about barriers. These options have been advertised to residents through multiple channels.



TOWN HALL'S COMMITMENT

Departments within the Town of Cobourg continue to examine their own services to assess, plan, and remove barriers to ensure accessibility to all Persons with Disabilities. By working with Legislative Services and the Accessibility Coordinator, we create a holistic approach to accessibility.



OVERVIEW (CONTINUED)

Most of this work and planning involves a collaboration of multiple departments working together to implement accessibility across the municipality.

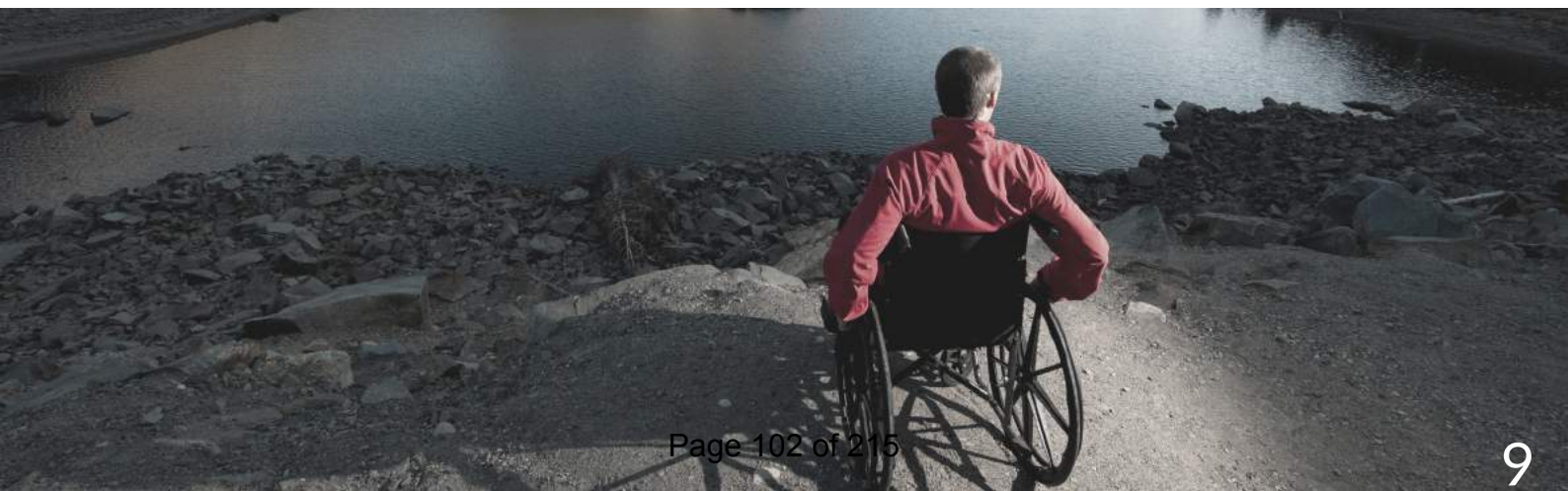
The development of accessibility strategies within the Town of Cobourg involves barrier removal to ensure accessibility throughout departments and services.

Strategies and plans take into account various disabilities and involve the implementation of AODA Integrated Accessibility Standards, and the Town recognizes that removing barriers allows for better service for everyone.

The Town of Cobourg's Multi-Year Accessibility Plan will set out how the Town will continue to be an accessible organization over the next five (5) years.

The Town will continue to focus on the following six (6) areas:

1. People,
2. Policies, procedures, and best practices,
3. Communications and technology,
4. Transit and transportation,
5. Infrastructure and the built environment, and
6. Training, education, and awareness.



LEGISLATION

On June 13, 2005, the AODA received Royal Assent and is now law. The AODA requires the Government of Ontario to work with the disability community and the private and public sectors to jointly develop standards to be achieved within stages of five (5) years or less, leading to an accessible Ontario in twenty (20) years, or by 2025.

The *Accessibility for Ontarians with Disabilities Act, 2005* was enacted to serve as a framework for the establishment of accessibility in five (5) different areas:

1. **Customer Service**, to help remove barriers for People with Disabilities so they can access goods, services, or facilities,
2. **Information and Communications**, to help organizations make their information accessible to People with Disabilities,
3. **Transportation**, to make it easier for everyone to travel in the province,
4. **Employment**, to help making hiring and employee support practices more accessible, and
5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

The standards support the principles of the AODA to ensure dignity, integration, independence, and equal opportunity and each standard has specific timelines for implementation. The AODA is in place for the purpose of ensuring that People with Disabilities are not discriminated against. Implementation for both public and private sectors is to be phased in over time to achieve the objectives of a fully accessible province by 2025.

Many of the elements in this Plan will continue beyond 2025 and must be maintained to ensure accessibility in the Town of Cobourg.

BARRIER TYPES AND DEFINITIONS

The AODA outlines five (5) types of barriers that Persons with Disabilities may encounter when accessing goods and services in Ontario. These are:



ATTITUDINAL

Behaviours, perceptions, and assumptions that discriminate against Persons with Disabilities. These barriers often emerge from a lack of understanding.

ORGANIZATIONAL OR SYSTEMIC

Policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. They are often put into place unintentionally.



ARCHITECTURAL OR PHYSICAL

Elements of buildings or outdoor spaces that create barriers to Persons with Disabilities. These relate to design elements such as stairs or doorways, layout of rooms, or width of sidewalks.

COMMUNICATION

Occur when sensory disabilities, such as hearing, seeing, or learning disabilities, have not been considered. These barriers relate to both the sending and receiving of information.



TECHNOLOGY

A device or technological platform is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users.

A photograph of a meeting table with laptops, papers, and a small potted plant. The image is partially obscured by a blue overlay containing text.

"ACTIONS SPEAK LOUDER
THAN WORDS."

ACCESSIBILITY ADVISORY COMMITTEE

The following information outlines the Town of Cobourg's Accessibility Advisory Committee.

Ontario's accessibility laws require the Town of Cobourg to have an accessibility advisory committee to advise Council on preparing accessibility plans and achieve the actions within the plan. It is legislated that a majority of members must be People with Disabilities.



COMPOSITION

Seven (7) Members:

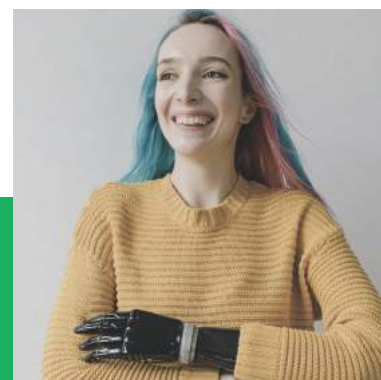
- One (1) Councilor, and
- Six (6) Citizens appointed by Council.

AUTHORITY

- Town of Cobourg Procedural By-law 003-2016,
- Town of Cobourg Accessibility Customer Service Policy,
- Town of Cobourg Integrate Accessibility Standards Policy,
- The Ontarians with Disabilities Act, 2001 (ODA), and
- The Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

PURPOSE

The role of the Accessibility Advisory Committee is to provide sound advice and recommendations to the Cobourg Municipal Council on matters relating to the goal of ensuring that individuals with disabilities shall be assured access to basic services generally available in the community.



MANDATE

The Accessibility Advisory Committee shall:

- Review and advise the Cobourg Municipal Council on matters relating to the accessibility of municipal buildings, facilities, programs, and services,
- Review and provide input in a timely manner on site plans, draft plans of subdivisions, and planning policies and drawings described in Section 31 of the *Planning Act* that may have an impact on accessibility,
- Raise the profile of accessibility issues in the community and promote initiatives that support a universally accessible community,
- Review current and proposed federal, provincial, or municipal policies relating to accessibility,
- Assist in the implementation and monitoring of general public awareness regarding accessibility,
- Consult and co-operate with other agencies and organizations involved in accessibility issues, and
- Keep current about Council-approved policies and Town related initiatives that may impact the community and the needs of Persons with Disabilities in Cobourg.

The Committee shall provide advice on the implementation of the ODA and the AODA, as required through regulation in the following:

- Development of accessibility plans for the municipality and the goals and objectives for the year,
- Advise Council annually, as required by the AODA, regarding the preparation, implementation, and effectiveness of the Town of Cobourg annual accessibility plan,
- Provide feedback on the accessibility plans for municipality administered, contracted, or licensed transit providers in consultation with Persons with Disabilities,
- Provide advice on the identification, removal, and prevention of barriers to Persons with Disabilities in the Town By-laws, policies, programs, and services, and
- Perform all other functions that are specified in the AODA and/or its regulations, including consultation requirements as outlined in the *Design of Public Spaces Standards* in the *Integrated Accessibility Standards*.

The Cobourg Accessibility Advisory Committee will also:

1. Annually complete a status report delivered to Council and the public in order to outline the progress of measures taken to implement the Multi-Year Accessibility Plan and the accessibility objectives for the year.
2. Additionally, an annual review of the Plan will be conducted with the Plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.

2020 TO 2024 OBJECTIVES AND ACTION ITEMS



MULTI-YEAR ACCESSIBILITY PLAN

GENERAL REQUIREMENTS



RESPONSIBILITIES

All of the following General Requirements are the responsibility of the Legislative Services department at the Town of Cobourg.

The Accessibility Coordinator is responsible for the tasks that fall under General Requirements with the assistance of appropriate departments and external stakeholders and rights holders including the Town of Cobourg's Accessibility Advisory Committee.

POLICIES AND PLANS

The Town of Cobourg has developed, implemented, and maintained a Multi-Year Accessibility Plan that outlines strategies and actions to identify, prevent, and remove barriers for People with Disabilities.

In addition, the Town of Cobourg has an Accessibility Policy that outlines how we intend to meet the requirements under the IASR. Meeting the needs of People with Disabilities is part of Cobourg's Strategic Plan, highlighted under the People Pillar as Action #5: Invest in programs, services, and infrastructure to make Cobourg more accessible.

EMERGENCY INFORMATION

The Town of Cobourg is committed to providing the public with available emergency information, plans, and/or public safety information in an accessible way, upon request. The Town of Cobourg's Emergency Management Plan is reviewed and exercised yearly. It will be updated for January 2021 and on an annual basis moving forward. An accessible version will be made available upon request.

The Town of Cobourg is committed to updating the public on preventative and emergency maintenance of the accessible elements of public spaces, including temporary disruptions when accessible elements are not in working order. This information will be delivered in multiple accessible formats as soon as practicable.

Information on accessible emergency information will be located on the Town of Cobourg's website and social media channels with updates being made as new information is received.



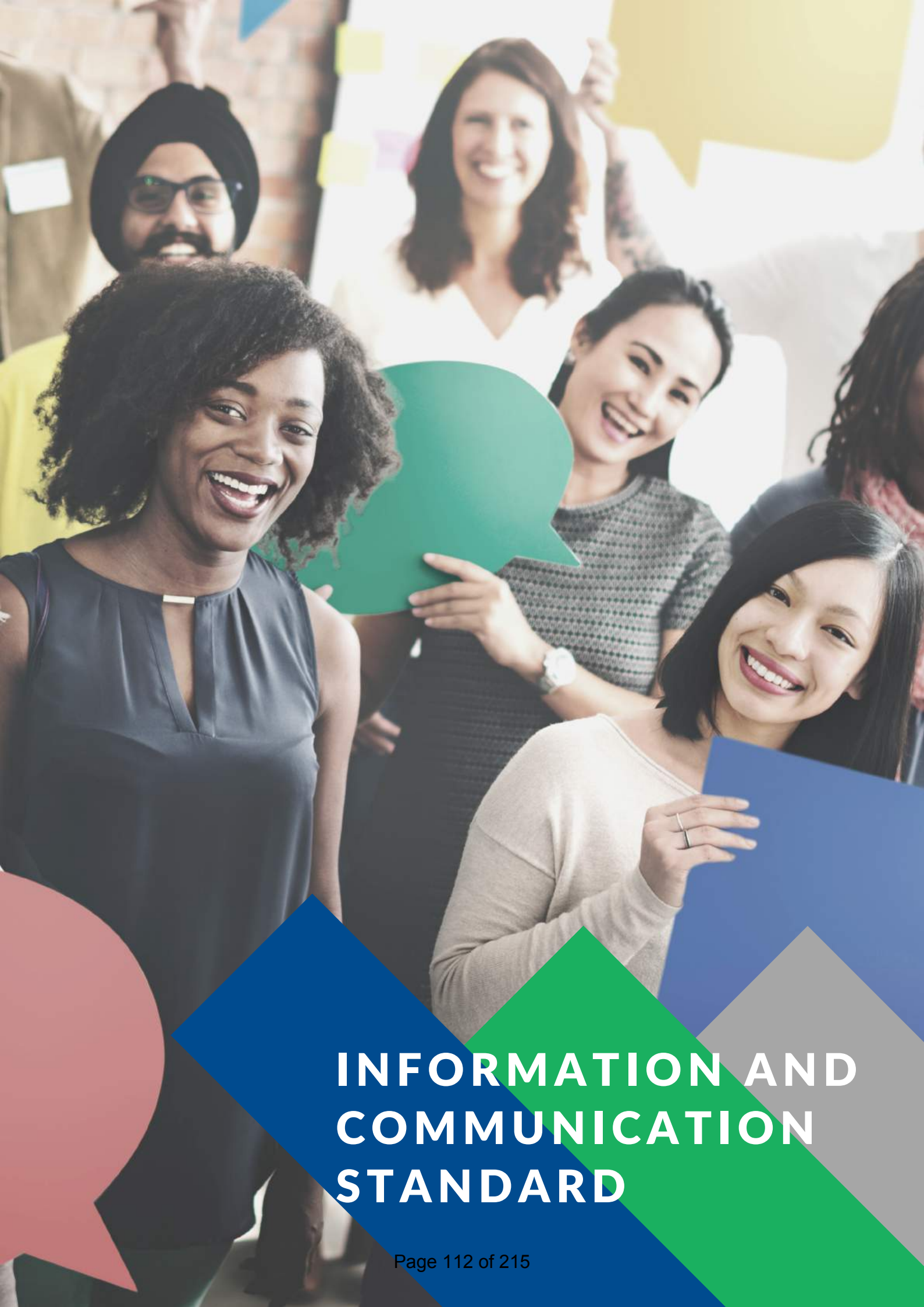
TRAINING

Accessibility and inclusion of Persons with Disabilities is a core value for the Town of Cobourg. The Town of Cobourg provides training on the AODA accessibility standards and on the Human Rights Code as it relates to Persons with Disabilities to all employees, volunteers, and third party vendors acting on behalf of the Town.

In addition, employees may require training on one or more of the standards (Information and Communications, Employment, Transportation, Built Environment, and/or Customer Service) as it relates to the duties and responsibilities of their position.

To ensure that all persons who act on behalf of the Town of Cobourg are provided with the training needed to meet current standards and legislation, we have taken the following steps:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of Persons with Disabilities.
- Ensure new employees, volunteers, and third party vendors complete training before or within ten (10) days of employment or placement.
- Ensure employees, volunteers, and third party vendors receive any additional niche or specialized accessibility training within thirty (30) days of employment or placement, as required.
- Keep and maintain a database of the training participant's names and dates of completion.



INFORMATION AND COMMUNICATION STANDARD



EXTERNAL EDUCATION AND AWARENESS

Continue to proclaim Accessibility Awareness Week on an annual basis.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Mayor & Town Council
- **Timeframe:** Annually
- **AODA:** N/A

Use Accessibility Awareness Week to encourage learning and education.

- **Resources:** Educational campaigns including interactive experiences.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee
- **Timeframe:** Annually
- **AODA:** N/A

Begin to promote International Day of Persons with Disabilities.

- **Resources:** Educational campaigns and communication tools.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee, Communications, Mayor & Town Council
- **Timeframe:** Annually on December 3rd
- **AODA:** N/A

Create more awareness of the ability to provide feedback on Barriers to Accessibility.

- **Resources:** Educational campaigns to increase awareness using the Town's media outlets.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 11(1), 11(2)



EXTERNAL EDUCATION AND AWARENESS (CONTINUED)

Raise awareness of the ability to produce key documents in accessible formats, upon request.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 12(1), 12(3), 12(4)

Ensure existing and new information available to the public is up to date, in plain language, and in an accessible format.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** All Staff with the assistance of the Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 14(2)

Enhance external communication to increase awareness of programs and services.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Continue to monitor and audit the website to ensure compliance.

- **Resources:** N/A
- **Barrier Addressed:** Technology and Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 14



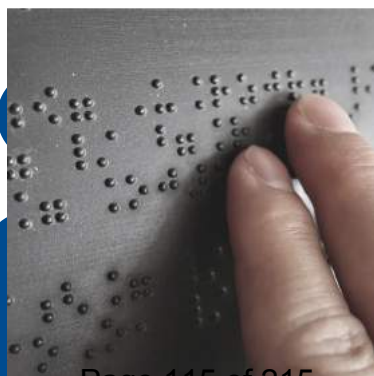
INTERNAL EDUCATION AND AWARENESS

Provide staff with resources to assist with ending stigma around Disability, especially "invisible" disabilities.

- **Resources:** Training and education, potentially created in-house or outsourced.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing
- **AODA:** N/A

Expand ongoing internal education and communications regarding policies, procedures, and complaint processes currently in place that focus on diversity, accessibility, and Human Rights.

- **Resources:** Communication tools.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Communications, Human Resources
- **Timeframe:** Ongoing
- **AODA:** 12





REPORTING AND FEEDBACK

Review and refine the feedback process on an ongoing basis.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 11

Work with staff members on how to address reports that are accessibility related and adjacent.

- **Resources:** Training and education, potentially created in-house or outsourced.
- **Barrier Addressed:** All
- **Responsibility:** All Staff
- **Timeframe:** Ongoing
- **AODA:** N/A

Create and present a monthly or bimonthly status report to the Accessibility Advisory Committee and/or Council on feedback received.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** N/A

Consider hosting a community accessibility forum to receive feedback on municipal initiatives and promote community leadership.

- **Resources:** Communication tools.
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, Appropriate Staff, as required
- **Timeframe:** Long Term (2023 to 2024)
- **AODA:** 11



SIGNAGE AND ACCESS TO INFORMATION

Review and refine the signage at public facilities to assist Persons with Disabilities.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12

Review and refine the signage for public areas in the downtown core area.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 12

Continue to communication about Accessible Parking and Washroom locations in Cobourg.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12





EMPLOYMENT STANDARD



RECRUITMENT AND HIRING PRACTICES

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to hiring Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 24, 25, 26

Determine opportunities to provide paid employment placements to Persons with Disabilities across the Town.

- **Resources:** Partnerships with local agencies.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** N/A

Continue to provide information on accommodation in the hiring process on all job postings.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Ongoing
- **AODA:** 23(1)





ACCOMMODATIONS, RETENTION, AND DEVELOPMENT PRACTICES

Continue to advise staff members about the accommodation process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 27, 28

Continue to advise staff members about the return to work process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 29

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to retaining and/or developing Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 30, 31, 32

Promote and expand mentoring opportunities internally and externally.

- **Resources:** Partnerships with internal persons as well as local agencies.
- **Barrier Addressed:** Attitudinal and Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Long Term (2023 to 2024)
- **AODA:** 30, 31, 32



TRANSPORTATION STANDARD



OVERVIEW

A full strategy for the Transportation Standard for the Town of Cobourg will be created in tandem with appropriate stakeholders and rights holders, including the Accessibility Advisory Committee. This will be a Multi-Year Accessibility Plan specific to Transportation needs and will be developed in 2021.

The objectives listed in this Plan are the main priorities that the Accessibility Advisory Committee has outlined.

DEFINITIONS

1. **Conventional Transit:** public passenger transportation services on transit buses, motor coaches, or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.
2. **Specialized Transit:** public passenger transportation services that:
 - a. operate solely within the Province of Ontario,
 - b. are provided by a designated public sector transportation organization, and
 - c. are designed to transport persons with disabilities.



CONVENTIONAL TRANSIT

Continue to communicate about the accessibility of the conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation
- **Responsibility:** Public Works, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 34, 35

Continue to receive and address feedback from the public about accessibility issues on conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue to maintain bus shelters and bus stops to meet the needs of Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Transportation and Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 47

Continue to use multiple and accessible formats to announce and address service delays.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Ongoing
- **AODA:** 50



SPECIALIZED TRANSIT

Review and refine the Wheels policy and application on an annual basis.

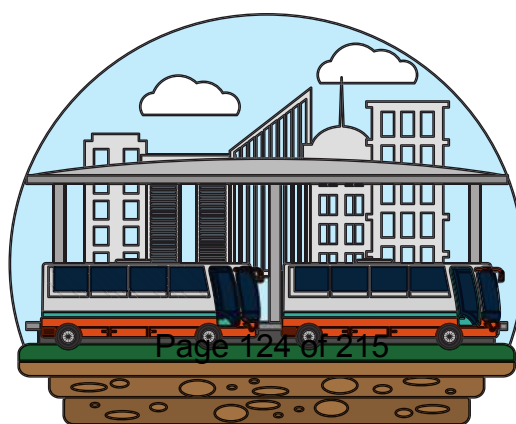
- **Resources:** N/A
- **Barrier Addressed:** Transportation
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Short Term (2020 to 2021), Annually
- **AODA:** 63, 64

Continue to receive and address feedback from the public about accessibility issues on specialized transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue using additional notification methods during service disruptions.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 73





DESIGN OF PUBLIC SPACES STANDARD

OUTDOOR PUBLIC SPACES

Continue to receive feedback on new outdoor space development.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** All Staff, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 80

Consider creating new outdoor accessible spaces.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** All Staff, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 80.16, 80.17, 80.18, 80.19, 80.20





DESIGN AND DEVELOPMENT

Continue to provide appropriate staff members the Design of Public Spaces Standard training.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 80

Continue to have an accessibility clause in RFPs and RFTs.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** All Staff, as required
- **Timeframe:** Ongoing with Annual review
- **AODA:** N/A

Consider opportunities for community partnerships and/or provincial and federal accessibility grant funding.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, All Staff
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Consider the need for the Town of Cobourg to create Facility Accessible Design Standards.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A



SIDEWALKS, ROADS, BEACH ACCESS ROUTES, AND PATHWAYS

Continue to construct Accessible Pedestrian Signals as intersections are updated.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Ongoing
- **AODA:** 80.28

Improve accessibility in the Downtown core.

- **Resources:** Audit of downtown core, partnership with Cobourg Downtown Business Improvement Area (DBIA)
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, DBIA, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve brickwork in various areas to allow for access to Persons with Disabilities within Cobourg.

- **Resources:** Audit of areas in Cobourg
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve the accessibility of the boardwalk and beach access.

- **Resources:** Audit of boardwalk, Marina, and beach areas.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80.12

CUSTOMER SERVICE STANDARD





ACCESSIBLE CUSTOMER SERVICE

Continue to provide Accessible Customer Service Training for all staff, volunteers, and third party agencies.

- **Resources:** HR Downloads.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine training on an annual basis to ensure that it meets legislative requirements.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7, 80.49

Explore possibilities for implementing video remote interpreting systems at primary Customer Service areas across the Town.

- **Resources:** LanguageLine Video Remote Interpreting Services, which provides ASL translations
- **Barrier Addressed:** Communication, Technology, and Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine the Accessibility policies for the Town of Cobourg.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Annually
- **AODA:** 3



ACCESSIBLE SPECIAL EVENTS AND PROGRAMMING

Continue to recognize businesses making strides in accessibility.

- Resources: N/A
- Barrier Addressed: Attitudinal
- Responsibility: Accessibility Advisory Committee
- Timeframe: Ongoing
- AODA: N/A

Participate in local events to continue to profile municipal accessibility

- Resources: Communication tools.
- Barrier Addressed: All
- Responsibility: All Staff, as required, Accessibility Advisory Committee
- Timeframe: Short Term (2021), Ongoing
- AODA: N/A

Continue promoting the Planning Accessible Events Resource.

- Resources: N/A
- Barrier Addressed: All
- Responsibility: Communications
- Timeframe: Short Term (2021), Ongoing
- AODA: N/A





SPECIAL CONSIDERATION

2022 MUNICIPAL ELECTION

In leading up to the 2022 Municipal Election, the Town of Cobourg will revisit the Municipal Election 2018 Accessibility Plan in conjunction with the Accessibility Advisory Committee and other internal and external stakeholders and rights holders. This plan will be refined to ensure that Persons with Disabilities are able to participate in the 2022 Municipal Election.

**This document is available in alternate
formats, upon request.**

**Please contact us by telephone at 905-372-
4301 or by email at accessibility@cobourg.ca.**



Corporation of the Town of Cobourg

Policy Title: Integrated Accessibility Standards Policy

Division: Corporate Services

Department: Legislative Services

Effective Date: December 1, 2020
2021

Revision Date: December 1,

Approval Level: Town Council

Contact Person: Accessibility Coordinator and/or Clerk

Contact Information: accessibility@cobourg.ca

Section Number: 3-1

Policy Number: LEG-ADM17

Purpose

This policy is intended to provide the overarching framework to guide the review and development of other policies, standards, procedures, by-laws, and guidelines of the Town of Cobourg in order to comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR) established by Ontario Regulation 191/11.

The AODA contains accessibility standards that assist organizations in the identification, prevention, and removal of barriers to accessibility for Persons with Disabilities.

These accessibility standards are in a variety of areas, including:

1. Customer Service,
2. Information and Communications,
3. Employment,
4. Transportation, and
5. Design of Public Spaces.

The AODA and its standards are not a replacement or substitution for the requirements of the *Ontario Human Rights Code*.

This policy can be provided in an alternative format upon request. Please contact the Accessibility Coordinator at accessibility@cobourg.ca or 905-372-4301.

Policy Statement

The Town of Cobourg is committed to identifying and meeting the needs of Persons with Disabilities and that all persons achieve accessibility standards as set out in the *AODA*, *Canadian Charter of Rights and Freedoms*, and the *Ontario Human Rights Code*.

The principles of the AODA include:

- Dignity,
- Independence,
- Integration, except when alternate measures are necessary to meet the needs of Persons with Disabilities, and
- Equal Opportunity.

Integrated Accessibility Standards Policy

Definitions

“Accessible Formats” includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by Persons with Disabilities.

“Accommodation” shall mean the special arrangement made or assistance provided so that Persons with Disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s needs.

“Barrier” is anything that prevents Persons with Disabilities from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy, practice, or program.

“Communication Supports” are supports that Persons with Disabilities may need to access information. They include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

“Disability” shall mean:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997* (“handicap”).

“Feedback” includes any comments, compliments, suggestions, or complaints provided to the Town of Cobourg.

“Information” shall mean data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“Mobility Aid” is a device that is used to facilitate the transport, in a seated posture, of Persons with Disabilities.

“Redeployment” is reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

Integrated Accessibility Standards Policy

“Self-Service Kiosk” shall mean an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

“Third Party” shall mean a representative of a business or organization who is receiving Town goods or services or acting in an official capacity.

Application

This policy shall apply to all departments of the Town, Council, its boards and committees, and all persons who deal with members of the public or other third parties on behalf of the Town.

1.0 General Provisions

The general provisions are to assist organizations oversee all of the other accessibility standards and provide commitment to Persons with Disabilities.

1.1 Accessibility Advisory Committee

The Town of Cobourg Accessibility Advisory Committee is established and appointed by Municipal Council, and is a requirement under the *Accessibility for Ontarians with Disabilities Act* (AODA). The Accessibility Advisory Committee is responsible for advising Municipal Council on the development and implementation of the Multi-Year Accessibility Plan and advising Council on issues relating to citizens with a disability.

The Accessibility Advisory Committee meets on a monthly basis and provides advice on the implementation of the accessibility legislation as required through the regulation and standards.

To learn more about the mandate of the [Town of Cobourg's Accessibility Advisory Committee](https://www.cobourg.ca/en/town-hall/Accessibility-Advisory-Committee.aspx), as well as past Agendas and Minutes, please see our website here: <https://www.cobourg.ca/en/town-hall/Accessibility-Advisory-Committee.aspx>.

1.2 Accessibility Plan and Policies

The Town of Cobourg shall prepare a Multi-Year Accessibility Plan which will be:

- Reviewed and updated at least every five (5) years; and
- Established, reviewed, and updated in consultation with Persons with Disabilities and the Town of Cobourg Accessibility Advisory Committee.

The Town of Cobourg will report annually on the progress and the implementation of the Plan, post the information on the Town of Cobourg website and will provide it in accessible formats upon request.

If through public consultation, feedback, and the Town's own accessibility action and planning processes, it is determined that the Multi-Year Accessibility Plan needs

Integrated Accessibility Standards Policy

revision, the Town of Cobourg will update the plan to reflect this new information. This will be done on an ongoing and annual basis.

Please read the [Town of Cobourg's Multi-Year Accessibility Plan](#) for more information.

1.3 Procurement and Self-Service Kiosks

The Town will use accessibility criteria and features when procuring or acquiring goods, services, or facilities. If the Town determines that it is not practicable to incorporate an accessibility criteria or features when procuring or acquiring goods, services, or facilities, an explanation will be provided.

Although the Town of Cobourg does not currently use self-service kiosks, the Town will have regard to the accessibility for Persons with Disabilities should it design, procure, or acquire self-service kiosks by considering what accessibility features could be built into kiosks to best meet the needs of Persons with Disabilities.

1.4 Training

All Town of Cobourg Employees, volunteers and third parties providing goods and services on the Town's behalf shall be required to undergo training on the requirements of the AODA accessibility standards and on the *Human Rights Code* as it pertains to Persons with Disabilities as well as all Human Resources AODA policies and procedures.

The training provided shall be appropriate to the duties of the employee, volunteer, or third party and shall be done before or within ten (10) days of hire. Any specific or niche training that is required for certain positions will be conducted within thirty (30) days of hire. Training shall take place as soon as it is practicable and upon completion, the Town shall keep a record of the training provided including the dates on which accessibility training took place.

2.0 Information and Communications Standard

To help organizations make their information accessible to Persons with Disabilities.

2.1 Feedback on Town Services

The Town of Cobourg has established a process for receiving and responding to feedback on the manner in which the Town provides goods and services to Persons with Disabilities and will ensure that these processes are provided in accessible formats and with communication supports upon request.

A member of the public may [provide feedback through the Town of Cobourg website](#), as well as by telephone at 905-372-4301, [email](#), and in-person at:

Legislative Services (Clerks Department)
Victoria Hall

Integrated Accessibility Standards Policy

55 King Street West
Cobourg, Ontario

2.2 Accessible Formats and Communications

Except as otherwise provided by the AODA, the Town of Cobourg shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for Persons with Disabilities.

The Town of Cobourg will use best practices for creating accessible documents and content for the information that is consistently provided to the public.

Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

2.3 Emergency Information

When the Town of Cobourg prepares emergency procedures, plans, or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

The most current and up-to-date information will always be available on [the Emergency Planning and Preparedness webpage](#).

2.4 Website Accessibility

All Town internet websites, and any website and web content controlled directly by the Town, will conform to the [World Wide Web Content Accessibility Guidelines \(WCAG\) 2.0 Level AA](#) in accordance with the schedule set out in the Information and Communication Standards of the IASR.

Except where meeting this requirement is not practicable, this conformity applies to websites, web content, and web-based applications that are controlled directly or through a contractual relationship that allows for the modification of the product and web content.

New documents (PDF, Word, PowerPoints, etc.) posted to the municipal website will be presented in an accessible format as defined by the WCAG 2.0 standards.

Website users are encouraged [to contact the municipality](#) if they are unable to access a document posted on the municipal website.

2.5 Public Libraries

The [Town of Cobourg's Public Library Board](#) will provide access to, or arrange for the provision of access to, accessible materials where they exist. Accessible materials may

Integrated Accessibility Standards Policy

include conversion ready format of print, digital, multimedia resources, or materials. The variety of these resources will be available upon request.

Due to the fragile nature of some special collections, archival materials, and rare books, these may not be available in accessible formats.

Through regular communication channels, the Town and the Cobourg Public Library Board will notify public about the availability of accessible formats of library materials.

3.0 Employment Standards

To help make hiring and employee support practices more accessible.

3.1 General Statement

The Town of Cobourg is committed to creating an inclusive work environment for all and providing accessibility for Persons with Disabilities throughout their employment in accordance with the requirements and timelines set out in the Employment Standards of the *Integrated Accessibility Standards Regulation* and the existing requirements under the *Ontario Human Rights Code*.

The Town of Cobourg will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing Town policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability.

3.2 Recruitment

Throughout the recruitment process, all interested applicants will be notified about the availability of accommodations for Persons with Disabilities. A standard statement of commitment will be provided on all Town job postings.

During the recruitment process, applicants selected for the assessment or selection process will be notified that accommodations are available. If an applicant requests an accommodation, the Town will arrange for a suitable accommodation in a manner that takes into account the applicant's accessibility needs. The decision as to which accommodation is to be provided rests with the Town.

When making an offer of employment, the Town will notify the successful applicant of its policies for accommodating Employees with a Disability.

3.3 Accessible Formats and Communication Support of Employees

The Town will inform its employees of policies developed for those with a disability. This information will be provided to new employees as soon as practicable after they begin their employment.

Integrated Accessibility Standards Policy

Any changes to policies will be communicated through communication channels or through formats that take into account the employee's disability.

3.4 Workplace Emergency Response Information

At the request of the employee, the Town will provide Individualized Workplace Emergency Response Plans to employees. If an employee requests an Individualized Workplace Emergency Response Plan and identifies the need for assistance from a colleague(s), the Town will provide the information to the designated colleague(s). This information will be provided to the designated colleagues as soon as practicable after the Town becomes aware of the need for accommodation.

The employee's Individualized Workplace Emergency Response Plan will be reviewed when:

- The employee moves to a different location in the organization,
- The overall accommodation needs of the employee changes (as notified to the Town by the employee), and/or
- The Town's general emergency response policies are reviewed.

3.5 Documented Individual Accommodation Plans

The Individual Accommodation Plan template outlines the development process for individual accommodation plans for Employees with Disabilities. The following is included within the template:

- The manner in which an employee requesting an accommodation can participate in the development of their individualized accommodation plan,
- The means by which the employee is assessed on an individual basis,
- The manner in which the Town can request an evaluation by an outside medical or other expert, at the Town's expense, to determine if and how accommodation can be achieved,
- The frequency with which the individual accommodation plan will be reviewed and updated,
- The manner in which the individual accommodation plan will be reviewed,
- The manner which the reasons for the denial will be provided, if an accommodation plan is denied, and
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs.

Individual accommodation plans will, if requested, include any information regarding accessible formats and communication supports. If required, information regarding the Individualized Workplace Emergency Response Plan may be included.

3.6 Return to Work Process

Integrated Accessibility Standards Policy

The Town has in place an Early and Safe Return to Work Policy which outlines the Town's commitment to make every reasonable effort to provide temporary modified or suitable alternative duties to a worker who had been absent from work due to a disability.

The Early and Safe Return to Work Policy outlines the steps the Town takes to facilitate the return of employees who were absent because of their disability. Individual Accommodation Plans are used during this process.

When employees are redeployed into the workplace, the Town will take into account the accessibility needs of the employee as well as the accommodations identified within the Individual Accommodation Plan.

3.7 Performance Management

The Town will take into account the accessibility needs of Employees with Disabilities and the documented Individual Accommodation Plan during all performance management processes.

3.8 Career Development and Advancement

The Town will take into account the accessibility needs of Employees with Disabilities and the documented Individual Accommodation Plan when providing career development and advancement.

4.0 Transportation

The Town of Cobourg is committed to providing Accessible Transit Services through conventional transit and specialized transit in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA and in particular, Part IV, Transportation Standards, of such Regulation.

This will be accomplished through the development and implementation of policies, practices, procedures, resources, equipment and training in the provisions outlined in the IASR under the AODA.

More information is available in the Town of Cobourg's Transportation Standard Multi-Year Accessibility Plan.

5.0 Built Environment

The Town of Cobourg shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for The Built Environment) when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational Trails and Beach Access Routes;
- Outdoor Public Use Eating Areas;
- Outdoor Play Spaces;
- Exterior Paths of Travel;

Integrated Accessibility Standards Policy

- Accessible Parking;
- Obtaining Services; and
- Maintenance of Accessible Elements.

The following policy does not apply to construction that is external to the Town of Cobourg for which the Town has provided a permit, however compliance with the AODA Built Environment Standards should be encouraged. The Town of Cobourg shall ensure that the Town's Accessibility Design Standards reflect the AODA Built Environment Standards.

6.0 Customer Service

To help remove barriers for people with disabilities so they can access goods, services or facilities.

6.1 General Statement

The Town of Cobourg is committed to the delivery of excellent customer service. The contents of this Policy are included in this document where appropriate.

6.2 Guide Dogs and Service Animals

If a Person with a Disability is accompanied by a guide dog or other service animal, the Town of Cobourg will permit the person to enter the premises with the animal and keep it with him or her. On request by Staff, the owner of the guide dog, service animal shall provide proof of registration and with an accreditation.

6.3 Support Persons

If a Person with a Disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises.

The Town may require a Person with a Disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the Person with a Disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Town, it will provide advance notice of the amount payable, if any, in respect of the support person.

6.4 Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a Person with a Disability to access goods or services, the Town will give notice of the disruption to the public.

6.5 Assistive Devices

Integrated Accessibility Standards Policy

If a Person with a Disability requires assistive devices to access goods or services of the Town, they are allowed to use such devices.

7.0 Review Period

This policy shall be reviewed annually and will be revised in light of any legislative changes. If there are legislative changes, review of this policy will be done within ninety (90) days of the legislation becoming law.

8.0 Regulatory Requirements

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V: Compliance of the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

The Accessibility Directorate or a designate may issue an order against a person, organization or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standard.

Scope

This Policy and its related procedures apply to the following, unless otherwise stated:

- All Town Employees
- Volunteers, and
- To any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Town, in accordance with the legislation.

Administration

The Chief Administrative Officer shall implement and administer the terms of this policy with the assistance of the Accessibility Coordinator.

Cross Reference

Other relevant documents and legislation:

- [Accessibility for Ontarians with Disabilities Act, 2005](#),
- [Accessible Customer Service Policy](#),
- [Accessible Workplace Policy](#),
- [Early and Safe Return to Work](#),
- [Integrated Accessibility Standards, Ontario Regulation 191/11](#),
- [Ontario Human Rights Code](#),
- [Town of Cobourg's Accessibility Advisory Committee](#),
- [Town of Cobourg's Multi-Year Accessibility Plan](#), and
- [Town of Cobourg's Transportation Multi-Year Accessibility Plan](#).



Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

Division: General Administration
Effective Date: December 1, 2020

Department: Human Resources
Revision Date: December 1, 2021

Approval Level: Town Council

Contact Person: Accessibility Coordinator and/or Human Resources Generalist

Contact Information: accessibility@cobourg.ca

Section Number: 2-20

Policy Number: HR-AP-A12

Purpose

The Corporation of the Town of Cobourg is committed to providing quality goods and services that are accessible to all persons that we serve and in a manner that respects the dignity and independence of Persons with Disabilities.

This policy is drafted in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, Accessibility Standards for Customer Service (Ontario Regulation 191/11), the *Ontario Human Rights Code*.

Policy

The Town of Cobourg is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

The Town of Cobourg understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to Persons with Disabilities under any other law.

The Town of Cobourg is committed to complying with both the *Ontario Human Rights Code* and the AODA.

The Town of Cobourg is committed to excellence in serving all customers including Persons with Disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for Persons with Disabilities.

The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or third parties.

This policy addresses the following:

- The provision of goods and services to Persons with Disabilities,

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

- Communication with a Person with a Disability,
- The use of assistive devices by Persons with Disabilities,
- The use of service animals by Persons with Disabilities,
- The use of support persons by Persons with Disabilities,
- Notice of temporary disruptions in service and facilities,
- Training,
- Customer feedback regarding the provision of goods and services to Persons with Disabilities, and
- Notice of availability and format of documents.

Scope

This policy applies to all persons who deal with members of the public or third parties on behalf of the Town, whether the person does so as an employee, member of Council, volunteer, student placement or otherwise, and all persons who participate in developing the Town's policies, practices, and procedures governing the provision of goods and services to member of the public and third parties.

Application

1.0 Providing Goods, Services, or Facilities to Persons with Disabilities

The Town of Cobourg is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

The Town of Cobourg understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to Persons with Disabilities under any other law.

The Town of Cobourg is committed to complying with both the *Ontario Human Rights Code* and the AODA.

The Town of Cobourg is committed to excellence in serving all customers including Persons with Disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for Persons with Disabilities.

2.0 Assistive Devices

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

Persons with Disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the Person with a Disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

It is the responsibility of the Person with a Disability to ensure that their assistive device is operated in a controlled and safe manner at all times.

3.0 Communication

Communications from the Town of Cobourg to a Person with a Disability will be provided in such a manner which takes into account an individual's disability and addresses such forms as print material, social media posts, Council documents, video content, and the municipal website.

3.1 Communicating with the Public

Staff members who communicate with customers will be trained on how to interact and communicate with people who have various types of disabilities. This includes how to communicate with persons over the telephone in clear and plain language, to speak clearly, and to tailor their responses as much as possible in support of the individual.

3.2 The Town's Website

It shall be the policy of the Town of Cobourg to ensure that its website meets the World Wide Web Consortium Accessibility Guidelines 2.0 Level AA.

The Town will, upon request, provide or arrange for the provision of accessible formats and communication supports for Persons with Disabilities. Staff will consult with the requester on the most appropriate format and will make every effort to provide such information in a timely manner.

3.3 Council Documents and Public Information

The Town of Cobourg will ensure that all Persons with Disabilities are able to access all important documents and public information, including Council documents and others necessary to engage in public participation. Any questions customers may have about the content of a document will be answered in person, by telephone, or e-mail.

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

3.4 Correspondence, Invoices, and Other Documentation

The Town is committed to providing accessible information to the public. For this reason, upon request, correspondence, invoices, and other documentation will be provided in large print or by e-mail.

Staff may provide a document, or information contained in a document, in a format that takes into account the person's disability. Staff and the Person with a Disability may agree upon the format to be used for the document or information.

Any questions customers may have about the content of a document will be answered in person, by telephone, or e-mail.

4.0 Service Animals

We are committed to welcoming Persons with Disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

If a guide dog or other service animal accompanies a visiting Person with a Disability, the Town shall ensure that the person is permitted to enter the premises with the animal and keep the animal with them.

4.1 Exceptions to the Rule

Service animals will not be permitted:

- Where food preparation is being undertaken, and/or
- As otherwise disallowed by law.

If a service animal is excluded by law, the Town will ensure that alternate means are available to enable the Person with a Disability to obtain, use or benefit from the Town's goods and services. We will do the following to ensure Persons with Disabilities can access our goods, services or facilities by:

- Explaining why the animal is excluded, and/or
- Discussing with the customer another way of providing goods, services, or facilities.

4.2 Recognizing a Service Animal

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

4.3 Care and Control of the Animal

The Persons with a Disability who is accompanied by a service animal must maintain care and control of the animal at all times.

4.4 Allergies

If a customer or staff member has a severe allergy to animals, which could result in health and safety concerns, the Town shall make reasonable efforts to meet the needs of all individuals.

5.0 Support Persons

The Town is committed to welcoming people with disabilities who are accompanied by a support person. If a support person accompanies a visiting Person with a Disability, the Town shall ensure that both persons are entitled to enter the premises together and that the Person with a Disability is not prevented from having access to the support person while on the premises.

5.1 When a Support Person may be Required

The Town may require a visiting person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the Person with a Disability or the health and safety of others on the premises.

5.2 Fees and Admission

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises the Town shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person by posting notice of fees for support persons wherever fees are posted.

6.0 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the Town of Cobourg will notify customers promptly.

6.1 Unplanned Service Disruptions

This clearly posted notice will include:

- Information about the reason for the disruption,
- Its anticipated length of time, and
- A description of alternative facilities or services, if available.

Notice may be given by posting the information at a conspicuous place at the municipal office and other relevant premises owned or operated by the municipality, and by posting it on the municipality's website or by such other method as is reasonable in the circumstances.

6.2 Planned Service Disruptions

In the event of a planned disruption to occur on a specified date(s), notice shall be provided:

- On-site,
- The municipal website, and
- Contact directly with an individual with a pre-scheduled appointment, as applicable.

7.0 Training

The Town of Cobourg will provide accessible customer service training to:

- All employees and volunteers,
- Anyone involved in developing our policies, and
- Anyone who provides goods, services, or facilities to customers on our behalf.

7.1 Training Schedule

Staff will be trained on accessible customer service before their work term begins or within ten (10) days after being hired. Any additional training that is specific or niche to a position will be conducted within thirty (30) days after being hired.

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

7.2 Training Subjects

Training will include:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard,
- The Town of Cobourg's policies related to the Customer Service Standard in *Ontario Regulation 191/11*,
- How to interact and communicate with people with various types of disabilities,
- How to interact with Persons with Disabilities who use an assistive device or require the assistance of a service animal or a support person,
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to Persons with Disabilities, and
- What to do if a Person with a Disability is having difficulty in accessing the Town of Cobourg's goods, services, or facilities.

Staff will also be trained when changes are made to our accessible customer service policies.

7.3 Training Records

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided and the signature of all those individuals trained on a particular date.

8.0 Feedback Process

The Town of Cobourg welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way the Town of Cobourg provides goods, services or facilities to Persons with Disabilities can provide feedback in the following way(s):

- Through our Report It feature on the website,
- In person,
- By telephone, and
- By email.

All feedback, including complaints, will be handled in the following manner:

- A service notification will be given to the Accessibility Coordinator,
- The Accessibility Coordinator

Customers can expect to hear back within seven (7) business days.

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

The Town of Cobourg will make sure our feedback process is accessible to Persons with Disabilities by providing or arranging for accessible formats and communication supports, on request.

9.0 Notice of Availability of Documents

The Town of Cobourg will notify the public that documents related to accessible customer service, are available upon request [by contacting the Accessibility Coordinator](#).

In addition, a copy of this policy is available on [the Town's website under the Accessibility section](#).

The Town of Cobourg will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

10. Modifications to This or Other Policies

Any policies of the Town of Cobourg that do not respect and promote the principles of dignity, independence, integration and equal opportunity for Persons with Disabilities will be modified or removed.


Administration

The Chief Administrative Officer shall implement and administer the terms of this policy and shall establish related operating procedures as required. This will be done with the assistance of the Accessibility Coordinator.

Cross Reference

Other relevant documents and legislation:

- [Accessibility for Ontarians with Disabilities Act, 2005](#),
- [Accessible Customer Service Policy](#),
- [Accessible Workplace Policy](#),
- [Early and Safe Return to Work](#),
- [Integrated Accessibility Standards, Ontario Regulation 191/11](#),
- [Ontario Human Rights Code](#),
- [Town of Cobourg's Accessibility Advisory Committee](#),
- [Town of Cobourg's Multi-Year Accessibility Plan](#), and
- [Town of Cobourg's Transportation Multi-Year Accessibility Plan](#).

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG
	STAFF REPORT
TO:	Mayor and Council Members
FROM:	Jamie Kramer, CHRP, CCIP™, Accessibility Coordinator
DATE OF MEETING:	October 26, 2020
TITLE/SUBJECT:	Equity, Diversity, and Inclusion Strategy
REPORT DATE:	October 16, 2020
FILE #:	

1.0 STRATEGIC PLAN

Pillar - PEOPLE – The Town of Cobourg supports and cares for the Social and Physical Well-Being of its Citizens.

Pillar – PLACES – The Town protects, preserves, and promotes its natural assets, heritage, arts, culture, and tourism.

Pillar – PROGRAMS – The Town provides efficient and effective corporate, community, and business and recreational services for its residents, businesses, and visitors.

Pillar – PARTNERSHIP – The Town engages in strong, sustainable public-private partnerships to improve the quality of life for everyone.

Pillar – PROSPERITY – The Town plans for, markets, and develops assets for economic growth and financial security.

2.0 PUBLIC ENGAGEMENT

Specific organizations will be contacted to provide insight and input into the draft Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council including:

- Alderville First Nations,
- Big Brothers, Big Sisters Northumberland,
- Canadian Mental Health Association (Haliburton, Kawartha, Pine Ridge),
- Community Living-West,
- Horizons of Friendship, and
- Northumberland Pride.

The public will be engaged after this meeting for an appropriate time period before compiling the information for the report in December 2020.

3.0 RECOMMENDATION

THAT Council receive this Memo from the Accessibility Coordinator for information purposes; and

FURTHER THAT Council reviews the draft Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council and provide input, as necessary; and

FURTHER THAT Council directs Staff to begin broad public engagement with the residents of Cobourg on the Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council; and

FURTHER THAT Council direct Staff to bring forward a final version of the Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council to a future Council meeting prior to the end of 2020; and

FURTHER THAT Council receive the timeline for the Equity, Diversity, and Inclusion Strategy development for information purposes; and

FURTHER THAT Council participate in the “Initial Benchmarking” step of the development of this strategy.

4.0 ORIGIN AND LEGISLATION

Council Resolutions

On June 29, 2020, Municipal Council passed the following Resolution:

WHEREAS at the Committee of the Whole Meeting on June 22, 2020 Council considered a Notice of Motion from Councillor Emily Chorley and Councillor Adam Bureau, regarding an Equity and Inclusion Policy for the Town of Cobourg; and

WHEREAS the Black Lives Matter movement has highlighted the need for a reaffirmed commitment to confronting racism and removing systemic barriers to equality; and

WHEREAS fostering an inclusive and welcoming community is a key tenant of the Town of Cobourg’s annual ‘Pride Month’; and

WHEREAS municipal government can play a leading role in helping to achieve gender equality;

NOW THEREFORE BE IT RESOLVED THAT Council instruct Staff to draft an Equity and Inclusion Policy; and

FURTHER THAT the policy specifically address the Inclusion of Black, Indigenous and People of Colour, women, people with disabilities, newcomers to Canada, the Lesbian, Gay, Bisexual, Trans, Queer, Two-Spirit, Intersex, and Asexual peoples, as well as those who identify as pansexual, questioning, non-binary, and other gender and sexual minorities (2SLGBTQIAP+) community and other visible minorities; and

FURTHER THAT the policy draws upon resources such as 'Advancing Equity and Inclusion: A Guide for Municipalities' and FCM's 'Diverse Voices Toolkit'; and

FURTHER THAT the policy includes annual commitments to Equity and Inclusion training for Town of Cobourg Staff, volunteers and Members of Council, engagement of citizens and advisory committees, and communications on progress; and

FURTHER THAT Council direct Staff to form an Ad Hoc Committee or a suitable alternative with a terms of reference or terms of engagement consisting of citizen members from these diverse minority populations in order to provide input on the development of the Equity and Inclusion Policy, due back to Council on August 24, 2020 Meeting; and

FURTHER THAT the draft policy be presented to Council for consideration by December 7th, 2020.

On September 14, 2020, Municipal Council passed the following Resolution:

WHEREAS at the Committee of the Whole Meeting on September 14, 2020 Council considered a memo from the Municipal Clerk/Manager of Legislative Services regarding Diversity, Inclusion and Equity within the Town of Cobourg; and

FURTHER THAT Municipal Council on June 29, 2020 provided Staff with a direction to draft and present a Diversity, Equity and Inclusion Policy for the Town of Cobourg that will encourage, promote, and insist upon awareness, equality, and acceptance by all residents and Municipal Staff in the Corporation of the Town of Cobourg; and

FURTHER THAT Staff recommend that the Municipal Council not only provide direction for a Diversity, Equity and Inclusion Policy, but that Council engage and establish a leadership approach in responding to a call for more municipal action on supporting Diversity, Inclusion and Equity across the jurisdiction on the Town of Cobourg Community;

NOW THEREFORE BE IT RESOLVED THAT Council direct Staff to create supporting governance structures with internal and external stakeholders from the Black, Indigenous and People of Colour, women, people with disabilities, newcomers to Canada, the Lesbian, Gay, Bisexual, Trans, Queer, Two-Spirit, Intersex, and Asexual peoples, as well as those who identify as pansexual, questioning, non-binary, and other gender and sexual minorities (2SLGBTQIAP+) community and other visible minorities; in order to identify and develop priorities, strategies and initiatives to support the Equity, Diversity and Inclusion effort in the Town of Cobourg; and

FURTHER THAT Council direct Staff to engage Cobourg's diverse community to help create potential draft terms of reference to advise Council and make recommendations to provide a monitoring and measuring role to help ensure that the Town applies a Diversity, Equity and Inclusion lens to its policies, services and programs; and

FURTHER THAT Council direct Staff to make an application to join the Coalition of Inclusive Municipalities (CIM) as a commitment to investing time and resources toward creating a more welcoming and inclusive community in which the CIM network brings together municipalities that want to improve their policies against racism, discrimination, exclusion and intolerance and together, the municipalities undertake initiatives to

eliminate all forms of discrimination with a view to building open and inclusive societies; and

FURTHER THAT Council direct Staff to bring forward a report to a December Council Meeting or an earlier meeting presenting a status update on the recommendations approved and outlined within the Staff Report.

Canadian and Ontario Legislation

Canada along with its provinces and territories has an exceptional system of human rights laws and ratified international treaties. Nevertheless, as in other parts of the world, racism and discrimination continue to raise barriers against the development of individuals and groups. Racism and discrimination divide communities, pose a serious threat to peaceful coexistence and exchange among and within communities, imperil democratic and participatory citizenship, and entrench and aggravate inequalities within society. Racism and discrimination continue to perpetuate the historical disadvantage experienced by Aboriginal peoples and other diverse groups, many of whom are members of Canada's most economically and socially marginalized communities.

The **Canadian Charter of Rights and Freedoms** stipulates: "Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability".

Under the **Canadian Human Rights Act**, "all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated, consistent with their duties and obligations as members of society, without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted."

The **Citizenship Act** provides that all Canadians, whether by birth or by choice, enjoy equal status, are entitled to the same rights, powers and privileges and are subject to the same obligations, duties, and liabilities.

The **Canadian Multiculturalism Act** provides that the "Government of Canada recognizes the Diversity of Canadians as regards race, national or ethnic origin, colour, and religion as a fundamental characteristic of Canadian society and is committed to a policy of multiculturalism designed to preserve and enhance the multicultural heritage of Canadians while working to achieve the equality of all Canadians in the economic, social, cultural and political life of Canada," (Preamble), affirms that multiculturalism "reflects the cultural and racial Diversity of Canadian society and acknowledges the freedom of all members of Canadian society to preserve, enhance and share their cultural heritage" (section 3(1)(a)) and that it represents "a fundamental characteristic of the Canadian heritage and identity and that it provides an invaluable resource in the shaping of Canada's future" (section 3(1)(b)).

Provincial and territorial human rights codes are premised on the principle that all human beings are equal in worth and dignity, and are entitled to equal protection of the law, as well as that every person has a right to full and equal recognition and exercise of

their human rights and freedoms, without distinction, exclusion or preference based on some or all of the following grounds: race, colour, ancestry, ethnic origin, sex, pregnancy, sexual orientation, civil, marital or family status, age, religion, political belief, language, ethnic or national origin, social condition, or disability. Discrimination exists where such a distinction, exclusion or preference has the effect of nullifying or impairing such rights, and human rights codes prohibit discrimination and harassment.

5.0 BACKGROUND

This report responds to part of the above resolutions as requested by Council. When first discussed in the last Council report, this was addressed as a Community Diversity and Inclusion Strategy/Plan. For the purposes of this report and moving forward, it will be referred to as an Equity, Diversity, and Inclusion Strategy.

Employers use Diversity and Inclusion initiatives for a variety of reasons including legislative compliance obligations, increasing innovation, and to increase the bottom line with a more diverse workforce. Using Demographic and Labour Market information from the 2016 Canadian Census through Statistics Canada¹, it is clear that there are marginalized, underrepresented, and underserved groups living in the Town of Cobourg.

In 2016, it was reported that almost 4,000 residents of Cobourg moved to the city from cities within the province of Ontario in the last five (5) years with almost 1,500 in the last year.² With the rising cost of housing³ and the COVID-19 pandemic⁴, there are many people moving out of, and away from, Toronto to some of the smaller communities to either commute into the city or retire. As Toronto is one of the most diverse cities in Canada, this could increase the diverse population in Cobourg in the near future.

The 2016 Census shows us that 4.4% of the population in Cobourg identifies as a Racialized Person (Visible Minority) and 2.3% of the population identifies as an Indigenous Person (Aboriginal).⁵ In Northumberland County, the population is 3.4% and 2.7%, for Racialized Persons (Visible Minorities) and Indigenous Persons (Aboriginals), respectively.

¹ Statistics Canada. 2017. Cobourg, T [Census subdivision], Ontario and Ontario [Province] (table). Census Profile. 2016 Census. Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released November 29, 2017.

<https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E> (accessed September 28, 2020).

² Ibid.

³ Khoo, Isabelle. "Here's How Much Young People Need To Make To Survive In Toronto." Toronto Storeys, 10 Dec. 2019, <http://www.torontostoreys.com/cost-of-living-toronto-2019/>.

⁴ Peters, Diane. "Why COVID-19 Has City-Dwellers Trying to Get out of Dodge." TVO.org, 18 June 2020, www.tvo.org/article/why-covid-19-has-city-dwellers-trying-to-get-out-of-dodge.

⁵ Statistics Canada. 2017. Cobourg, T [Census subdivision], Ontario and Ontario [Province] (table). Census Profile. 2016 Census. Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released November 29, 2017.

<https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E> (accessed September 28, 2020).

Even with the seemingly “homogenous” community, it is important to celebrate differences that do occur. The importance to encourage and celebrate diversity in “homogeneous” communities allows for Cobourg to⁶:

1. **Remove Other-ness:** This includes acknowledging and respect the cultures and traditions across the world, not just what we see in our community. To do this, we have to move beyond the symbolic celebrations of awareness months such as Black History Month to create true experiences for citizens.
2. **Challenge Assumptions:** Take what people know, or think they know about the world, and introduce new ideas and opinions which challenge the assumptions they have grown up with and honed over their lives. Most people are adaptable and accepting by nature who may need a little nudge to accept something from their norm.
3. **Look outside the Bubble:** Expand the worldview of Cobourg to be inclusive of outside opinions, worldviews, and information that shapes the world around us. We should be able to present facts and arguments from marginalized, underrepresented, and underserved communities to those who may not hear these viewpoints elsewhere.
4. **Celebrate the Diversity around Us:** Few communities, including Cobourg and the greater Northumberland County, are entirely homogenous. This means that we should be seeking out and celebrating the uniqueness and differences in our communities, especially the “invisible” diversity elements.

By embracing diversity in the community, it means creating an environment that allows people to bring their unique thoughts and identities to enhance the cultural and diversity competence of the Town of Cobourg. The Town of Cobourg would only gain from having a diverse workplace and a welcoming community. The development of the Equity, Diversity, and Inclusion Strategy would provide the building blocks for creating an inclusive and welcoming community.

6.0 ANALYSIS

Based on the Council Report and Resolution passed by Council, there were three (3) objectives to assist with creating this update and the overall Diversity, Inclusion, and Equity Policy and Plan. This report is specifically created for two (2) of those three (3):

1. The draft of the Terms of Reference for an Equity, Diversity, and Inclusion Committee of Council and;
2. The Development of an Equity, Diversity, and Inclusion Strategy.

Start to Listen

The first aspect of the report to Council was to start to listen to the community and key stakeholders and rights holders about how to create an inclusive culture.

There were two (2) steps outlined in the Staff Memo for this option, which included:

⁶ Peters, Kylie. “Promoting Diversity in Homogeneous Communities.” YALSA Blog, 2016, <http://yalsa.ala.org/blog/2016/12/17/promoting-diversity-in-homogeneous-communities/>.

1. Create the Terms of Reference for an Advisory Committee for Council, and
2. Community Open Dialogue and Feedback.

Create the Terms of Reference for an Advisory Committee for Council

We started by reviewing various other municipalities' as well as non-profit organization's Diversity Committee of Council's Terms of Reference, including:

- [Clarington](#), Ontario,
- [Dufferin County](#), Ontario
- [Kamloops](#), British Columbia,
- [London](#), Ontario,
- [Oshawa](#), Ontario,
- [Saskatoon](#), Saskatchewan,
- The [Canadian Institute of Mining, Metallurgy, and Petroleum](#), and
- [Truro](#), Nova Scotia.

These helped us understand that there were three (3) options for the type of Advisory Committee that could be formed, which were:

1. **Community Advisory with No Authority:** These Advisory Committees provide insight into ongoing strategies, initiatives, plans, etc. but do not have the authority to advise and/or direct Council and/or Staff.
2. **Community Advisory with Authority:** These Advisory Committees provide insight into ongoing strategies, initiatives, plans, etc. and have the authority to advise and/or direct Council and/or Staff.
3. **Hybrid Advisory Committee:** These Advisory Committees have a mixture of Staff and Community members, specifically from sectors that represent marginalized, underrepresented, and/or underserved communities. These Committees do not have the authority to advise or direct Council, but Staff can use the information to move forward with specific strategies, initiatives, plans, etc.

After reviewing the information, we determined the best course of action forward would be to create a **Community Advisory Committee of Council with Authority (Option #2)**. This will allow citizens and constituents, as well as stakeholders and rights holders from marginalized, underrepresented, and/or underserved communities have a say in moving Diversity, Equity, and Inclusion forward. From here, we developed a Draft Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council for the Town of Cobourg, attached as **Appendix A**.

By reviewing this Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council, it would allow Staff members to continue engaging with diverse community members and have a strategic body that provides insight, advice, and direction to Staff while pursuing the development of the Equity, Diversity, and Inclusion Strategy.

This Committee of Council will start receiving applications once the Terms of Reference are approved and Council will appoint the full Committee by the end of February 2021. Council will have the opportunity to provide input and direction into the Terms of Reference prior to opening it up to the public.

Development of an Equity, Diversity, and Inclusion Strategy

Part of the recommendations for Town Council's considerations was to develop a Community Inclusion Strategy, which will be referred to as an "Equity, Diversity, and Inclusion Strategy" throughout this report.

While it is crucial to involve the Community in this process, Staff and internal stakeholders and rights holders must be involved as well to assist with the implementation process.

The purpose of this is to inform Council of the entire process and receive approval and support for beginning the first three actions below (Initial Internal Benchmarking, External Benchmarking, and Community Engagement and Feedback) to provide some preliminary information for the December report. **Appendix B** provides the full scope of the timeline that would take place to create an Equity, Diversity, and Inclusion Strategy.

Very often, municipalities and other organizations will create a plan without involving the appropriate persons or with only speaking to certain members of Staff or the community to draw their goals, objectives, and action steps. This excludes important voices and is not the recommended plan of action.

The Development Process

Based on best practices, and past experience from the Accessibility Coordinator's previous employment, the development process of this plan should include the following:

1. **Initial Internal Benchmarking:** Using the [Global Diversity and Inclusion Benchmarks \(GDIB\)](#), and the corresponding [GDIB Assessment Checklist](#), determine the Town of Cobourg's current level of diversity and culture of inclusion.
2. **External Benchmarking:** Review other Equity, Diversity, and Inclusion Strategies and Plans from other municipalities, non-profit, and for-profit organizations to see the scope of goals and objectives.
3. **Community Engagement and Feedback:** Conduct community engagement and listening sessions to learn about the important topics that should be addressed for the community in Cobourg.
4. **Leadership Interviews:** Interviews with those in top leadership and management positions should be conducted, including with Council, to determine cultural competence as well as their understanding of topics related to Equity, Diversity, and Inclusion through their unique experience and lens.
5. **Document Review:** All documents, policies, and processes should be reviewed under an Inclusion, Diversity, Equity, and Accessibility (IDEA) lens to provide insights into any unintentional organizational or systemic barriers at the Town of Cobourg.
6. **Census and Engagement Survey:** Survey the current workforce to learn more about the Diversity within the workplace as well as how engaged and included they feel.

7. **Confidential Internal Focus Groups:** Conduct confidential focus groups with employees to learn more about the obstacles and opportunities for Equity, Diversity, and Inclusion at the Town of Cobourg.
8. **Strategy Development:** Work with appropriate stakeholders and rights holders to develop the Inclusion and Diversity Strategy/Plan.
9. **Implementation:** Implementing the Equity, Diversity, and Inclusion Strategy.

This entire process will take approximately eight (8) to ten (10) months, with the hopes of having a completed Equity, Diversity, and Inclusion Strategy to present to Council by August 2021 with the aim to begin the implementation process in the Fall of 2021. This is assuming there are no delays due to unforeseen circumstances (such as another lockdown due to COVID-19) and appropriate budgetary allotments provided.

Initial Internal Benchmarking

Purpose: Using the [Global Diversity and Inclusion Benchmarks \(GDIB\)](#), and the corresponding [GDIB Assessment Checklist](#), determine the Town of Cobourg's current level of diversity and culture of inclusion.

The Global Diversity and Inclusion Benchmarks (GDIB)⁷ helps organizations determine strategy and measure progress in managing Diversity and fostering Inclusion. The GDIB Model uses four (4) broad groups and fourteen (14) categories to cover the important elements that need to be addressed to create a Diversity and Inclusion Initiative.

These groups and categories are:

1. Foundation (Drive the Strategy)
 - a. D&I Vision, Strategy, and Business Case,
 - b. Leadership and Accountability, and
 - c. D&I Structure and Implementation.
2. Internal (Attract and Retain People)
 - a. Recruitment, Retention, Development, and Advancement,
 - b. Benefits, Work-life Integration, and Flexibility,
 - c. Job Design, Classification, and Compensation, and
 - d. D&I Learning and Education.
3. Bridging (Align and Connect)
 - a. Assessment, Measurement, and Research,
 - b. D&I Communications, and
 - c. Connecting D&I and Sustainability.
4. External (Listen to and Serve Society)
 - a. Community, Government Relations, and Social Responsibility,
 - b. Products and Services Development,
 - c. Marketing and Customer Service, and
 - d. Supplier Diversity.

⁷ "From Global Diversity & Inclusion Benchmarks: Standards for Organizations Around the World © 2017 Julie O'Mara and Alan Richter. Used with permission. All Rights Reserved.

The GDIB has five (5) levels of assessment which are as follows:

- **Level 5: Best Practice:** Demonstrating current best practices in D&I; exemplary for other organizations globally.
- **Level 4: Progressive:** Implementing D&I systemically; showing improved results and outcomes.
- **Level 3: Proactive:** A clear awareness of the value of D&I; starting the implement D&I systemically.
- **Level 2: Reactive:** A compliance mindset; actions are taken primarily to comply with relevant laws and social pressures.
- **Level 1: Inactive:** No D&I work has begun; Diversity and a culture of Inclusion are not part of organizational goals.

The Town of Cobourg has received permission from the authors to use this as their metric analysis for the EDI Strategy moving forward.

Staff is requesting Council's participation in some of the categories under the GDIB to provide context, input, and insights into the benchmarking.

Using the [GDIB Assessment Checklists](#), the Town of Cobourg can understand their current level of assessment in the GDIB. It should be noted that most municipalities and/or organizations who use this checklist when starting a journey generally rank low in their level assessment. This is to be expected and will mean that there is room to grow and improve moving forward.

External Benchmarking

Purpose: Review other Equity, Diversity, and Inclusion Strategies and Plans from other municipalities, non-profit, and for-profit organizations to see the scope of goals and objectives.

There are different levels of specificity and commitment to Diversity and Inclusion in Diversity and Inclusion Action Plans/Strategies. Municipal government plans generally have an internal focus. The non-profit and for-profit organizations tend to acknowledge the need to have an additional client/customer focus. The Town of Cobourg will aim to do both with their Equity, Diversity, and Inclusion Strategy.

The hope is to use similar comparators as with the other external comparators that are used; however, it should be noted that based on preliminary research many small municipalities or comparable demographic and size municipalities have not undertaken this type of work. This further proves that Cobourg will be a leader in this space and may mean that larger areas will need to be used as benchmarks. Where it is applicable, a note on the size of the municipality/organization will be factored in to understand the differences in resources.

Community Engagement and Feedback

Purpose: Conduct community engagement and listening sessions to learn about the important topics that should be addressed for the community in Cobourg.

As noted in the "Public Engagement" section of this document, the public will be engaged on the Terms of Reference for the EDI Committee of Council. There will be a

notice that members of the public can email in any barriers, obstacles, complaints, or compliments to the Town at diversity@cobourg.ca.

More strategic public engagement will be undertaken during the next phases of developing the plan. The information gathered during the next few months will help direct the way in which Staff engages the public as well as reviews documents and information internally.

7.0 FINANCIAL IMPLICATIONS/STAFFING/BUDGET IMPACT

There are currently no costing or financial implications. If there is any costs associated, these will be further discussed in the report alongside the update report for the Equity, Diversity, and Inclusion Strategy in December 2020 after receiving the preliminary information and data.

The work of this will be done by the Accessibility Coordinator and will not impact the current staffing of the Legislative Services department.

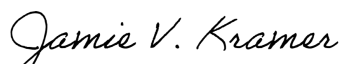
8.0 CONCLUSION

Staff are encouraging Council to provide input into the future of equity, diversity, and inclusion at the Town of Cobourg by providing revisions and insight into the Terms of Reference for the Equity, Diversity, and Inclusion Committee of Council.

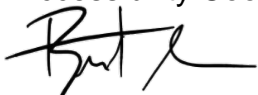
Staff are further encouraging Council to participate in the Initial Internal Benchmarking to provide insights, context, and a progress report for where the Town of Cobourg currently is and where we will be heading towards next.

Staff will bring back further information by the end of the year, including a final version of the Equity, Diversity, and Inclusion Committee of Council Terms of Reference.

9.0 AUTHORIZATION ACKNOWLEDGEMENT (SENIOR MANAGEMENT/CAO)



Jamie Kramer
Accessibility Coordinator



Brent Larmer
Municipal Clerk/Manager, Legislative Services



Tracey Vaughan
Chief Administrative Officer

Equity, Diversity, and Inclusion Committee of Council Terms of Reference

The Town of Cobourg's municipal Council directed Staff to engage Cobourg's diverse community to help create potential draft terms of reference to advise Council and make recommendations to provide a monitoring and measuring role to help ensure that the Town applies an equity, diversity, and inclusion lens to its policies, services, and programs.

Preface

The Equity, Diversity, and Inclusion Committee of Council recognizes the Town of Cobourg's multicultural heritage and the mix of national, ethnic, and racial origins which exist in our population.

The Equity, Diversity, and Inclusion Committee of Council is dedicated to promote and foster inclusion and to address issues of discrimination based on:

- Race,
- National or ethnic origin,
- Colour,
- Religion or faith or other forms of conscientiously held beliefs,
- Sex,
- Sexuality (including sexual orientation),
- Language and linguistic origin,
- Gender identity and gender expression,
- Age (children, youth, adult, seniors),
- Mental or physical disability,
- Family status (including marital status),
- Socio-economic class, and
- For those persons who identify as First Nations with or without status, Métis, and/or Inuit.

This Committee is committed to the promotion of equity, racial acceptance, and multicultural education where citizens are empowered to achieve their full potential in our community.

The Equity, Diversity, and Inclusion Committee of Council works from a Decolonization and Anti-Oppression Framework.

Definitions

Anti-Oppression

Anti-Oppression is the work of actively challenging and removing oppression perpetuated by power inequalities in society, both systemic oppression and individual expressions of oppression. Anti-Oppression is a way of naming oppression that happens based on a person's identities.

Decolonization

Decolonization is the work of supporting Indigenous sovereignty and land repatriation, abolishing slavery, and dismantling imperialism.

Discrimination

Discrimination is the treatment or consideration based on class or category rather than individual merit and that can be used to privilege (special treatment in favour of) as well as disadvantage (special treatment against) a particular group or individual.

Diversity

Diversity is about the individual. It is about the variety of unique dimensions, qualities and characteristics we all possess.

Equity

Equity refers to the fair and respectful treatment of all people. This means that we do everything we can to identify and eliminate unfair biases, stereotypes or barriers that may limit full participation in our education system. A barrier is anything that keeps someone from participating fully in all aspects of society.

Inclusion

Inclusion is about the collective. It is about creating a culture that strives for equity and embraces, respects, accepts and values difference.

Oppression

Oppression is the use of power or privilege by a socially, politically, economically, culturally dominant group (or groups) to empower (take away or reduce power), marginalize, silence, or otherwise subordinate one social group or category.

Settler Colonialism

Settler Colonialism is the relationship between colonizers and Indigenous Peoples, where the colonizers are convinced of their mandate to rule and desire the Indigenous population to become a minority and/or vanish by doing acts of genocide, violence, and biological warfare.

Systemic Oppression

Systemic Oppression consists of practices, policies, laws, and standards that disadvantage a particular group or category of people.

Tokenism

Tokenism is the practice of making only a perfunctory or symbolic effort to do a particular thing, especially by recruiting a small number of people from underrepresented groups in order to give the appearance of sexual or racial equality within a workforce.

Updates to the Terms of Reference

The Terms of Reference are to be seen as a “living document” and as such can be amended, updated, or refined through motions and approvals by a majority of the members outside of the regularly scheduled review of advisory committees.

Mandate

The Equity, Diversity, and Inclusion Committee of Council will provide support to staff in the drafting and implementation of an Equity, Diversity, and Inclusion Plan and shall provide a forum for consultation, feedback, and discussion on matters of equity, diversity, and inclusion in the Town of Cobourg.

The mandate of the Equity, Diversity, and Inclusion Committee of Council is:

1. To develop and recommend to the Mayor and Members of Town Council policies and programs which will create an atmosphere conducive to harmonious community relations within the Town of Cobourg.
2. To provide feedback and direction to the Mayor and Members of Town Council on an ongoing and annual basis regarding actions, policies, practices, and outcomes in relation to the mandate.
3. To act as a visible lead agent on communicating and recommending solutions to Town Council on issues that contravene the *Ontario Human Rights Code*.
4. To assist marginalized, underrepresented, and underserved groups through its appropriate sub-committees to develop programs for the improvement of equity, diversity, and inclusion at the Town of Cobourg.
5. To make recommendations regarding municipal programs and services provided by the Town of Cobourg, to provide equal access to all residents, and to encourage and assist in the education and cultural competence of Town of Cobourg staff.
6. To make recommendations regarding municipal policies and programs to provide equal employment opportunities.

Membership Composition

The Committee recognizes that many persons may be a member of more than one of the marginalized, underrepresented, and underserved groups, which brings a unique perspective. Further, the Committee understands that one person cannot speak for a group as a whole and will actively work against tokenism.

Voting Members

The Committee shall be comprised of a minimum of seven (7) and maximum of nine (9) voting members from the community representing a broad range of marginalized, underrepresented, and underserved groups. The hope is to have a cross-section of representative identities.

At least one member should have Indigenous ancestry, whether they are status or non-status.

Other voting members include two (2) members of Town Council.

Non-Voting Members

The Committee shall also include non-voting members from the following agencies:

1. One representative working with culture issues in the municipality from the Town of Cobourg,
2. One representative from Cobourg Police who preferably has personal knowledge related to a variety of equity, diversity, and inclusion issues,
3. One representative from the County of Northumberland to discuss shared and overlapping services and resources,
4. One representative from organization(s) who fall within the stipulated sectors, and
5. One post-secondary student attending Fleming College – Cobourg Campus, Loyalist College, Ontario Tech University, Gates College of Business, Culinary, & Healthcare, or another other college/university that is affiliated with Venture 13.

The Equity, Diversity, and Inclusion Committee of Council welcomes participation from the community at large as non-voting members to provide information and/or input to the Committee and/or specific initiatives.

Additional Town staff and representatives of diverse groups will be invited to attend meetings as needed to provide expertise related to a specific project.

Member Qualifications

Members must be Cobourg residents, rights holders living in the boundaries of the Williams Treaties, and/or individuals who work for organizations that provide services to Cobourg residents.

The following qualifications will be considered for appointing members to the Equity, Diversity, and Inclusion Committee of Council:

- Experience working in teams, with community groups, boards, or organizations,
- Knowledge, living, or lived experience with equity, diversity, and inclusion matters, and
- Commitment as a change-agent in equity, diversity, and inclusion matters in the community.

Unlike the other Advisory Committees of Council, the Equity, Diversity, and Inclusion Committee of Council has an age requirement of fifteen (15) to allow for the Youth perspective.

Appointments and Elections

Appointment Policies

Town of Cobourg's Advisory Committees and Local Boards are governed by our [Terms of Reference](#) and [Procedural Bylaws](#), and our [Advisory Committee Policy and Procedures](#).

There will be a separate application for the Equity, Diversity, and Inclusion Committee of Council that allows persons to voluntarily self-identify.

The Town of Cobourg typically recruits for Advisory Committee and Local Board members on two (2) specific occasions:

1. Immediately after a Municipal Election, and
2. As vacancies occur throughout the year.

Term of Office

Members of Advisory Committees shall be appointed for a four (4) year term that corresponds with the term of Council, expiring on November 30 of the year in which a municipal election is held, unless provided otherwise in their Terms of Reference or by a resolution of Council.

Committee members may be appointed to the same Committee upon reapplication for a maximum of eight (8) consecutive years and may reapply after an absence of one (1) year from that Committee.

Elections

The newly appointed Committee shall elect a Chairperson and Vice-Chairperson as soon as practicable. In the interim, the member of Council or designate shall assume the role of Chairperson.

Meetings

Meetings, consultations, and events will be conducted in an accessible way to accommodate as many needs as possible.

Frequency

The Equity, Diversity, and Inclusion Committee of Council will meet monthly on the second Thursday of the month at 4:00 p.m. at Victoria Hall.

Members will be offered the option to call in via phone or video to attend meetings virtually.

Reporting

Reports to Council

The Equity, Diversity, and Inclusion Committee of Council reports to Town Council through the Chairperson and/or their designate, which can include one of the Town Councillors. All sub-committees report directly to the Equity, Diversity, and Inclusion Committee of Council.

All recommended action items from the Committee shall be provided to the Clerk, or designate, in the form of a Memo/Staff Report in order to include the item in the Agenda of the next Council meeting.

Equity, Diversity, and Inclusion Strategy Timeline

September 2020



Start to Listen

1. Start bringing awareness to the engagement process.
2. Create questions to ask public about a Committee of Council.
3. Determine best approach/location for feedback.

October 2020



Start to Listen

1. Open a Bang the Table engagement session for a Committee of Council.
2. Start in mid-October and remind the Community.

November 2020



Start to Listen

1. Close the Bang the Table engagement session in mid-November.
2. Do targeted reach out to specific marginalized groups.



Join the CIM

1. Read through past annual reports.



Join the CIM

1. Determine which of the Actions to use as commitments.



Join the CIM

1. Work with Mayor and Town Council to understand priorities.



EDI Plan Development

1. Determine necessary timelines and resources.



EDI Plan Development

1. Conduct initial internal benchmarking with appropriate stakeholders and rights holders.
2. Preliminary statistical analysis.



EDI Plan Development

1. Conduct external benchmarking with appropriate stakeholders and rights holders.
2. Preliminary Goals and Objectives.

Equity, Diversity, and Inclusion Strategy Timeline

December 2020



Start to Listen

1. Draft Terms of Reference.



Join the CIM

1. Sign the Declaration and announce to CCUNESCO that we have joined the CIM.



EDI Plan Development

1. Report to Council about the timeline for the EDI Plan.

January 2021



Start to Listen

1. Appoint persons to Diversity Committee of Council.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



EDI Plan Development

1. Leadership Interviews with top leadership, including Council members.
2. Document and Systems Review starting with HR and Legislative Services policies and processes.
3. Continuous and ongoing engagement from the public on Town Priorities.

February 2021



Start to Listen

1. Continue engaging the community.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



EDI Plan Development

1. Census and Engagement Survey of the current workforce including how they feel engaged, included, and valued.
2. Statistical analysis of Engagement Survey and information in relation to the Canadian Census.

Equity, Diversity, and Inclusion Strategy Timeline

March 2021



Start to Listen

1. Continue engaging the community.

April 2021



Start to Listen

1. Continue engaging the community.
2. Develop an external community engagement plan.

May 2021



Start to Listen

1. External and Community Engagement and Feedback on EDI priorities.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



EDI Plan Development

1. Conduct confidential, internal focus groups for staff members to expand upon any information provided in Survey.



EDI Plan Development

1. Initial Data Analysis to determine what was heard internally from staff members.
2. Begin developing an external community engagement and feedback plan and timeline.



EDI Plan Development

1. External and Community Engagement and Feedback on EDI priorities.

Equity, Diversity, and Inclusion Strategy Timeline

June 2021



Start to Listen

1. Continue engaging the community.

July 2021



Start to Listen

1. Strategy Development with appropriate stakeholders and rights holders.

August 2021



Start to Listen

1. Receive feedback on the EDI Plan, as appropriate.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



Join the CIM

1. Begin the work for the EDI Plan Development to align with CIM Strategies.



EDI Plan Development

1. Data Analysis, including recommendations for Goals, Objectives, and Actions for the EDI Plan.



EDI Plan Development

1. Strategy Development with appropriate stakeholders and rights holders.



EDI Plan Development

1. Finalize the EDI Plan and present to Council.

Equity, Diversity, and Inclusion Strategy Timeline

September 2021



Start to Listen

1. Continue engaging the community.
2. Receive feedback on the DEI Plan, as appropriate.

October 2021



Start to Listen

1. Continue engaging the community.
2. Receive feedback on the DEI Plan, as appropriate.

November 2021



Start to Listen

1. Continue engaging the community.
2. Receive feedback on the DEI Plan, as appropriate.



Join the CIM

1. Provide updates to CCUNESCO about DEI Plan and alignment.



Join the CIM

1. Work with CIM and CCUNESCO on implementing items.



Join the CIM

1. Work with CIM and CCUNESCO on implementing items.



DEI Plan Development

1. Provide updates to appropriate stakeholders and rights holders on the plan.



DEI Plan Development

1. Implement action items and objectives.



DEI Plan Development

1. Implement action items and objectives.
2. Provide update to Council, as appropriate.

Equity, Diversity, and Inclusion Strategy Timeline

December 2021



Start to Listen

1. Continue engaging the community.
2. Receive feedback on the DEI Plan, as appropriate.



Join the CIM


1. Provide updates to CCUNESCO about DEI Plan and alignment.



EDI Plan Development

1. Provide updates to appropriate stakeholders and rights holders on the plan.



 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT COMMITTEE OF THE WHOLE	
TO:	Mayor, Deputy Mayor and Council Members	
FROM:	Brent Larmer	
TITLE:	Municipal Clerk/Manager of Legislative Services	
DATE OF MEETING:	October 26, 2020	
TITLE / SUBJECT:	Continued Remote Council Meetings for 2020	
REPORT DATE:	October 19, 2020	File #:

1.0 STRATEGIC PLAN

Not Applicable

2.0 PUBLIC ENGAGEMENT

Not Applicable

3.0 RECOMMENDATION

THAT Council meetings be held remotely until the end of 2020; and

THAT Council direct the Municipal Clerk to bring forward a Staff Report by December 2020 with recommendations for Council meeting in 2021.

4.0 ORIGIN

- On March 19, 2020, Town of Cobourg Municipal Council Meetings begin to be held remotely (or electronically) via Zoom Video Conference in order to continue the continuity of Municipal Council approvals and the continuance of necessary decision making.
- On September 14, 2020, Municipal Council implemented the successful restart of in-person Council Meetings utilizing an alternative location of the Concert Hall, Victoria Hall with increased safety protocols and physical distancing of participants and by limiting the capacity of members of the public attending physically in the new meeting space. As a result of the increasing rise of COVID-19 cases within Ontario and throughout Canada, the decision was made to suspend the continuance of in-person

meetings until the effects of the potential second wave are fully realized by staff and provincial numbers return to a lower daily increase.

- At this time, remote/electronic meetings are the safest option to gather for Council decision making and it provides flexibility to quickly adapt to the changing circumstances of the current pandemic.
- The recommendation for Municipal Council Meetings to be held remotely until the end of 2020 has been made through considerations of public participation, accessibility and inclusion for the current meeting space, Ontario's Framework for Recovery Phase 3, public health advice, health and safety and current technology. Municipal Staff have also scanned other lower-tier municipalities within Northumberland County and other neighbouring municipalities and regions close to Cobourg's proximity.

5.0 BACKGROUND

Since March 2020, Council meetings have been held remotely (or electronically) to continue to provide continuity of local government and decision making during the changing pandemic environment. Council amended the Town's Procedural By-law on March 16, 2020, under the temporary amendment to the *Municipal Act, 2001* to allow for remote meetings of Council. The *COVID-19 Economic Recovery Act, 2020* further amended the *Municipal Act, 2001* to allow municipal councils to continue to meet remotely indefinitely after an emergency is declared. On July 27, 2020 Council amended the Town's Procedural By-law to include provisions to allow Council to meet remotely indefinitely in accordance with the *Municipal Act* amendment. Staff have continued to implement more functionality to remote meetings for efficiency and will continue to create more opportunities for remote participation at Council meetings in the future. This will start to become fully transparent once the final move to the new meeting management system eSCRIBE is completed.

6.0 ANALYSIS

It is the recommendation of staff that Council meetings return to being held remotely for the remainder of 2020 in light of the COVID-19 pandemic. Remote meetings are the safest option to gather for decision-making and it provides flexibility to quickly adapt to the changing circumstances of the current pandemic, and the unpredictability of a COVID-19 Second Wave.

This Staff recommendation to revert back to remote meetings has been made with considerations for the current meeting space, consistent public health advice, Ontario's Framework for Recovery – Stage 3, health and safety and meeting technology. Staff have also considered a scan of municipal practices in Northumberland County and other neighbouring regions/county.

In communications regarding COVID-19, HKPRDHU Public Health and the Government of Ontario advises to work from home, if possible, and to use technology to keep in touch. When outside your home, Health Officials advises

that you should practice physical distancing to stop or slow down the spread of COVID-19 in the community by limiting close contact with others. This means staying at least 2 metres (or 6 feet) away from other people whenever possible and also this includes the wearing of a face covering or mask.

On July 24, 2020, the HKPDHU Area entered Stage 3 of Ontario's Framework for Recovery, which included an indoor gathering limited to 50 persons. As part of the Town of Cobourg's ongoing Recovery Strategy, risk assessments were conducted and continue to be conducted to help Town of Cobourg workplaces identify potential COVID-19 risks to employees while at work, identify ways to reduce worker exposures, and to provide a tool for the Town of Cobourg workplaces with developing an exposure control plan based on the results of performing a risk assessment.

The Municipal Clerk considered the return of in-person Council meetings when the number of COVID cases were reporting numbers of cases at the 100 level. This review of the physical meeting space started with Council Chambers, and a risk assessment was conducted, which took into consideration the entrance/exist of the room and the third floor entrances, the potential introduction of plexi-glass partitions and other personal protective equipment, cleaning and disinfection practices and the workspace layout. When Staff accessed the area, there was a clear indication of the need for physical modifications to be made for the set-up in Council Chambers for in-person meetings in order to comply and follow the Public Health protocols. Once the determination was made that the Council Chambers would not be a viable option, Staff worked to create a secondary location to hold Council Meetings in person, that location was the Concert Hall located on the second floor of Victoria Hall. Municipal Staff did work through the same risk assessment that was conducted in the Council Chambers, which resulted in the capability to start and safely allow for Council meetings to return in-person with enhanced safety protocols and procedures, including screening of all attendees and the public to address risks related to COVID-19 and the mandatory wearing of masks.

Current Challenges:

Due to the necessity for the live streaming of meetings in order to adhere to the legislated requirement of holding open meetings for the public and utilizing the technology that currently exists to support live streaming, the new set up in the Concert Hall is presently the only room option available for currently holding in-person recorded or live-streamed Council meetings. Due to the recommended public health guidelines, the Concert Hall is limited on public attendance restrictions due to room capacity resulting from physical distancing requirements. Based on the square footage requirements for distancing, the maximum capacity for the Concert Hall is 20 members of the public in addition to the mandatory physical attendance of Staff and Councillors.

In addition to the room restrictions, technology has also become a barrier to transparency and efficiencies in Council Meetings. In-person Council meetings do not fully replace the need for electronic participation. For example, Council Members, staff and the public at times may need equipment to connect to the meeting electronically due to meeting room restrictions or any other reason (ie. self-isolation). If this is to be done successfully, an electronic meeting platform would need to be integrated with the current AV system and the current live stream recording within the Concert Hall. This would be required for members of the public (both at home and in Council Chambers), staff and Council in order to be able to clearly identify, see and hear all participating members who are present physically and electronically. In-person meetings, with forms of electronic participation, which would result in a hybrid meeting structure, that requires increased logistical processes to ensure a seamless end-to-end experience for all individuals, whether participating in-person or remotely.

In July, Municipal Council approved the new eSCRIBE Meeting Management System which includes a Hybrid Meeting function that will help integrate physical and electronic attendance into one steady stream to the public. This current technology is still in the works and the Municipal Clerk's Department hopes to have this hybrid model working by January 2021. The current model is still causing problems related to sound for some municipalities that are utilizing the system currently.

Currently, the Town of Cobourg has a strong staff team that can continue to support remote meetings for the remainder of 2020 and adapt when necessary. Municipalities across the province are adapting their Council meeting procedures and logistics in light of the current pandemic and the recent legislative changes, likely taking into consideration their respective: Council Chambers size and features, technology, access to broadband and recovery plans. Currently, Northumberland County municipalities, other than the municipality of Brighton are continuing with remote Council meetings at this time. Through a scan of municipalities, similar-sized and larger municipalities continue to conduct remote Council meetings for the time-being and up to the end of 2020.

In light of this recommendation, staff are also looking at opportunities to better support remote statutory public meetings. Staff recommend continued remote Council meetings for the remainder of 2020 due to the considerations discussed above. Council direction on this matter will allow staff the ability to plan ahead for the remainder of this year throughout any changing circumstances of this pandemic.

Below is the current remainder of the Council Meeting for 2020:

	Meeting Type	Date	Time
1.	Committee of the Whole	Monday, October 26, 2020	6:00 P.M
2.	Regular Council Meeting	Monday, November 2, 2020	6:00 P.M
3.	Statutory Public Planning Meeting	Monday, November 9, 2020	5:00 P.M
4.	Committee of the Whole	Monday November 16, 2020	6:00 P.M
5.	Divisional Budget Meeting	Tuesday November 17, 2020	3:00 P.M
6.	Divisional Budget Meeting	Thursday November 19, 2020	3:00 P.M
7.	Regular Council Meeting	Monday, November 23, 2020	6:00 P.M
8.	Divisional Budget Meeting	Tuesday November 24, 2020	3:00 P.M
9.	Divisional Budget Meeting	Thursday November 26, 2020	3:00 P.M
10	Statutory Public Planning Meeting	Monday, November 30, 2020	5:00 P.M
11	Committee of the Whole	Monday, December 7, 2020	6:00 P.M
12	Regular Council Meeting	Monday, December 14, 2020	6:00 P.M

Total Remaining Scheduled Meetings for 2020: 12 Meetings

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

There are no financial implications or budget impacts related to this report.

8.0 CONCLUSION

THAT Council meetings be held remotely until the end of 2020; and

THAT Council direct the Municipal Clerk to bring forward a Staff Report by December 2020 with recommendations for Council meeting in 2021.


9.0 AUTHORIZATION/SIGNATURES



Brent Larmer
Municipal Clerk
Manager of Legislative Services



Tracey Vaughan,
Chief Administrative Office

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	COMMITTEE OF THE WHOLE STAFF REPORT	
TO:	Mayor and Council	
FROM:	Glenn McGlashon, MCIP, RPP	
TITLE:	Director of Planning & Development	
DATE OF MEETING:	October 26, 2020	
TITLE / SUBJECT:	Request for an Exemption to Part Lot Control 1318 & 1320 Alder Road (Lot 10, Plan 39M-923) LeBlanc Enterprises	
REPORT DATE:	October 15, 2020	File #: Z-06-20PLC

1.0 CORPORATE STRATEGIC PLAN OBJECTIVE

N/A

2.0 RECOMMENDATION

THAT Council receive this Report for information purposes; and,

THAT Council endorse the By-law attached to the Staff Report as Figure 4 which exempts Lot 10 on registered Plan 39M-923 (1318 & 1320 Alder Road) from the Part Lot Control provisions of the Planning Act, R.S.O. 1990, c.P. 13, as amended; and,

THAT the By-law be presented to Council for final approval.

3.0 PUBLIC ENGAGEMENT

The Alder Road/Court subdivision in Parkview Hills underwent a detailed review process including the convening of a Public Meeting prior to its approval by Council. The Subdivision Agreement was registered on title in 2018 and development has been ongoing since. The subdivision is comprised of 9 single detached dwellings plus a 2-unit semi-detached dwelling, totalling 11 units. The semi-detached lot on Alder Road needs to be further subdivided into individual freehold parcels to permit their conveyance to individual purchasers. This process is largely administrative and does not result in any alteration to the anticipated land use or building type and, accordingly, does not require any prescribed notification or engagement measures under the *Planning Act*.

4.0 ORIGIN

A request has been made by LeBlanc Enterprises for approval of a Part Lot Control Exemption By-law for Lot 10 on registered Plan 39M-923 (1318 & 1320 Alder Road) in the Alder Road/Court subdivision in Parkview Hills (refer to **Figure 1 - Key Map** and **Figure 2 - Plan of Subdivision** attached).

5.0 BACKGROUND

LeBlanc Enterprises is in the process of constructing a semi-detached dwelling on Lot 10, Plan 39M-923 (1318 & 1320 Alder Road) in the Alder Road/Court subdivision in Parkview Hills.

As the above-referenced Lot is currently on a registered plan of subdivision, a Part Lot Control Exemption By-law is being requested to split the Lot into two (2) individual conveyable freehold lots.

6.0 ANALYSIS

The subdivision development has been progressing well and the semi-detached dwelling situated on the subject Lot is well under construction. Approval of a Part Lot Control Exemption By-law by Council has been requested by LeBlanc Enterprises to further subdivide the lot into two (2) individual conveyable freehold lots, or parts, so that homebuyers can acquire title to their dwellings (refer the **Figure 3 - Lot Plan**). The proposed lot configuration is consistent with the approved development plan and zoning and is appropriate in order to facilitate final closings on the lands.

Since the subject lands are located within a Lot on a registered plan of subdivision, the proposal may be implemented via a Part Lot Control Exemption By-law approved by the Municipality under Section 50(7) of the Planning Act, R.S.O. 1990, c. P. 13, as amended (refer to **Figure 4 - Part Lot Control By-law**).

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

There are no financial implications related to this request on the Municipality. The applicant has provided the requisite \$1,860.00 fee and will be responsible for all registration costs associated with the proposal.

8.0 CONCLUSION

The request for approval of a Part Lot Control Exemption By-law is a common procedure for conveying individual blocks and lots on a registered plan of subdivision and the proposal by LeBlanc Enterprises is consistent with the

approved subdivision development plan and would meet all applicable policies, regulations and criteria.

9.0 POLICIES AFFECTING THE PROPOSAL

The primary policies affecting this application relate to the Residential Area designation of the Cobourg Official Plan.

10.0 COMMUNICATION RESULTS

That the By-law attached to this report be passed by Council (see Figure 4 - Part Lot Control By-law).

Report Prepared by:



Glenn McGlashon, MCIP, RPP
Director of Planning and Development

Report Authorized by:



Tracey Vaughan
Chief Administrative Officer

Figure 1 - Key Map

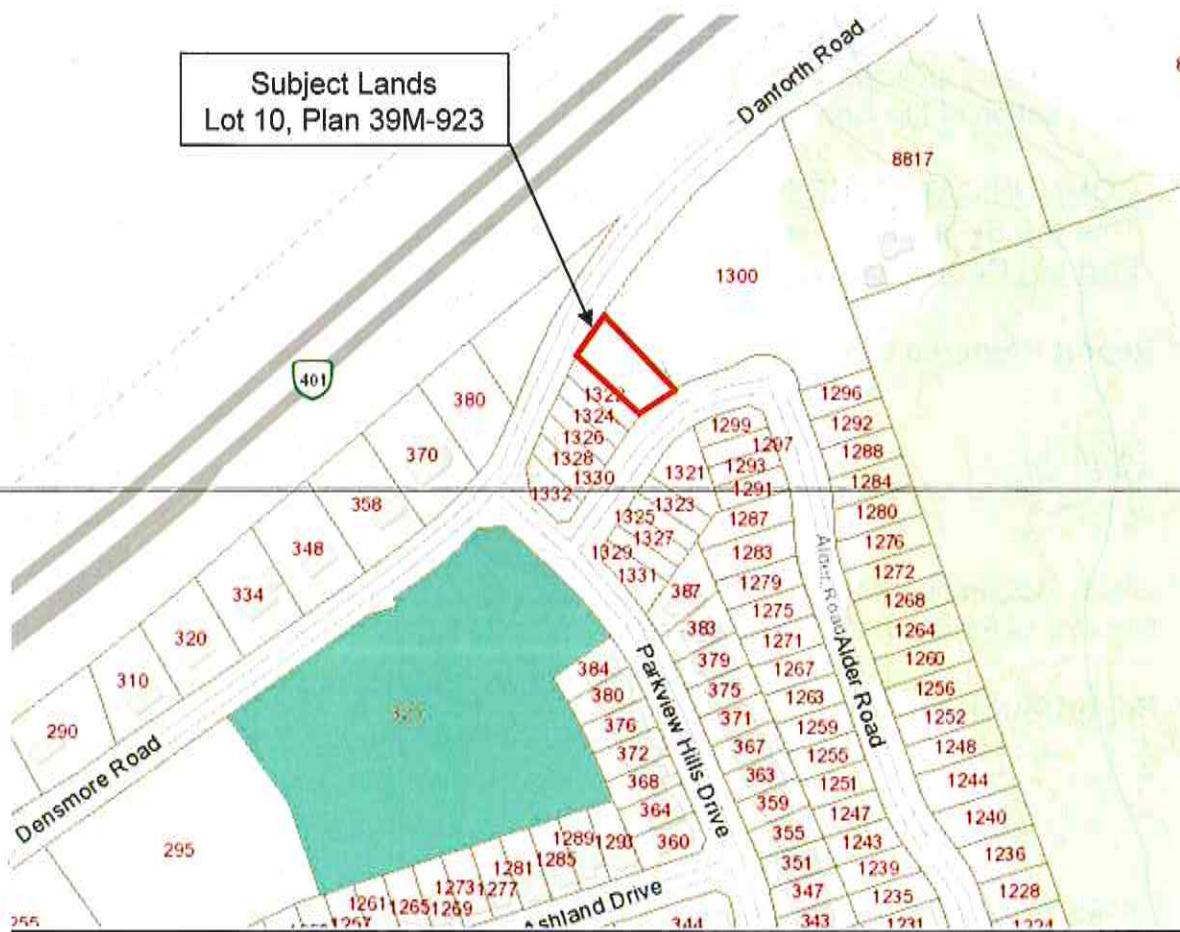


Figure 2 – Subdivision Plan

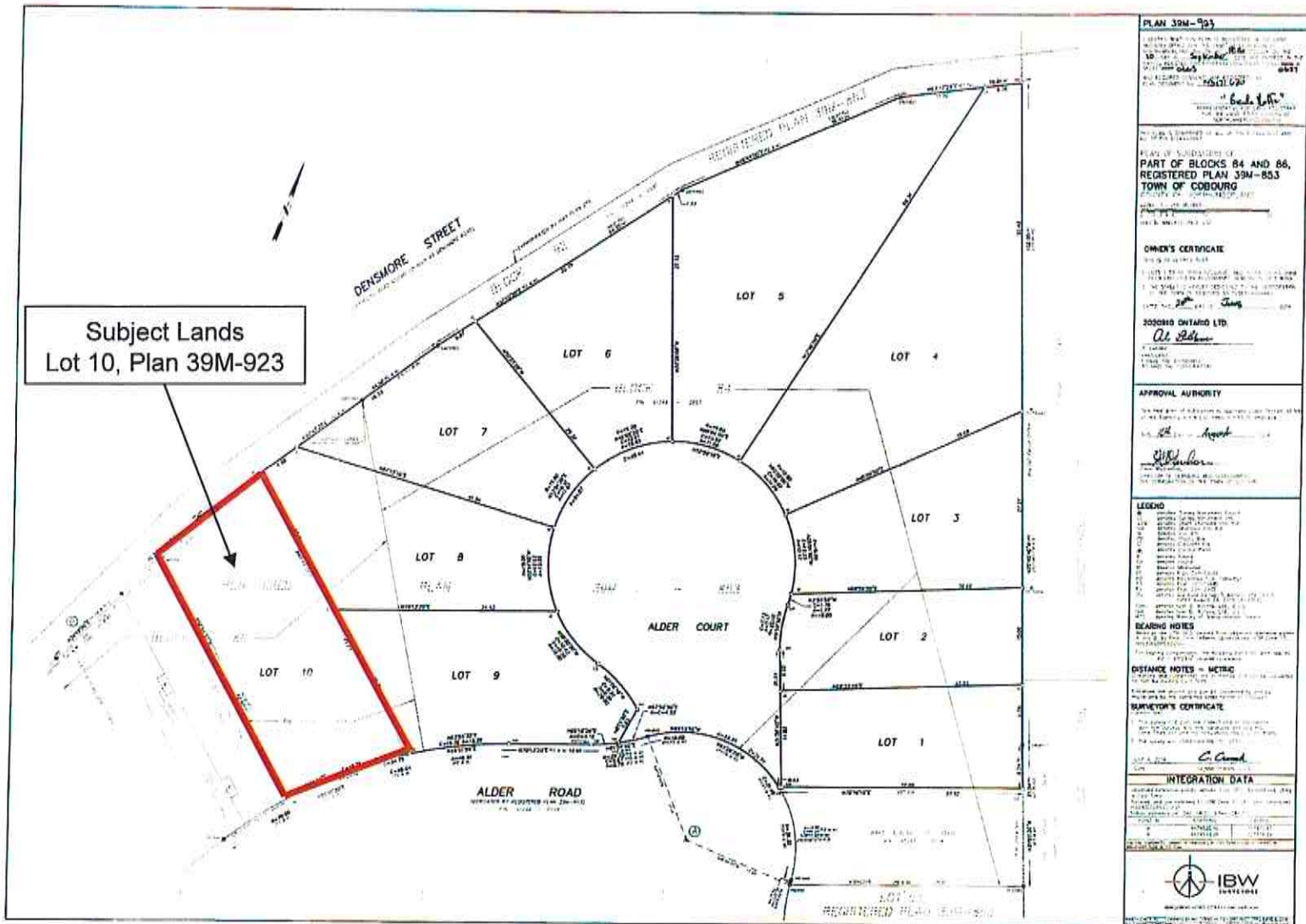


Figure 3 - Lot Plan

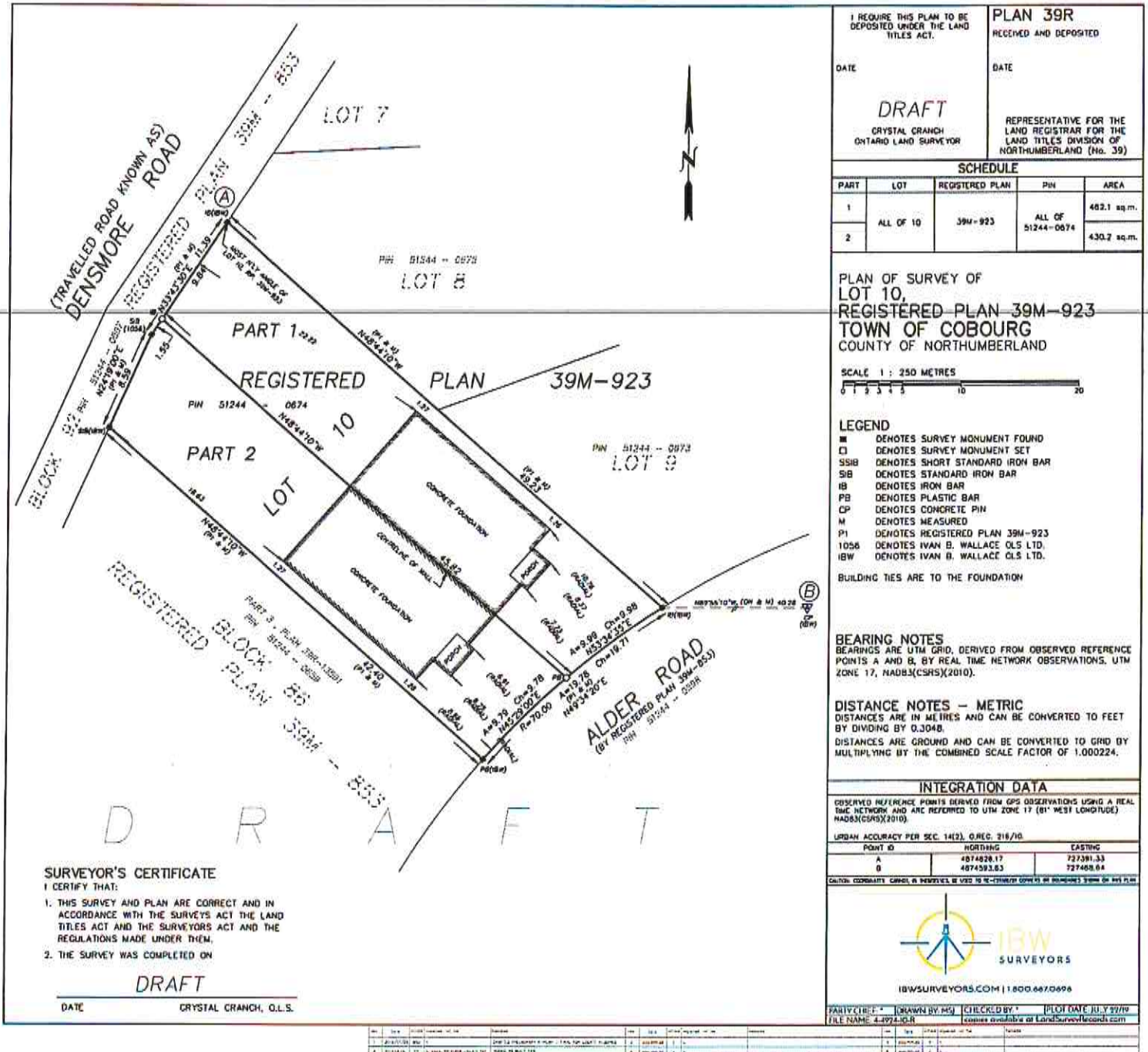



Figure 4 - Part Lot Control By-law

	THE CORPORATION OF THE TOWN OF COBOURG
	BY-LAW NUMBER _____

**A BY-LAW TO DESIGNATE LANDS NOT SUBJECT TO PART LOT CONTROL
(Lot 10, Plan 39M-923, 1318 & 1320 Alder Road – Parkview Hills, LeBlanc Enterprises)**

WHEREAS the Planning Act, R.S.O. 1990, c.P.13, as amended, Section 50(7) provides that the Council of a local Municipality may by by-law provide that part lot control does not apply to land that is within a registered Plan of Subdivision;


NOW THEREFORE the Council of the Corporation of the Town of Cobourg enacts as follows:

1. That Section 50(5) of the Planning Act, R.S.O. 1990, c.P. 13, as amended, does not apply for the conveyance of residential lot to the parts of the registered Plan of Subdivision described as: all and singular those certain parcels or tracts of land and premises situate, lying and composed of Lot 10 according to the Subdivision Plan registered in the office for the Land Titles Division of Northumberland (No. 39) as Registered Plan No. 39M-923.
2. THIS BY-LAW shall expire one (1) year from the date of its enactment by Council.
3. THIS BY-LAW shall come into force and effect upon final passing hereof, subject to the provisions of the Planning Act, R.S.O. 1990, c. P. 13, as amended.

READ and finally passed in Open Council this 2nd day of November, 2020.

MAYOR

MUNICIPAL CLERK

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Mayor and Council	
FROM:	Laurie Wills	
TITLE:	Director of Public Works	
DATE OF MEETING:	October 26, 2020	
TITLE / SUBJECT:	Approval to Resume Parking Fare Collection Downtown and in Parking Lots	
REPORT DATE:	October 15, 2020	File #:

1.0 STRATEGIC PLAN
NA

2.0 PUBLIC ENGAGEMENT

Municipal Staff will work with communications staff to provide public notice of the reinstatement of pay parking requirements and the need to ensure vehicles are not parked for longer than permitted. A reminder of the need to adhere to all bylaw requirements when parking their vehicles will also be provided. In addition, the Town will communicate to the public on the various options to pay for parking once reinstated.

A variety of communication methods will be used to ensure this information is communicated and a grace period will be implemented for the first two (2) weeks with the assistance of the Cobourg Police Auxiliary to By-law Enforcement which will involve the placement of reminders on vehicles prior to issuing tickets as a reminder that paid parking is now in effect.

3.0 RECOMMENDATION

THAT Council approve the reimplementation of parking fee collection and By-law enforcement of downtown parking meters and parking lots effective November 16, 2020.

4.0 ORIGIN

In response to the COVID-19 pandemic, paid parking requirements in pay parking zones such as parking meters and municipal lots were suspended, effective on March 18, 2020. These measures were taken to protect the health and safety of the public, Municipal Law Enforcement Officers (MLEOs) and other municipal staff and intended to be responsive to the changed environment where there was significantly reduced parking demand in these areas as well as to help support the merchants within the Downtown Business Area. It also reduced the need for parking meter repair, coin collection and public use of the parking meters, at a time when hand sanitizer and cleaning supplies were scarce or unavailable and minimized the interaction between MLEO's and the public.

5.0 BACKGROUND

The closure of Victoria Hall due to the pandemic limited residents to obtain parking passes online and have been free since March. Municipal Law Enforcement Department resources were also lower than usual due to the constantly changing guidelines and regulations related to physical distancing and gatherings in public places making coin collection and parking enforcement difficult to keep up with.

Although the Enforcement of downtown paid parking was on hold and suspended since March, safety-related parking restrictions has continued, in order to maintain emergency access and traffic flow. This includes enforcement for the following:

- No Stopping signs;
- No Parking signs;
- Accessible Parking signs;
- Fire Hydrants;
- No parking within 10 metres of an intersection;
- No parking in alleys unless active loading/unloading is taking place; and
- Unregistered vehicles parked on the street.

In addition to the above, the Municipal Law Enforcement Department continued to receive complaints by the public related to other parking related issues which were investigated and enforced at the Officers discretion.

6.0 ANALYSIS

Upon suspension of the pay parking for the Downtown parking regulations under the Town of Cobourg Parking By-law, Staff observed many vehicles parking in the pay parking zones for extended period of time which are likely vehicles of people who have continued to work in the downtown area or are residents of the residential units above the many storefronts. Municipal Enforcement believes that with the reinstatement of pay parking requirements and enforcement, parking turnover will increase and free up parking spaces to be once again

utilized by patrons wishing to contribute economically to the Downtown Businesses.

With businesses and other services now being re-opened, there has been a noticeable increase in parking demand in pay parking zones in the downtown area, including at meters and in municipal parking lots. It is now an appropriate time to evaluate the Municipality's go-forward plans with respect to pay parking requirements and parking time restrictions.

Staff does recognize that with COVID-19 cases now increasing again, and the fact that Victoria Hall has remained closed to the public, Staff are recommending that parking passes resume being sold online and implement a call-in payment option as well. Members of the public who choose not to or cannot pay by credit card can drop off payment by cash or cheque in a drop box at Victoria Hall. Once payment is received, a pass will be set up online which can either be emailed, mailed, or picked up at the Public Works and Parks Joint Operation Facility if necessary.

As the pandemic has progressed, all businesses including the Town have had to adapt their processes to include the use of technology in order to continue to conduct business. The pandemic has forced society in general to rely more heavily on technology and with this turn of events it actually is increasing the efficiency of doing business for the most part. For example, the Town has been able to move most accounts receivable and payable to electronic funds transfer instead of the labour intensive process of issuing and depositing cheques. The Town only recently purchased the online capability to purchase and print parking passes so this is a great opportunity to educate and encourage that small remaining percentage of the public who are not yet using the online service, to give it a try. Patrons can also call into the Town and request help from staff to fill in the online application and those without computers are able to access one at the Library if needed. . Pre-COVID-19, parking passes were sold online more than they were paid for in person so it is not anticipated that this new process will put a strain on resources. The Municipal Law Enforcement Department now have the resources, appropriate PPE and sanitizer to conduct coin collection regularly from parking meters and enforce non-payment.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

The declaration of the Provincial State of Emergency, and the local Health District Health Unit directives for people to stay home and businesses to close, had an immediate impact on pay parking revenues.

In suspending pay parking requirements, it was understood that this would result in additional financial implications. A review of the parking revenue as projected in the 2020 Budget compared to the actuals for 2020 indicates the following:

2020 Budgeted Revenue/Actuals

- Parking Passes – \$70K (budget) \$8,362.68 (actual)
- Parking Tickets - \$100K (budget) \$36,969.45 (actual)
- Downtown Meter Revenue - \$187,500K (budget) \$35,123.30 (actual)

Parking Ticket revenue has also been similarly impacted as follows:

Parking Tickets Issued

- 2018 – 4,338
- 2019 – 4,412
- 2020 – 1,278 (to October 15)

8.0 CONCLUSION


THAT Council approve the reimplementation of parking fee collection and By-law enforcement of downtown parking meters and parking lots effective November 16, 2020.

12.0 AUTHORIZATION/SIGNATURES

Laurie Wills
Director of Public Works



Tracey Vaughan
Chief Administrative Officer

 COBOURG	THE CORPORATION OF THE TOWN OF COBOURG	
	STAFF REPORT	
TO:	Mayor, Deputy Mayor and Members of Council	
FROM: TITLE:	Rory Quigley, Municipal Arborist	
DATE OF MEETING:	October 26 2020	
TITLE / SUBJECT:	Urban Forest Management Plan: Annual Review and Assessment of Implementation Update	
REPORT DATE:	October 13, 2020	File #: N/A

1.0 STRATEGIC PLAN

Pillars/Objectives 2: Places; The Town protects, preserves and promotes its natural assets, heritage, arts, culture and tourism.

Strategic Actions: Create a climate change action plan

Desired Outcomes: Cobourg's natural environment will be safeguarded and protected

2.0 PUBLIC ENGAGEMENT

The Town of Cobourg's Council endorsed the Urban Forest Management Plan (UFMP) in August 2018 to be considered a plan for managing the community's urban forest. During the process of developing the UFMP, the plan's content underwent an extensive public and stakeholder consultation and engagement prior to its approval.

The first stage of this process sought input from the community and urban forest stakeholders to inform creation of the long-term direction and specific activities required for managing the urban forest (April 2017). The second stage (October 2017) invited the public, stakeholders and staff to help refine the proposed directions and activities of the draft management plan. Public meetings, discussion groups and online surveys were used to engage as wide a collective

as possible. The final draft was sent out for review and input before presentation to council and endorsement on August 13 2018.

3.0 RECOMMENDATION

As part of the UFMP implementation and objectives, the Town committed to compile a summary of tree maintenance activities and baseline urban forest existing conditions for annual reporting to Council.

It is Recommended:

THAT Council receive the report for information purposes.

4.0 ORIGIN

Section 9.0 of the Town of Cobourg's UFMP specifies preparation of an Annual Report on the state of urban forest health and progress in management of the Town's forest towards meeting the goals and objectives set out in the document. This section of the UFMP recommends that the annual report to Council include a summary of the implementation status for the action items prioritized by the Plan, so as to provide for a periodic assessment of progress and success.

5.0 BACKGROUND

This UFMP represents a collaborative effort of the Town of Cobourg, its stakeholders, and community to build a positive forest strategy. This plan guides Town staff in the management of the urban forest over the next twenty years to meet its stated vision, principles, goals and objectives.

The Vision Statement which helps guide future decisions as they relate to natural resources in the day-to-day and long-term health of the urban forest is:

"Cobourg will be a community in the forest."

Based on the consultation with stakeholders, staff and the public, five goals were established to achieve the vision:

1. The urban forest will be lush, diverse, healthy & resilient
2. The urban forest will contribute to community sustainability
3. The Town of Cobourg community will understand the urban forest's importance and will be actively involved in its care
4. The Town's approach to management of trees on public lands will meet urban forest & community needs

5. The Town will support residents and businesses in the stewardship of trees on private property

The Vision Statement and Goals set out in the UFMP provide for an effective and manageable framework for addressing Cobourg's urban forestry needs.

6.0 ANALYSIS

Through the UFMP document, we begin to understand that trees are a critical asset which is an integral part of Cobourg's urban infrastructure and we can agree that the urban forest contributes directly to the health and quality of life of its citizens. These qualities make Cobourg's urban forest an important asset to the framework of our neighbourhoods as well as of our entire community.

To begin, we need to recognize two critical questions in this comprehensive plan: what do we have, and how much canopy cover is there? To direct resources in a mindful and efficient way, we need a strong understanding of what we are managing.

Tree Asset Data

Asset data improvement was one of the first objectives for our focus as good data would provide a strong base for how we would effectively accomplish the majority of the UFMP tasks and objectives moving forward. This was a large undertaking and we are happy to report that 93.7% of all trees in the Town's inventory now have current data, collected within the last 3 years. This inventory update was originally estimated to be contracted out at \$40,000. With hiring of skilled students along with in-house training, this task was accomplished within the last year's operating budget. For ongoing management of this information, the tree data will be updated on a sectional basis to keep all trees current within a 3 year window.

Canopy Cover

The second focus area of understanding has been how much of the Town area is covered by trees. Using the iTree program in 2018, it was determined that Cobourg's canopy was: 27.2% (+/- 1.41); in 2020, using the same program, an increase in the canopy was assessed at: 29.4% (+/- 1.44). This potential increase is a positive number, but caution is advised as we are still within the plus/minus window for the dataset; the increase should be looked at as essentially even, and not representative of a substantial gain.

To provide further context, these tree canopy estimates were obtained through the i-Tree program which uses available Google imagery. The quality of this photography is not as accurate as desired for assessing canopy due to the averaging built into the process and because most of the available imagery is leaf-off.

In assessment of this limitation, it has been determined that if the Town were to acquire our own set of large-scale leaf-on photos, we could use this imagery to gather information about our vegetation and, particularly, compile a more detailed understanding of our tree cover that would complement and potentially replace some aspects of our current field inspections. For instance, this imagery would allow for canopy measurement that in turn can be used to analyze how the Town's trees are helping to offset the community's carbon footprint. This tool would also contribute to Asset Management by providing a critical component to better understanding of urban forest benefits in comparison to the cost of management.

The benefit of having this imagery will be realized across all Town departments, including the Parks department. Much of the results of Parks' work can be viewed better during the leaf-on season in terms of sports field markings, gardens, and other plantings. Overall, all staff and councillors will benefit from further developing our library of air photos as reference material, to assist in monitoring of neighbourhood changes over time and to serve as an illustrative base for Town cartography. Although there are financial implications, benefits would accrue across the corporation.

The Ganaraska Region Conservation Authority (GRCA) is currently working with its other member municipalities to extract more accurate and up-to-date canopy calculation from the aerial imagery described above. The GRCA could potentially complete data modeling for the Town to develop a more up-to-date and accurate canopy % cover. This updated baseline data, along with annual or bi-annual leaf-on canopy cover measurement, will provide a truer benchmark, than the current i-Tree estimate, against which to measure the Town's future progress.

Tree Maintenance

One way to describe trees is as a living, natural, self-engaging structure that is continually reacting to external forces to survive, mature and reproduce. For effective management, we must understand this unique process of how trees grow; how they react to external pressures to compete for sun light and nutrients; and how trees engage decay, insects, weather, infrastructure, and people. In maintaining an urban forest, there will always be some level of risk, regardless of the range of mitigation measures that can be employed within the urban setting because there will always be a potential target (i.e. a house, car, fence, etc.) when a tree failure, such as a downed limb or tree, occurs. To proactively manage this inherent urban forest risk, a staged reporting system has to be developed that compiles specific data from the inventory to identify the highest risk trees. These trees would then be placed into the yearly inspection cycle. Using this system, we can focus upon trees and/or areas of concern in a logical and cost effective approach.

Tree Planting

Currently we are meeting the tree planting targets outlined in the UFMP. With the removal of trees over time, along with specific invasive attacks such as Emerald Ash borer (EAB), Beech Bark Disease (BBD) or infrastructure and development conflicts, it has become more critical to develop a Tree Planting Strategy. There has also been recent public input to suggest that we need to expand beyond these tree planting numbers in order to achieve our canopy cover targets as well as meet all replacement, infill, and development plantings. To meet all these objectives, we must start with a solid document that describes a disciplined and organized approach, which looks at private planting incentives, address public tree planting requirements and that maximizes budget. A Town and Neighbourhood Tree Planting Strategy is our next high priority short-term task item.

Development

With over 73% of the total property fabric in Cobourg comprised of privately owned lands, tree planting on private lands is critical to both maintaining and increasing the Town's canopy cover to 35%. The Forestry Section's continued participation as part of the Development Review Team (DRT) has created opportunities for protection of existing trees and establishment of new trees as part of infill and development projects. Important tree-related short-term objectives for development review include: to create and enhance current policies and guidelines that address net zero canopy loss, achieve tree and environmental land protection, and enhance future and existing landscapes by establishing more diverse and canopy positive neighbourhoods.

A more detailed description of actions and tasks identified in the UFMP can be found in Appendix A.

7.0 FINANCIAL IMPLICATIONS/BUDGET IMPACT

At this time there are no financial implications associated with this staff report.

As part of meeting the goals and objectives of the UFMP, there will be a 2021 budget recommendation for support staff, as outlined in the Tree Maintenance Program 2.3 and Community Stewardship 4.1 tasks (see Appendix A).

Consideration will also be requested in the 2021 budget for purchase of more accurate tree canopy air photo data sets with leaf-on.

8.0 CONCLUSION

The Urban Forest Management Plan is a blue print by which Forestry Services sets its short-term goals and annual work plans. This report provides a recap of the 2019 accomplishments and outlines or future work plans. Challenges with the

state of Cobourg's tree canopy health will continue to include Emerald Ash Borer through ash tree management and removal, as well as the current work load of staff to keep pace with development and bylaw items. Staff also must fulfill ongoing Operational responsibilities, including but not limited to: public service requests, inspections and organization of contractors for tree maintenance, and tree planting.

Title:	Signing Official:	Signature:	Date:
Arborist	R. Quigley	<i>Rory Quigley</i>	October 15, 2020
Director of Recreation & Culture	D. Hustwick	<i>Teresa Behan</i>	October 15, 2020
Chief Administrative Officer	T. Vaughan	<i>T. Vaughan</i>	<i>October 16/2020</i>

Appendix A (UFMP Update Report February 2020)

To achieve the vision, principles, goals and objectives set out in the UFMP, 9 core programs were established that represent all aspects of achieving a healthy urban forest canopy within our community.

1. Tree Planting Plan
2. Tree Maintenance Program
3. Risk Management Program
4. Community Stewardship Program
5. Resourcing Strategy
6. Regulatory Initiatives
7. Heritage Tree Program
8. Governance
9. Integration with Other Related Initiatives

Section 7 of the plan describes these programs. To help achieve the goals of the plan over the next 20 years, four 5-year work plans were established (with the first 5-year period being the most detailed) for completing the tasks outlined in each of the 9 programs. The overall work plan is separated into 3 main timelines:

- Ongoing Goals /Tasks
- Short Term Goals / Tasks – looked at over 1 to 2 years (ending Dec 31 2020)
- Medium to Long Term – from 3 to 20 years

This report summarizes only the status of the Ongoing Goals / Tasks (OG) and Short Term Goals / Tasks (STG). As no Medium to Long Term tasks fell within the reporting period of this report, and therefore have not yet needed to be addressed, they are not included in this summary.

A tracking status key is listed here to describe the progress on each task within the nine core programs. Each action is assigned a status comment of: Implemented or Pending.

#1 Tree Planting Tasks / Goals			
Status	Task #	Action	Status/Comments
STG	1.1	Develop Town and Neighbourhood Tree Planting Strategy , including an approach to tree replacement, to increase canopy cover to 35% and to increase connectivity for people and for the natural heritage system.	Pending: To be completed. (is currently being drafted; the goal is to have a final draft in Dec 2020)
OG	1.2	1.2 Coordinate annual tree planting, according to the strategy (task 1.1 below), on public and private lands to replace removed trees (~50 per year for reasons of age, death, disease, pests or safety) and to increase canopy cover by ~1% per year to reach 35% forest canopy target (minimum 150 trees/year = 50 replacement trees + 100 trees for planting, with half the trees (~100) planted each on public and private lands)	Implemented: Alternative approach. <i>*More information provided in appendix B (3)</i>
OG	1.3	Compile report on annual tree planting as part of overall annual reporting on urban forest management activities	Pending: To be completed. This report is being prepared. The goal is to have a draft completed for Jan 2021 <i>*More information provided in appendix B (3)</i>
STG	1.4	Develop a tree species list with guidance on recommended site characteristics per species to guide planting on public and private lands.	Implemented:
STG	1.5	Develop and provide a tree planting guide for use by Town staff, contractors, residents & landowners.	Implemented: In use in Town contracts and forwarded when requested

OG	1.6	Update Town Neighbourhood Tree Planting Strategy annually. (also part of STG 1.1)	Pending: The annual strategy is being prepared as part of Task 1.1 above, with implementation through the winter 20/21 season
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#2 Tree Maintenance Program			
OG	2.1	Develop the <u>Tree Maintenance Program</u> and integrate annually into the work order system	Implemented: using existing maintenance system within 'Cityworks'.
STG	2.2	Complete the Town's tree inventory, updating and completing information for the approximate 6500 trees in the existing inventory, and adding street, park and laneway trees not yet fully captured in the database. Data is uploaded directly to the CityWorks database through use of a Data Collector Application used on a tablet or phone by field staff	Implemented: Inventory currently has (+/-) 7765 active trees total (2019) (+/-) 8100 active trees total (as the date of this report) <i>*More information provided in appendix B (4)</i>
STG	2.3	Hire a Forest Technician / Arborist to support the Town Arborist in delivery of this urban forest management program	Pending:
OG	2.4	Update the inventory on an annual basis to reflect activities completed under the Tree Planting and Maintenance Programs	Implemented: The inventory system is currently at the most accurate status it has ever been. <i>*More information provided in appendix B (4)</i>
STG	2.5	Conduct catch-up on tree maintenance (pruning of all trees, as needed, treatment for pests, disease and invasive species) identified through the 2018 tree inventory update	Implemented:

OG	2.6	Conduct annual tree inspections, identifying trees requiring inspection from data in the tree inventory by applying the criteria in the risk management matrix (Table 6.1)	<p>Implemented: Using the updated data (task 2.4), and with the help of GIS Department, have built out inspection models based on that data called <u>Town of Cobourg: Urban Forestry Report (s)</u></p> <p><i>*More information provided in appendix B (5)</i></p>
OG	2.7	Complete annual tree maintenance – formative pruning, management for pests, diseases and invasive species and removal of high risk trees - as identified through the tree inventory data and risk management assessment	<p>Implemented:</p> <p><i>*More information provided in appendix B (6)</i></p>
OG	2.8	Report on Baseline urban forest existing conditions (base provided in this UFMP) for annual reporting on progress	<p>Implemented:</p> <p><i>*More information provided in appendix B (7)</i></p>

#3. Risk Management Program			
STG	3.1	Inspect all public trees according to the risk management matrix in table 7.3, at the same time as update of the tree inventory data described in Task 2.2 & 3.4	<p>Implemented: Using the updated data (task 2.4,) and with the help of GIS Department, have built out inspection models based on that data. (Also part of 2.6 & 3.3)</p> <p><i>*More information provided in appendix B (5)</i></p>
STG	3.2	Address all high risk trees requiring attention, as identified through the updated tree inventory	<p>Implemented:</p>
OG	3.3	Complete annual tree inspection program according to the direction provided in the Risk Management Matrix	<p>Implemented: Using the updated data, and with the help of GIS Department, have built out</p>

			inspection models based on that data. (Also part of Tasks 2.6 & 3.1) <i>*More information provided in appendix B (5)</i>
OG	3.4	Prioritize completion of preventative maintenance identified through the inspection program, pruning trees to manage/prevent development of unstable tree limbs and removing high risk trees	Implemented: Using the updated data, and with the help of GIS Department, have built out inspection models based on that data. (Also part of Tasks 2.6 & 3.3) <i>*More information provided in appendix B (5)</i>

#4 Community Stewardship Program			
STG	4.1	Hire a Community Stewardship Coordinator, initially on contract, to support Town Arborist and to initiate Community Stewardship Program; demonstrate progress, then consider establishment of a permanent position	Pending:
STG	4.2	Develop the Community Stewardship Program (base program provided in this UFMP)	Pending:
OG	4.3	Implement the program, including web information, development of public education materials, Town support to encourage community participation in tree, care and planting, tree tag identification, celebration of trees	Pending: Currently working on updating web site.
OG	4.5	Continue and expand the Town's Memorial tree program	Pending: This program will be captured in the <u>Town Neighbourhood Tree Planting Strategy.</u>

STG	4.7	Work with site master planning teams, such as for the Tannery Site, Waterfront and others, to integrate sustainable urban forest concepts as a demonstration for the community	Implemented:
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#5 Funding and Resourcing Strategy

STG	5.1	Develop a Resourcing Strategy to ensure the staff, capital and operating resources are in place to implement the UFMP	Pending:
OG	5.2	Pursue local funding opportunities, i.e. corporate sponsorships, a bequest program, other fund-raising	Pending:
OG	5.3	Seek all available agency and grant opportunities for tree planting and maintenance	Pending:
STG	5.4	Implement recommended by-law updates to increase funding for tree establishment and maintenance	Pending: Next update may include a fee for permit

#6 Regulatory Initiatives

STG	6.1	Integrate recommended Tree By-Law updates into the upcoming by-law review	Pending: High priority to be completed for 2020
OG	6.2	Monitor and report on results of the Tree Protection By-Law	Pending:
STG	6.3	Periodic update of by-law to integrate recovery of required maintenance costs, increased compensation for removed trees and other controls identified for protection of trees	Pending: Next update may include a fee for permit

#7. Heritage Tree Program

OG	7.3	Recognize and promote identified heritage trees through initiatives such as the Town website, walking & cycling tours, tourism materials	Pending: Currently working on website updating.
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8 Governance

OG	8.1	Continue coordination of tree protection on proposed development lands through Development Review Team	Implemented: part of the Development Review Team (DRT).
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STG	8.2	Engage the County CAO's shared services initiative to implement urban forest projects (i.e. tree planting, pest management, ecological restoration & connectivity) and add advice on urban forest management to the mandate of the Planning & Sustainability and Environmental & Active Transportation Advisory Committees	<i>Implemented:</i> We have also started a working group with GRCA/County and Neighboring Municipalities with a focus on tree and forestry <u>'Natural Heritage and Trees GRCA and Municipal Partnership Meeting'</u>
	/8.3	Consider set-up of an urban forest working group to coordinate initiatives across Town departments and with partners such as the County, GRCA, utility companies; Work through existing Public Works-Utility Companies committee meetings to coordinate projects for the urban forest	

#9 Integration with Other Town, County & Neighbouring Community Initiatives

STG	9.1	Include directions within the Town's Asset Management Strategy for adequate consideration of tree needs in overall management of Town infrastructure assets	<i>Pending:</i>
STG	9.4	Integrate urban forest management directions with those of the Town <i>Parks Master Plan</i> , providing direction for park naturalization for Lucas Point Park, James Cockburn Conservation Area, Sinclair Park,	<i>Pending:</i>
OG	9.5	Update the Tree Preservation By-Law, monitor progress on by-law implementation and track needs for future additional regulatory controls for tree preservation.	<i>Pending:</i> Next update may include a fee for permit

OG	9.6	Continue to implement Cobourg's Urban and Landscape Design Guidelines as part of tree planting and maintenance	<i>Implemented:</i>
OG	9.8	Fulfill Town responsibilities under the <i>Invasive Species Act</i> , including: management of invasive species located on public lands as part of the Town Risk Management Program and public education, guidance and best management practices for controlling invasive woodland species	<i>Pending:</i>

Appendix B **(UFMP Update Report February 2020)**

As part of the overall health assessment of Cobourg's urban forest, data and comparisons were compiled to provide further context to the accomplished goals, objectives, and tasks listed in the Analysis section of the report.

1. Town / Private Land Comparison

The average generally cited in studies suggest a relative municipal / private land split to be 40% Public to 60% Private for Canadian urban forests. With the help of the GIS department, data was extracted to give us a relatively accurate estimation of this percentage for the Town:

		<i>square meters</i>	<i>%</i>	
Total area within Town limit north of shoreline (includes the harbour):		23,199,894.18		
Total area that is privately owned: (Lakefront properties are included in private)	16,936,166.63	<u>16,936,166.63</u> 6,263,727.55	73.00%	Private
Total area/Land that is Town owned:	2,771,645.85			
So ROW's equal approximately (includes county road ROW).	<u>2,486,904.52</u>			
	5,258,550.37	<u>5,258,550.37</u>	22.67%	Public
leftover: 401 & south west polygon		1,005,177.18	4.33%	<i>(other)</i>
			<u>100.00%</u>	Total

The Public proportion of the Town's land area will increase over time with the inclusion of infrastructure within new developments, such as East Village and the Rondeau Lands.

Given this information, it is evident that the accomplishment of our canopy cover target of 35% will require a comprehensive strategy that encourages planting of new trees and preservation of established mature trees on privately owned lands.

2. Cobourg's Urban Forest Canopy Cover (UFMP 3.2)

Cobourg's tree canopy cover was assessed at the time of the report using the i-Tree software application. The information provided a simple baseline for the Town's estimated tree canopy cover. This information was recently repeated, using one thousand randomly generated points within the Town's boundaries.

March 2018: Total Forest i-Tree Canopy: 27.2% (+/- 1.41)

Jan 2020: Total Forest i-Tree Canopy: 29.4% (+/- 1.44)

Please note that there are some limitations to this data: leaf-off imagery can be difficult to interpret and i-Tree Canopy interpretation is limited by the quality of the Google imagery which is largely leaf-off.

As outlined in the UFMP, in addition to supporting the calculation of Cobourg's canopy cover, the i-Tree application also calculates the estimated value of Cobourg's trees in removing air pollutants. The following table presents the annual amount (in tonnes) of air pollutants removed each year by trees, as well as the total amount of carbon dioxide stored within the trees, and their respective dollar values to the community. The following is a comparison of the 2018 and 2020 calculations.

Tree Benefit Estimates for the Town of Cobourg's Urban Forest*

<u>Removed Annually</u>		2018		2020	
		<u>Tonnes</u>	<u>Canadian\$</u>	<u>Tonnes</u>	<u>Canadian\$</u>
Carbon Monoxide	CO	0.135	\$71.68	0.15	\$85.43
Nitrogen Dioxide	NO2	3.69	\$123.39	4.15	\$147.08
Ozone	O3	36.73	\$6,426.08	41.35	\$7,659.70
Particulate Matter - fine	PM2.5	1.78	\$13,283.89	2.01	\$15,834.00
Particulate Matter - coarse	PM10	12.3	\$4,665.18	13.85	\$5,560.74
Sulphur Dioxide	SO2	2.32	\$21.56	2.62	\$25.71
Carbon Dioxide Sequestered Annually	CO2	7478.53	\$329,572.98	8452.01	\$518,478.50
Total Value of "Pollutants" Removal			\$354,164.74		\$547,791.16
Carbon Dioxide Stored in Trees	CO2	188557	\$8,309,561.43	212261.7	\$13,020,940.46

* As estimated from i-Tree Canopy Cover and Tree Benefits Assessment

3. Tree Planting 2019 by the numbers (Task 1.2):

The 2019 tree planting Total: 196

- Infill: 15
- Replacement: 85
- Donation Trees: 11
- Development: 85

Please note that the 2019 planting totals cannot be directly compared to the number of 2019 trees removed. This comparison can be misleading as often replacement trees will not be planted until several months after removal.

We are currently working on a more comprehensive paper that updates the annual tree planting data and strategy. The goal will be to populate current and existing tree data in order to better assess health and growth of past year classes, and to show: species selection and diversity numbers, Levy related planting, and survival rates. Private Development numbers will also be assessed in relation to site plan development.

4. Data Inventory (Task 2.2)

Updating the Town's Tree Data has been one of the largest accomplishments to date. It is critical to have current and accurate information if we are to fully understand and cost-effectively manage the urban forest. This tree status information is used to prepare a detailed work plan for proactive maintenance, planting and risk management activities on an annual basis.

Current Active trees in the system: 7765 (December 31 2019)

Of that

- 2949 of them are Parks trees (38%)
- 4816 tree assets are road or open space trees. (62%)

As this action represents a critical element for the operation of other forest management tasks, the database must be accurate and up-to-date. A total of 93.7 % of the tree data within our database was updated within the last 3 years.

- 2017-2019: 7282 trees – 93.7%
- 2014-2016: 194 trees – 2.4%
- 2013 and before: 6 trees -
- Not inventoried or No Date: 277 trees– 3.5%

To manage the existing tree database and to collect information in an organized and logical way, all tree points will be divided in to 4 sections, with one of those sections collected each year. Updating of tree data will continue to be collected as part of the inspection process.

5. Inspections (Task 2.6, 3.1, 3.3 & 3.4)

To manage risk, it is important for the Town and community to understand that if we want trees and wish to enjoy all the benefits of a healthy urban forest, we must assume some risk. The only way to remove any inherent risk would be to remove all trees. Trees are living, active, self-engineering structures that react to maniacal damage, decay and weather.

With over 7765 trees in the public inventory, we cannot annually inspect every tree. We rely on the public to raise concerns to us in some cases. Our main management approach is to be proactive by analyzing our existing data to identify trees that have the potential to pose an increased risk to property and people. Our response is then to generate an inspection for the identified higher risk trees. Data assessed include: DBH, Lifecycle, Health, "Not Ash" trees, and whether trees have been inspected in the recent past. The results of this analysis are used to generate 4 lists of trees with increased inspection frequencies and to set a prioritized maintenance program based upon the inspection findings.

Tree inspection completed in 2019 - Total 1005

Ash Tree Inspection – 376 (37.4%)
By-Law Tree Inspection – 54 (5.4%)
Damaged Tree Inspection – 55 (5.5%)
Donation Tree Inspection – 146 (14.5%)
Level 0 Tree Inspection – 230 (23%)
Level 1 Tree Inspection – 39 (3/8%)
Beech Tree Inspection – 105 (10.5%)

(Comparison: in 2018 we completed a total of 690 inspections)

6. Tree Maintenance (Task 2.7)

Summary of Service Requests directed to the Forestry section in 2019

2019 Service Requests Summary		
SR Description	# of Request	% of Requests
Business Consultation	15	3.18%
Business Consultation (Forestry)	27	5.73%

General Forestry Inquiry	151	32.06%
Homeowner Consultation	21	4.46%
Homeowner Consultation (Forestry)	79	16.77%
Request for a new tree	86	18.26%
Request for maintenance on a tree	88	18.68%
Trees in Parks	1	0.21%
Website Tree Issue	3	0.64%
Total	471	

2019 Status Check	# of Request	% of Requests
CLOSED	313	66.45%
COMPLETED	154	32.70%
Not Started	2	0.42%
Unknown/Not Specified	2	0.42%
Total	471	

Summary of Work Orders from City works Data (as of Feb 3 2020)			
Work Order Description	# of WO completed/closed	Total # Assist worked on	Type of work completed
Stump Grinding	36	92	Grinding stump, debris removed soil and seed added.
Tree Maintenance	76	424	General Tree Pruning, dead wood, and clearances.
Tree Removal	89	271	Removal of tree, including brush and wood
Fertilization / Watering	33	154	Deep root fertilization and watering of trees
Mulching	9	303	Upkeep and refresh mulch around trees

Summary Notes

- **Stumping:** of the 92 total stumps ground, 35 were ash (*Fraxinus spp.*)
- **Tree Maintenance:** 37 of the 76 work orders completed were to fulfill a Service Request.
- **Removals:** from the total of removals for 2019, 176 were ash (*Fraxinus spp.*) and 13 were related to weather events. Of the total Work Orders, 35 were to respond to a Service Request from the public.
- **Fertilization / Watering:** 2019 was a fair year for regular rain events so provision of supplemental water due to drought conditions was not needed.
- **Mulching:** 2019 was a good year for mulching with over 500 trees in parks and right of ways completed

7. Urban Forest Characteristics

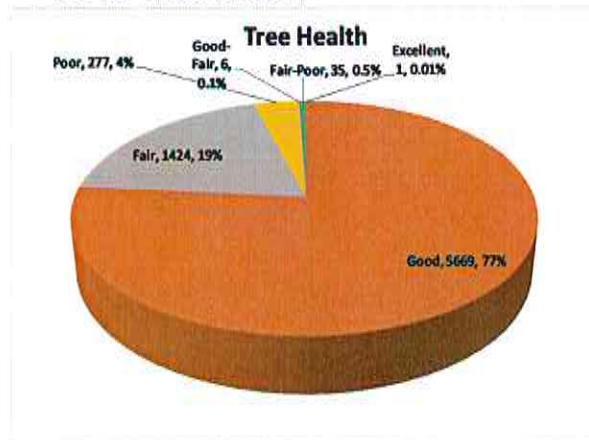
The following figures represent a comparison of the Town of Cobourg's urban forest health and diversity, obtained from analysis of the 2016 and 2019 tree inventory data. Highlights of this data comparison include the following:

- There is a greater proportion of Town trees in Good health in the current, updated database in comparison to the information known in 2016;
- The relative distribution of DBH classes in 2019 remains generally similar to those observed with the 2016 data; and
- Observed differences in the profiles for tree species and classes for height and canopy width are due to the more comprehensive 2019 dataset, compared to 2016. The 2019 figures reflect more accurate information than available in 2016.

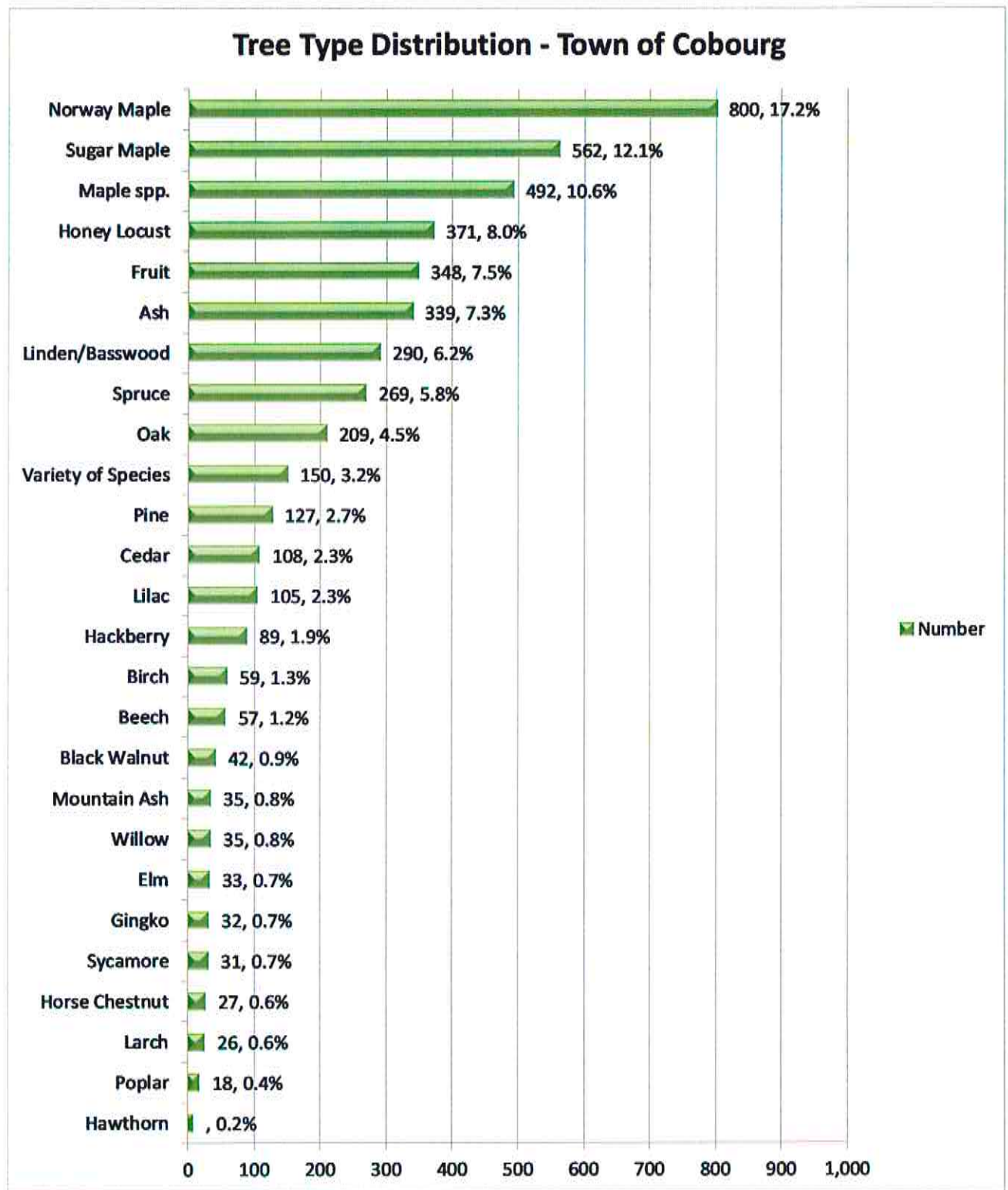
2016 Tree Health

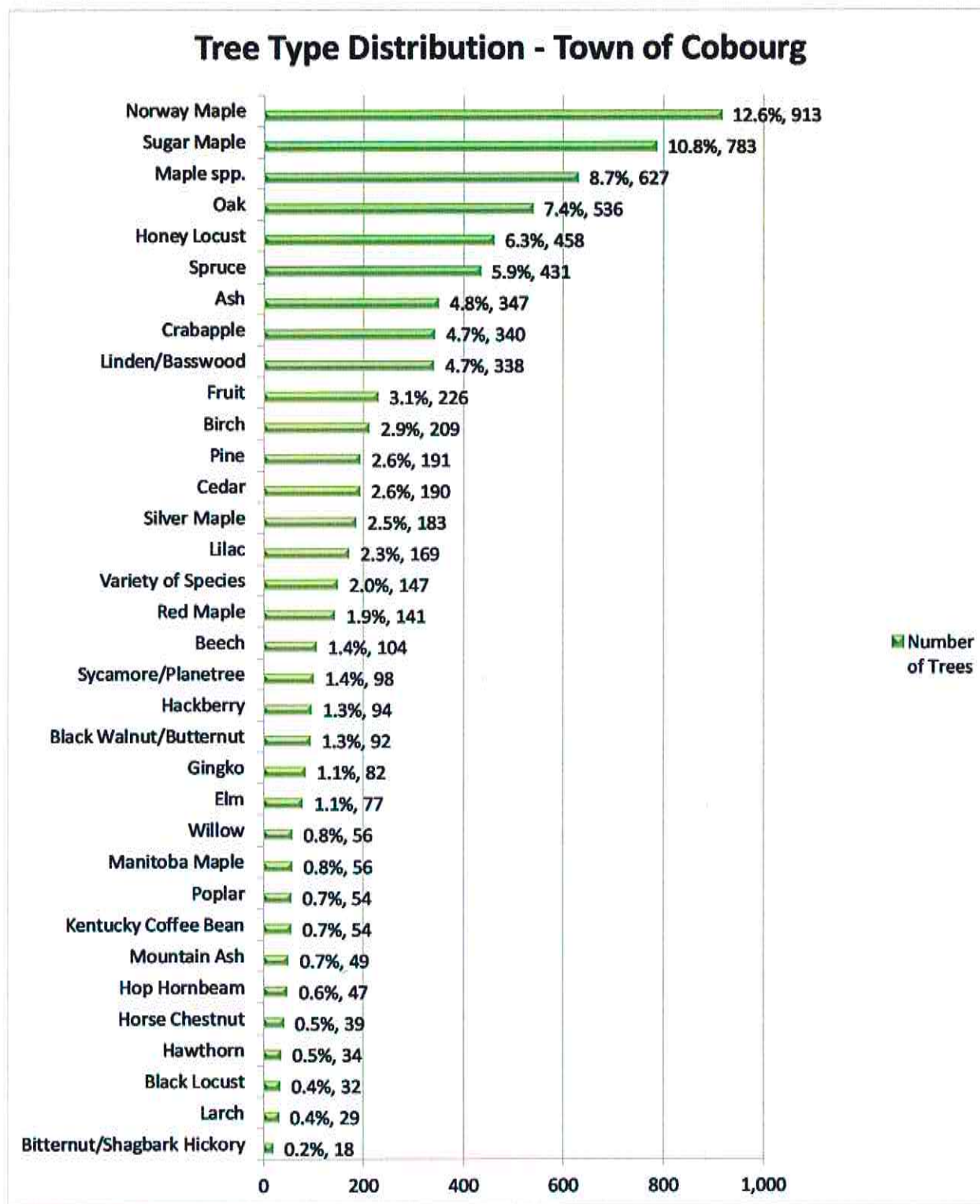


2019 Tree Health

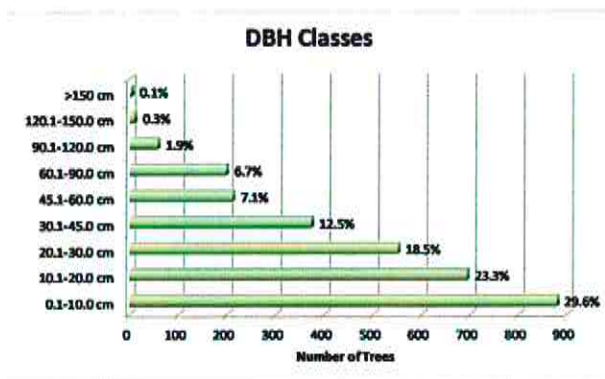


Tree Species Profile - 2016

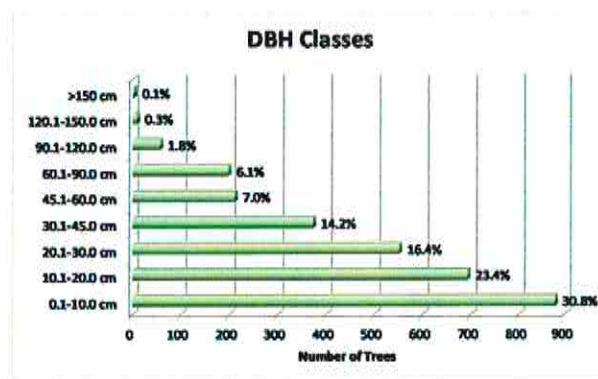




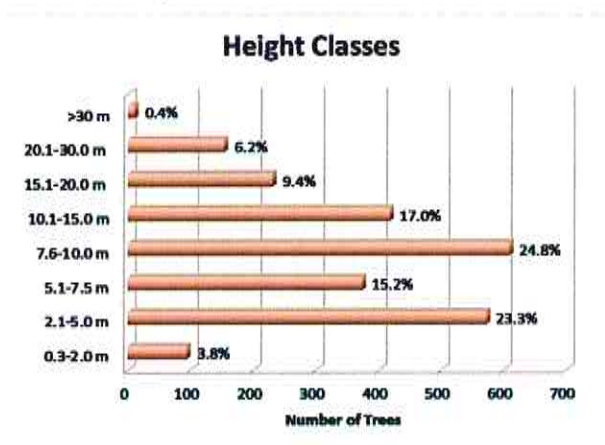
2016 DBH Classes



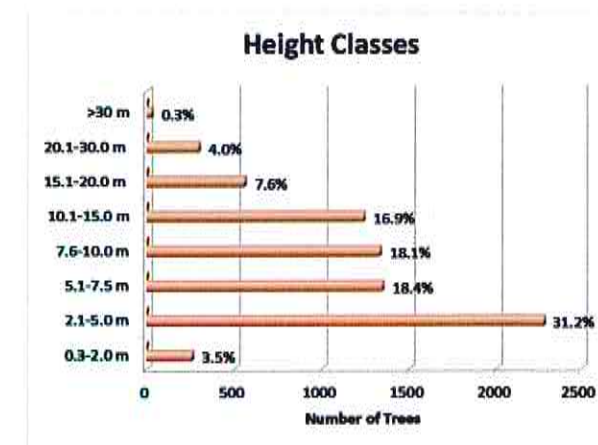
2019 DBH Classes



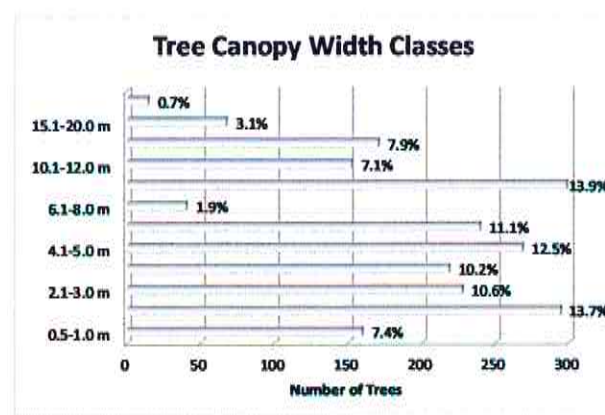
2016 Height Classes



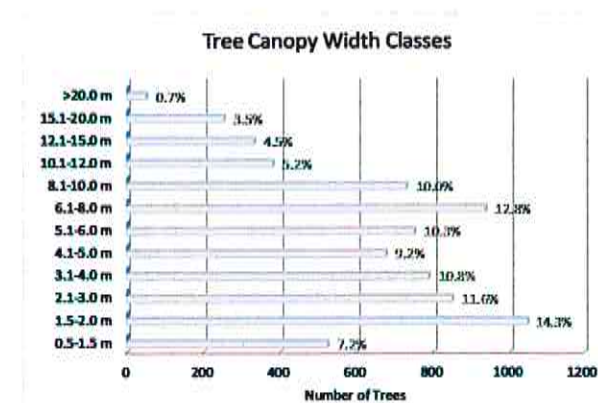
2019 Height Classes




2016 Canopy Width Classes



2019 Canopy Width Classes



	COMMUNITY SERVICES DIVISION MEMORANDUM	
	PARKS & RECREATION ADVISORY COMMITTEE	
TO:	Brent Larmer, Municipal Clerk	
FROM:	Jodi Ware-Simpson, Secretary	
DATE OF MEETING:	September 8, 2020	
REPORT TITLE/SUBJECT:	Memo to Council – Recognition of Professor Pricklethorn	

The following motion was approved at the September 8, 2020 meeting of the Parks and Recreation Advisory Committee:

Moved by Member Mutton:

THAT the Parks and Recreation Advisory Committee recommends that the Town of Cobourg recognize Professor Elwood Pricklethorn and his team for their contribution to community service for the environmental education of all ages on the topic of urban trees.

CARRIED