



LOWER TRENT CONSERVATION

714 Murray Street, R.R. 1, Trenton, Ontario K8V 0N1

■ Tel: 613-394-4829 ■ Fax: 613-394-5226 ■ Website: www.ltc.on.ca ■ Email: information@ltc.on.ca

Registered Charitable Organization No. 107646598RR0001

NOTICE OF REGULAR MEETING OF THE LOWER TRENT CONSERVATION BOARD OF DIRECTORS

Board of Directors refers to the General Membership as set out in the Lower Trent Conservation Administrative By-Law No. 2023-01

Administration Office, 714 Murray Street, Trenton
Virtually Join Meeting [HERE](#)

Thursday, November 9, 2023

Time: 1:20 p.m.

AGENDA

1. Meeting called to order by the Chair
2. First Nations Acknowledgement
3. Disclosure of pecuniary interests

4. **Approval of the Agenda**

RECOMMENDED:

THAT the agenda be approved as presented.

5. **Delegations**

There are no requests for delegations received for this meeting.

6. **Public Input** (3 minutes per speaker)

7. **Adoption of the Minutes:**

- a. Hearing Board Minutes of October 12, 2023
- b. Board Meeting Minutes of October 12, 2023

[Page # 4](#)

[Page # 9](#)

RECOMMENDED:

THAT the minutes of the Hearing Board, Hearing Board In-camera session and Regular Board Meeting held on October 12, 2023 be adopted.

8. **Business Arising From The Previous Minutes**

No business arising from the October 12, 2023 minutes.

CORRESPONDENCE

- 9. Correspondence** – Rhonda Bateman, CAO/Secretary-Treasurer Page # 30
- a. 2023-10-16 Letter from Minister Calandra, Ministry of Municipal Affairs and Housing
 - b. 2023-10-16 Letter to Mayor Logel and Council of Township Alnwick-Haldimand re: 2024 Draft Budget
 - c. 2023-10-18 Letter to Environmental Registry of Ontario, Permissions Modernization Team re: ERO 019-6928 – Streamlining environmental permissions for stormwater management

RECOMMENDED:

THAT the correspondence as provided in the agenda package be received as information.

STAFF REPORTS

- 10. Monthly Payments Issued** – Kelly Vandette, Manager, Corporate Services Page # 38

RECOMMENDED:

THAT the list of payments issued in the total amount of \$253,517.00 for the month of October 2023 be received as information.

- 11. Watershed Management, Planning and Regulations Update Reports** – Gage Comeau, Manager, Watershed Management, Planning and Regulations

- a. Summary of Permits for Period October 2 – October 26, 2023 Page # 40
- b. Planning and Regulations Page # 42
- c. Flood Forecasting & Warning (FFW)/Ontario Low Water Response (OLWR) Page # 45

RECOMMENDED:

THAT the Watershed Management, Planning and Regulations Update Reports be received as information.

- 12. Bay of Quinte Remedial Action Plan Program** – Anne Anderson, Manager, Community Outreach and Special Projects Page # 48

- a. October 2023 Newsletter

RECOMMENDED:

THAT the October 2023 Bay of Quinte Remedial Action Plan Newsletter be received as information.

- 13. Provincial Offences Officer Appointment** – Rhonda Bateman Page # 50

RECOMMENDED:

THAT Alexander MORONI be appointed as a Provincial Offences Officer for the purpose of enforcing regulations made pursuant to Sections 28 and 29 of the *Conservation Authorities Act* and the *Trespass to Property Act* within the area of jurisdiction for Lower Trent Conservation, effective during his employment with Lower Trent Conservation.

14. **Revisions to the 'Volunteer for Conservation Program Plan'** – Corinne Ross, Communications Specialist Page # 52
RECOMMENDED:
 THAT the proposed revisions to the '*Volunteers for Conservation Program Plan*' document be adopted.

15. **Revisions to the 'Accessibility Policy and Accessible Customer Service Plan'** – Kelly Vandette Page # 64
RECOMMENDED:
 THAT the proposed revisions to the '*Accessibility Policy and Accessible Customer Service Plan*' document be adopted.

16. **2024 LTC Fee Policy and Schedules** – Rhonda Bateman Page # 103
RECOMMENDED:
 THAT the 2024 Lower Trent Conservation Fee Policy and Schedules be adopted and effective January 1, 2024, except for Schedule 1 Planning and Regulation fees which will be effective on the date that the Minister rescinds the current fee freeze.

17. **2024 Budget Consultation** – Rhonda Bateman Page # 114
RECOMMENDED:
 THAT the 2024 Budget consultation comments be received as information.

18. **2024 Budget Discussion** – Rhonda Bateman Page # 116

19. **CAO's Report** – Rhonda Bateman Page # 121
RECOMMENDED:
 THAT the CAO's Report be received as information.

20. **Members Inquiries/Other Business**

21. **Adjournment**

PLEASE CONTACT THE OFFICE IF YOU ARE UNABLE TO ATTEND THIS MEETING

Kelly Vandette 613-394-3915 ext. #215

kelly.vandette@ltc.on.ca



LOWER TRENT
CONSERVATION

**LOWER TRENT REGION CONSERVATION AUTHORITY
HEARING BOARD**

for

O. Reg. 163/06 PERMIT APPLICATIONS #RP-23-216

MINUTES

DATE: October 12, 2023

TIME: 1:03 p.m.

LOCATION: Administration Office, 714 Murray Street, Trenton / Virtually

PRESENT:

ON SITE		REMOTE SITE
Bob Mullin (Chair)		Lynda Reid
Gene Brahaney (Vice-Chair)	Eric Sandford	
Mike Ainsworth	Jim Alyea	
Jeff Wheeldon	Rick English	

ABSENT / REGRETS: Bobbi, Wright, Sherry Hamilton

STAFF: Rhonda Bateman, Gage Comeau, Kelly Vandette

APPLICANTS: Property Owner, Toni Troke
Agent, Jamie O'Shea, Dor-Ann Homes Ltd.

GUESTS:

1. Call to order

The meeting was called to order by Chair Mullin at 1:03 p.m.

2. Motion for the Board of Directors to sit as the Hearing Board

RES: HC15/23

Moved by: Jim Alyea

Seconded by: Rick English

THAT the Board of Directors sit as the Lower Trent Conservation Hearing Board.

Carried

3. Opening Remarks by Chair

Chair Mullin made the following remarks:

We are now going to conduct a Hearing under Section 28 of the Conservation Authorities Act in respect of a permit application by DOR-ANN HOMES LTD. for Toni Troke to undergo site preparation, the construction of a single-family dwelling and septic system, in the City of Quinte West, Geographic Township of Sidney, Concession 9, Part of Lot 7-8, on a vacant lot on Rosebush road assessment roll number ARN 120421107029411.

The Authority has adopted regulations under section 28 of the Conservation Authorities Act which requires the permission of the Authority for development within an area regulated by the Authority in order to ensure no adverse effect on the control of flooding, erosion, dynamic beaches, pollution or conservation of land, or to permit alteration to a shoreline or watercourse or interference with a wetland. This Hearing is about granting permission to develop under the Authority regulations; a separate matter from approvals under the *Planning Act*.

The Staff has reviewed this proposed work and a copy of the staff report has been given to the applicant.

The Conservation Authorities Act (Section 28 [12]) provides that:

"Permission required under a regulation made under clause (1) (b) or (c) shall not be refused or granted subject to conditions unless the person requesting permission has been given the opportunity to require a hearing before the authority or, if the authority so directs, before the authority's executive committee."

In holding this hearing, the Hearing Board is to determine whether or not a permit is to be issued, **with** or **without** conditions. In doing so, we can only consider the application in the form that is before us, the staff report, such evidence as may be given and the submissions to be made on behalf of the applicant. Only information disclosed prior to the hearing is to be presented at the hearing. It is not our place to suggest alternative development methods.

It is to be noted that if the Hearing Board decision is "to refuse" or "not support" the proposed work within the permit submission, the Chairman or Acting Chairman shall notify the owner/applicant of their right to appeal the decision to the Ontario Land Tribunals.

The proceedings will be conducted according to the Statutory Powers Procedure Act. Under Section 5 of the Canada Evidence Act, a witness may refuse to answer any question. The procedure in general shall be informal without the evidence before it being given under oath or affirmation.

If the applicant has any questions to ask of the Hearing Board or of the Authority representative, they must be directed to the Chair of the Board.

At this time, if any member of this Board has intervened on behalf of the Applicant with regards to this matter, they should recuse themselves so there is no apprehension of bias and that a fair and impartial Hearing may be conducted.

4. Disclosure of pecuniary interests

There was no disclosure of pecuniary interests for this Hearing.

5. Staff Report and Presentation

Gage Comeau, Manager, Watershed Management, Planning and Regulations presented the staff report to the Hearing Board as provided in the agenda package.

6. Applicant Presentation

Jamie O'Shea, Dor-Ann Homes Ltd. presented for the owner, Toni Troke, the applicant's presentation to the Hearing Board as provided in the agenda package.

7. Additional Information Sharing

a. Questions from the Board

Director Alyea asked for clarification if the structure has a basement. Gage Comeau confirmed the structure would be built with no basement.

Director Ainsworth asked for clarification regarding the red and yellow lines in the map if the area is within the regulatory 100-year floodplain. Gage Comeau confirmed that the yellow line is the regulatory limit and the red line is the regulatory flood event.

Director Reid commented that the area is not in a wetland and although in a floodplain, there are other structures built beside. She is not aware of any flooding in that area.

Chair Mullin commented that each Hearing application case is independent and has no bearing on the current case presented.

Director Ainsworth asked if the city zone made any difference if updated and does it meet requirements for single family dwelling. Gage Comeau responded that zoning does meet the requirements for single family dwelling; however, the zoning type does not impact LTC's policies or the administration of Ontario Regulation 163/06.

There were no further questions from the Board.

b. Comments or Questions from the Applicant

Director Wheeldon asked how the developer can ensure fill will meet the requirements. Jamie O'Shea responded that the criteria and design will meet the specific elevations to meet the requirements.

Director English asked if the sewage pump will be above flood elevation. Jamie O'Shea confirmed that the pump will be designed to support the requirements for elevation and drainage. Gage Comeau commented that the septic tank pipes will be above the floodplain elevation to prevent backflow.

Director Sandford asked where is well located in relationship to the septic tank. Jamie O'Shea showed location and that it meets specification and distance from the septic.

There were no further comments or questions from the Applicant.

c. Comments or Questions from Staff

There were no further comments or questions from Staff.

8. Deliberation (In-Camera)RES: HC16/23

Moved by: Jeff Wheeldon

Seconded by: Mike Ainsworth

THAT the Hearing Board move to in-camera session.

Carried

Guests and Staff were asked to leave the meeting for Board deliberation.

Time 1:33 pm

RES: HC17/23

Moved by: Jim Alyea

Seconded by: Eric Sandford

THAT the Lower Trent Conservation Hearing Board move out of in-camera session.

Carried

Time 1:55 pm

Guests and Staff returned to the Hearing Board meeting.

9. Motion on the Hearing Board Decision

The Board will approve the permit with the following conditions:

- *The finished floor elevation (FFE) of the dwelling structure are to be at a minimum elevation of 114.7 metres (CGVD1928) and there are to be no openings below the minimum FFE elevation;*
- *Electrical and heating equipment in the dwelling structure is to be situated at an elevation no lower than 114.7 metres;*
- *Any fill placed in the floodplain on the property (i.e., below the 114.4 metre flood contour) is to be limited to that strictly required to accommodate the elevations noted in mitigation measures 1-2 of this letter, frost protection and proper drainage around the structure. No fill placement is supported beyond the building footprint and septic;*
- *Side slopes of all fill material are to be graded to a 3:1 (horizontal: vertical) slope ratio;*
- *Appropriate erosion and sediment control measures are to be implemented prior to construction, maintained in good repair during the construction phase, and remain in place until all disturbed soil surfaces have become stabilized and/or revegetated to prevent the movement of sediment away from the construction site;*
- *All disturbed areas are to be revegetated (e.g., reseeded using a native seed mix) upon completion of the permitted works as soon as planting conditions permit;*
- *Local drainage is to be maintained; and,*
- *LTC staff are to be contacted and advised of when the work is being undertaken.*

RES: HC18/23

Moved by: Lynda Reid

Seconded by: Jim Alyea

THAT the permit application RP-23-216 be approved with conditions as provided by staff.

Carried

10. Motion to adjourn the Hearing Board

There being no further business, the meeting was adjourned.

RES: HC19/23

Moved by: Rick English

Seconded by: Jim Alyea

THAT the Hearing Board meeting for permit application RP-23-216 be adjourned.

Carried

Time: 2:00 pm

Bob Mullin, Chair

Rhonda Bateman, CAO/ST

DRAFT



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BOARD OF DIRECTORS

Board of Directors refers to the General Membership as set out in the Lower Trent Conservation Administrative By-Law No. 2023-01

REGULAR BOARD MEETING MINUTES

MEETING # 2023-08

DATE: October 12, 2023

TIME: 2:05 PM

LOCATION: Administration Office, 714 Murray Street, Trenton / Virtually

PRESENT:

REMOTE SITE (R)	ON SITE	
Lynda Reid	Bob Mullin (Chair)	Eric Sandford
	Gene Brahaney (Vice-Chair)	Jim Alyea
	Mike Ainsworth	Rick English
	Jeff Wheeldon	

ABSENT/REGRETS: Bobbi Wright, Sherry Hamilton

STAFF: Rhonda Bateman, Gage Comeau, Chris McLeod, Anne Anderson, Marcus Rice, and Kelly Vandette

GUESTS: Blair Labelle, Senior Consultant from Perry Group Consulting Inc.

1. Meeting called to order by the Chair

The meeting was called to order by Chair Mullin at 2:05 p.m.

2. First Nations Acknowledgement

“This land is located on the traditional territories of the Anishnabek, Huron-Wendat, and Haudenosaunee (Iroquois) peoples. We acknowledge our shared responsibilities and obligations to preserve and protect the land, air and water. We are grateful to have the privilege to meet, explore, and connect here on these shared lands. In the spirit of friendship, peace and respect, we extend our thanks to all the generations that came before us and cared for these lands - for time immemorial.”

3. Disclosure of pecuniary interests

There were no pecuniary interests disclosed at this meeting.

4. Approval of the Agenda

RES: G117/23

Moved by: Eric Sandford

Seconded by: Mike Ainsworth

THAT the agenda be approved as presented.

Carried

5. Delegations

There were no delegations received for this meeting.

6. Public Input (3 minutes per speaker)

There was no Public Input or participation at this meeting.

7. Adoption of the Minutes:

a. **Hearing Board Meeting Minutes and In-Camera Session of September 14, 2023**

b. **Board Meeting Minutes of September 14, 2023**

Correction to the Regular Board Meeting Minutes of September 14, 2023 with regard to attendance, Director English was absent.

RES: G118/23

Moved by: Jim Alyea

Seconded by: Gene Brahaney

THAT the Hearing Board and Hearing Board In-Camera Session

Meeting Minutes of September 14, 2023 be adopted; and

THAT the Regular Board Meeting Minutes with the correction to attendance of September 14, 2023 be adopted.

Carried

8. Business arising from these minutes

Rhonda Bateman spoke to the following business arising from the September 14, 2023 minutes:

a. Formal Complaint form and letter from Mr. Geoff Barnard.

RES: G119/23

Moved by: Jim Alyea

Seconded by: Mike Ainsworth

THAT the September 27, 2023 complaint from Mr. Barnard be received as information.

Carried

CORRESPONDENCE

9. Correspondence

a. 2023-09-15 email re: HCA Board-Resolution-Wetlands

b. 2023-09-21 email thread re: Agricultural Representative

c. 2023-09-27 Sixth Quarter Report letter to MNRF

d. 2023-09-27 Agreement Extension Request to MNRF

RES: G120/23

Moved by: Rick English

Seconded by: Jim Alyea

THAT the correspondence as provided in the agenda package be received as information.

Carried

STAFF REPORTS

10. Information Technology and Operational Review Report and Presentation

Kelly Vandette, Manager, Corporate Services introduced Blair Labelle, Senior Consultant from Perry Group Consulting Inc. to present the LTC Information Technology and Operation Review report.

Blair Labelle spoke to the IT and Operations Review presentation as provided in the agenda package.

The Board moved into discussion.

RES: G121/23

Moved by: Jeff Wheeldon

Seconded by: Jim Alyea

THAT the LTC Information Technology and Operational Review Report be received; and

THAT staff proceed with IT strategic planning and prioritizing.

Carried

11. Monthly Payments Issued

RES: G122/23

Moved by: Eric Sandford

Seconded by: Gene Brahaney

THAT the list of payments issued in the total amount of \$264,130.20 for the month of September 2023 be received as information.

Carried

12. Quarterly Financial Status – September 30, 2023

RES: G123/23

Moved by: Rick English

Seconded by: Lynda Reid

THAT the Quarterly Financial Status staff report for period ending September 30, 2023 be received as information.

Carried

13. Watershed Management, Planning and Regulations Reports

Gage Comeau, Manager, Watershed Management, Planning and Regulations provided highlights to the Watershed Management, Planning and Regulations staff reports as provided in the agenda package.

- a. Summary of Permits for Period August 31 – October 2, 2023
- b. Planning and Regulations
- c. Flood Forecasting and Warning (FFW) and Ontario Low Water Response (OLWR)

RES: G124/23 Moved by: Jeff Wheeldon Seconded by: Mike Ainsworth
 THAT the Watershed Management, Planning and Regulations Reports
 be received as information.
Carried

14. Conservation Lands Report – September 30, 2023

RES: G125/23 Moved by: Jim Alyea Seconded by: Gene Brahaney
 THAT the Conservation Lands Report for the period July 1 – September
 30, 2023 be received as information.
Carried

15. Community Outreach, Education and Stewardship Programs Report – September 30, 2023

RES: G126/23 Moved by: Lynda Reid Seconded by: Mike Ainsworth
 THAT the Community Outreach, Education and Stewardship Programs
 Report for the period July 1 – September 30, 2023 be received as
 information.
Carried

16. Local Source Protection 101 Refresher

Anne Anderson, Manager, Community Outreach and Special Projects and Marcus Rice, Risk Management Official/Inspector presented the Local Source Protection 101 Refresher training ([Appendix 1](#)) to the Board.

RES: G127/23 Moved by: Eric Sandford Seconded by: Jim Alyea
 THAT the Local Source Protection 101 Refresher presentation be
 received for Board training.
Carried

17. Summary of Risk Management Official Activity Report – September 30, 2023

RES: G128/23 Moved by: Eric Sandford Seconded by: Lynda Reid
 THAT the summary of the Risk Management Official Activity pursuant to
 Part IV of the *Clean Water Act* for the period of July 1 - September 30,
 2023 report be received as information.
Carried

18. Local Drinking Water Source Protection Report – September 30, 2023

RES: G129/23

Moved by: Jim Alyea

Seconded by: Mike Ainsworth

THAT the Local Drinking Water Source Protection Report for the period July 1 – September 30, 2023 be received as information.

Carried

19. Bay of Quinte Remedial Action Plan Program

a. September 2023 Newsletter

RES: G130/23

Moved by: Rick English

Seconded by: Jeff Wheeldon

THAT the September 2023 Bay of Quinte Remedial Action Plan Newsletter be received as information.

Carried

20. Ratify September 27, 2023 Email Poll – Capital Budget – Administrative Building Repairs

RES: G131/23

Moved by: Jeff Wheeldon

Seconded by: Lynda Reid

THAT the Board of Directors September 27, 2023 eMail poll to approve the office repair be completed by Ducon Contractors Ltd. and that the additional Building, Structures and Bridges reserve fund be utilized for the repair work at an upset limit of \$35,000 be ratified.

Carried

21. Supplementary Report on Staffing for 2024 Budget

RES: G132/23

Moved by: Jim Alyea

Seconded by: Eric Sandford

THAT the Supplementary Report on Staffing for 2024 Budget be received as information.

Carried

22. CAO's Report

Rhonda Bateman noted that a correction under Municipal Agreements to the date for the City of Quinte West Council is not October 16th but October 18th.

RES: G133/23

Moved by: Jeff Wheeldon

Seconded by: Eric Sandford.

THAT the CAO's Report be received as information.

Carried

OTHER BUSINESS

23. Members Inquiries/Other Business

There were no members inquiries or other business for this meeting.

24. Adjournment

There being no further business, the meeting was adjourned.

RES: G134/23

Moved by: Rick English
THAT the meeting be adjourned.
Carried

Seconded by: Gene Brahaney

Time 3:33 p.m.

Bob Mullin, Chair

Rhonda Bateman, CAO/ST

DRAFT

APPENDIX 1 - Local Source Protection Presentation - Refresher 101 Training

Drinking Water Source Protection

*Anne Anderson,
Manager, Community Outreach &
Special Projects*

*Marcus Rice
Risk Management Official/Inspector*

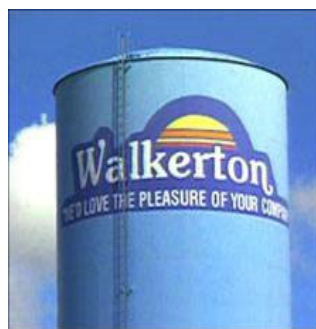


Drinking Water Source Protection (Video)



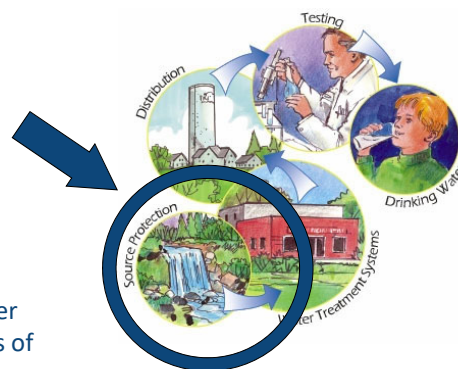
What is Source Water Protection?

- protecting surface & ground water sources from **contamination** or **overuse** (water quality & quantity)
- ensuring a **sufficient** supply of **clean** and **safe** drinking water for **now** and for the **future**



"The first barrier to the contamination of drinking water involves protecting the sources of drinking water."

Justice Dennis O'Connor
Walkerton Inquiry 2002



TRENT CONSERVATION COALITION
Source Protection Region

5 Source Protection Areas

- Crowe Valley (CVCA)**
- Ganaraska Region (GRCA)**
- Lower Trent (LTC and Havelock-Belmont-Methuen)**
- Kawartha-Haliburton (KRCA and Haliburton County)**
- Otonabee-Peterborough (ORCA and North Peterborough County)**

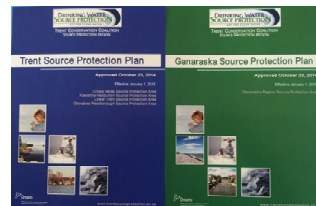
TRENT CONSERVATION COALITION
(Crowe Valley, Ganaraska Region, Kawartha, Lower Trent & Otonabee Conservation Authorities)
Funded by the Government of Ontario through the Ontario Conservation Authorities Fund
© Ontario Made possible through the support of the Province of Ontario

Lower Trent Source Protection Area

- Alnwick/Haldimand**
 - Grafton Wellhead Protection Area
- Brighton**
 - Brighton Wellhead Protection Area
- Cramahe**
 - Colborne Wellhead Protection Area
- Quinte West**
 - Bayside, Trenton & Frankford Intake Protection Zones
- Stirling-Rawdon**
 - Stirling Wellhead Protection Area
- Trent Hills**
 - Campbellford, Hastings & Warkworth Intake Protection Zones

Drinking Water Source Protection

- Under the Clean Water Act and associated regulations, Source Protection Areas/Regions must have in place:
 - Assessment Report (Trent and Ganaraska ARs)
 - Source Protection Plan (Trent and Ganaraska SPPs)
 - Policies address existing and future significant threats
- The province provides funding for delivery of the source protection program



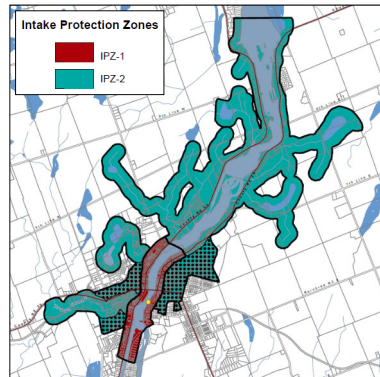
Assessment Report

- Technical studies were carried out to assess:
 - How vulnerable are our drinking water sources to contamination?
 - What activities present significant risks to our water sources?
 - Others (water budgets, groundwater recharge study, review of historical water quality data)
 - These studies are documented in the Trent Assessment Report



Example: Intake Protection Zone (Campbellford)

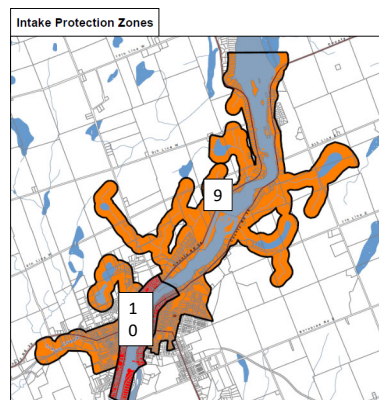
- Vulnerable areas delineated around surface water intake
- Delineated based on time of travel to the intake



9

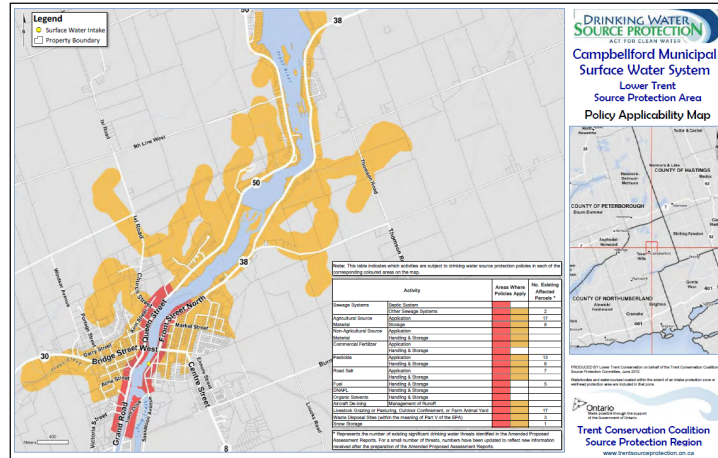
Example: Intake Protection Zone (Campbellford)

- Assigned a vulnerability "score" from 1-10 based on local conditions
- Score determines what activities are *significant* threats

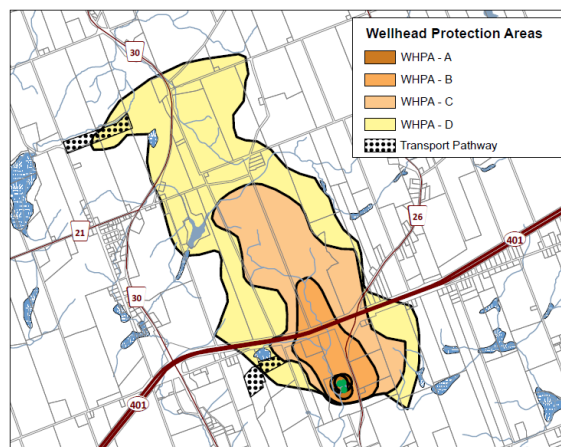


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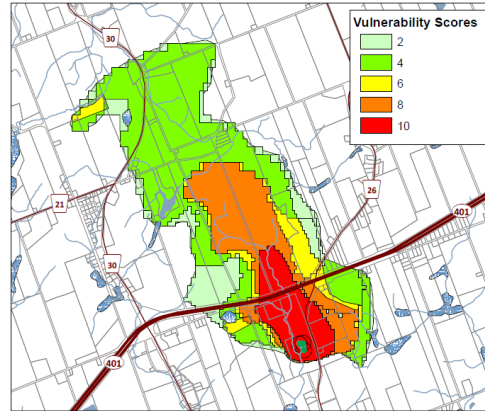
Example: Intake Protection Zone (Campbellford)



Example: Wellhead Protection Area (Brighton)

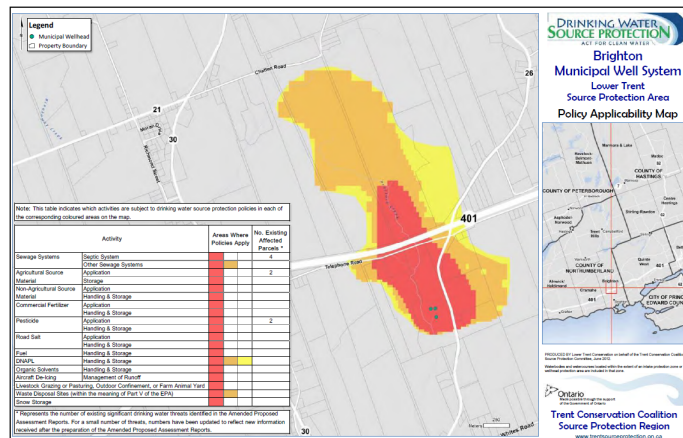


Example: Wellhead Protection Area (Brighton)



13

Example: Wellhead Protection Area (Brighton)



14

Drinking Water Threats

- The Clean Water Act identifies 22 activities that are considered potential drinking water threats



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- Sewage systems (e.g. septic systems, sewage treatment plants)
- Agricultural activities – application or storage of:
 - Agricultural source material (e.g. manure)
 - Commercial fertilizer
 - Pesticides
 - Livestock
- Non-agricultural source material (e.g. biosolids)
- Fuel handling and storage
- Waste disposal sites
- DNAPLs and organic solvents – handling and storage
- Road salt – application and storage
- Snow storage
- Aircraft de-icing
- Aquaculture
- Liquid hydrocarbon pipelines

16

Source Protection Plan

- Developed by the Source Protection Committee in collaboration with local municipalities, policy implementers, and other stakeholders
- Extensive public consultation process
- Plan Approved in October 2014
- Effective date January 1, 2015



Overview of Source Protection Policies

- Risk Management Plans
 - Plans negotiated between landowners and a Risk Management Official to manage risks on their property
- Land Use Planning
 - Planning applications within vulnerable areas must be reviewed by the Risk Management Official
 - Prohibitions on certain land uses (for future activities)
- Septic system inspections
- Sewage collection systems
 - prioritizing maintenance activities within vulnerable areas
- Establish bylaws to:
 - Require connection to municipal sewage collection system (where feasible)
 - Prohibit new transport pathways (e.g. geothermal wells)

Overview of Source Protection Policies

- Prescribed Instruments must be reviewed and updated by the issuer
 - Nutrient Management Plans / Strategies
 - Certificates of Approval (sewage systems/waste disposal sites)
- Other policy approaches:
 - Education and outreach
 - Signage for vulnerable areas
 - Land acquisition
 - Updating emergency response plans
- Policies all have a monitoring component (e.g. annual reporting on policy implementation)

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Implementing the Plan

- Municipalities responsible for implementation many policies in the Source Protection Plan
- Two Agreements with Lower Trent Conservation
 - Risk Management Services
 - Education & Outreach



Source Protection Risk Management Services

- Responsibilities with respect to:
 - Approval of planning applications
 - Negotiating Risk Management Plans
 - Enforcing prohibition policies
- City of Quinte West
 - Appointed Risk Management Official/Inspector
- Trent Hills, Stirling-Rawdon, Brighton, Cramahe & Alnwick/Haldimand
 - Transferred Risk Management responsibilities to Lower Trent Conservation



Risk Management Official

- 3 main sections of the RMO Part IV
 - Section 57 – Prohibition
 - Section 58 – Risk Management Plan
 - Section 59 – Restricted Land use

Section 57 - Prohibition

- Policies that deal with Future threats
- Some of these instances will be captured through RMI Inspections
- Others will be flagged through the Restricted Land Use Policy (Section 59)

Section 58 – Risk Management Plans

- Fills the gap of protection when other tools do not manage the threat activity.
- Risk Management Plans (RMP's) are site specific, locally negotiated plans that consist of a series of risk management measures and operational best practices that address the threat, reflecting current practices.
- A RMP allows for the activity to continue on a specific property as long as the mitigation measures within the RMP are followed.
- Ideally, the RMP should be voluntarily negotiated so there is an opportunity for discussion and flexibility.

Section 59 – Restricted Land Use

- ALL planning and building applications that are within the vulnerable area where significant drinking water threats may occur must receive a Section 59 Notice from the Risk Management Office.
 - The clearance Notice from the RMO is required before the Municipality processes the application under the Planning Act, Condominium Act, or the Ontario Building Code.
 - *Faster turn-around time on Clearance Notices, whereas negotiating a RMP is a longer process*

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Risk Management Inspector

- The RMI conducts inspections through site visits to ensure compliance with Part IV policies (i.e. prohibitions (S.57) and risk management plans (S.58)).
- During a site visit, the RMI can take samples, excavate, take measurements, run tests, can copy records and documents, etc. The RMI issues Enforcement Orders where compliance with the policies is not met.
- If a person commits an offense under Part IV of the Clean Water Act, the RMI can prosecute that person.

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Drinking Water Source Protection Education and Outreach

- Policy G(5) of the Trent Source Protection Plan requires that municipalities develop and implement an ongoing education and outreach program
- Municipalities have entered into an agreement with LTC to deliver this program

Source Protection Education & Outreach

- Developed and maintained outreach materials for significant drinking water threats
- Maintain website and provide information and links to municipalities for their website and for their newsletters
- Social media and traditional media awareness campaigns
- Written articles and advertisements in newspaper, magazines, and community guides
- Incorporation of Source Protection messaging at appropriate events
- A support system for the municipalities and public for any queries about Source Protection and for the Risk Management Officials



Source Protection Authority

Source Protection Authority Responsibility:

- Providing scientific, technical & administrative support to the Source Protection Committee and providing education and outreach to the local communities.
- As Lead Source Protection Authority, Lower Trent Conservation coordinates the source protection program on behalf of the 5 Source Protection Authorities.
Responsibilities include:
 - Provide assistance to other Source Protection Authorities with their responsibilities
 - Agreements/Reporting/Funding
 - Fiscal responsibility
 - Coordinate meetings as required under Act & Regulations
 - Appointment of Source Protection Committee Members

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Lower Trent Source Protection Authority

- Lower Trent Source Protection Authority = Conservation Authority + representative from Havelock-Belmont-Methuen
- Source Protection Authority Board deals with process
- Conservation Authority Board deals with financial & staffing matters
 - delegated by Source Protection Authority
- Source Protection Authority Board meets before Conservation Authority Board meeting as required (not every month)
- Separate meetings
 - separate agendas/minutes
 - no additional per diem



Letter from Minister Calandra - Lower Trent Conservation

minister.mah@ontario.ca <minister.mah@ontario.ca>

Mon 2023-10-16 7:56 PM

To:Rhonda Bateman <rhonda.bateman@ltc.on.ca>

**Ministry of
Municipal Affairs
and Housing**

Office of the Minister
777 Bay Street, 17th Floor
Toronto ON M7A 2J3
Tel.: 416 585-7000

**Ministère des
Affaires municipales
et du Logement**

Bureau du ministre
777, rue Bay, 17^e étage
Toronto ON M7A 2J3
Tél. : 416 585-7000



234-2023-5060

October 16, 2023

Dear Municipal Clerks/CAOs, and Conservation Authority Administrators:

Subject: Proposed Legislation to Return Lands to the Greenbelt and Oak Ridges Moraine

I am writing to you to let you know that the Ontario government [introduced legislation](#) that if passed, would restore the 15 parcels of land that were redesignated or removed from the Greenbelt Plan and the Oak Ridges Moraine Conservation Plan areas in late 2022. The Greenbelt Statute Law Amendment Act, 2023, if passed, would enhance protections for these areas by ensuring any future boundary changes can only be made through an open, public and transparent legislative process.

In response to the feedback from Indigenous communities, the public, municipalities and stakeholders we introduced proposed legislative amendments that would:

- Add 15 sites back to the Greenbelt that were removed in December 2022 by incorporating the description of the Greenbelt Area and Oak Ridges Moraine Area boundaries directly into the proposed legislation.
- Eliminate the authority to remove lands from the Greenbelt Area and Oak Ridges Moraine Area by regulation so that any future removals would require legislative change to the Greenbelt Act or the Oak Ridges Moraine Conservation Act.
- Revoke the existing Greenbelt Area boundary regulation (O. Reg. 59/05) and the existing regulation that designates the Oak Ridges Moraine Area (O. Reg. 1/02).
- Undo the redesignation of lands to Settlement Area in the Oak Ridges Moraine Conservation Plan.
- Provide for a concurrent amendment to the Greenbelt Plan's land use schedules to restore the same protections to lands that they had before the 2022 amendment
- Continue to ensure provide that no Plan amendments can be made that would reduce its total area in the Greenbelt Plan..
- Reverse the repeal of the Duffins Rouge Agricultural Preserve Act, 2005.
- Restore the same protections for easements and covenants on the lands in the Duffins Rouge Agricultural Preserve that they had before the 2022 amendment, and
- Strengthen immunity provisions.

The amendments, if passed, will maintain the lands added to the Greenbelt in 2022, which includes a total of 9,400 acres (13 additions of Urban River Valleys and lands in the Paris Galt Moraine area).

Request for Feedback

More information on the legislative proposal to amend the Greenbelt Act, 2005, Oak Ridges Moraine Conservation Act, 2001 and other related legislation can be found on the Environmental Registry of Ontario (ERO) at:

- [ERO #019-7739 – Proposal to return lands to the Greenbelt - Greenbelt Statute Law Amendment Act, 2023.](#)
- [ERO #019-7735 – New Act regarding the Duffins Rouge Agricultural Preserve easements and covenants.](#)

Information and mapping on the 2022 decision to amend the Greenbelt Plan and Oak Ridges Moraine Conservation Plan can be found here:

- [ERO #019-6216 - Amendments to the Greenbelt Plan](#)

- [ERO #019-6218 Proposed redesignation of land under the Oak Ridges Moraine Conservation Plan O. Reg. 140/02](#)

I look forward to receiving your feedback on this proposal. Comments can be sent through the registry or to greenbeltconsultation@ontario.ca by November 30, 2023.

Sincerely,



Hon. Paul Calandra
Minister of Municipal Affairs and Housing

- c. Martha Greenberg, Deputy Minister, Municipal Affairs and Housing
Sean Fraser, Assistant Deputy Minister, Municipal Affairs and Housing, Planning and Growth Division

Le 16 octobre 2023

Objet : Projet de loi visant la réintégration de terres à la ceinture de verdure et à la moraine d’Oak Ridges

Madame, Monsieur,

Je me permets de vous écrire pour vous informer que le gouvernement de l’Ontario [a déposé un projet de loi](#) qui, s’il est adopté, rétablira les 15 parcelles qui avaient été autrement désignées ou retirées du Plan de la ceinture de verdure et du Plan de conservation de la moraine d’Oak Ridges à la fin de 2022. S’il est adopté, ce projet de loi de 2023 modifiant la *Loi sur la ceinture de verdure* renforcera la protection de ces terres en veillant à ce que toute modification future de leurs limites ne puisse être apportée qu’au terme d’un processus législatif ouvert, public et transparent.

En réponse aux commentaires des communautés autochtones, du grand public, des municipalités et des parties prenantes, nous avons proposé des modifications législatives qui :

- ajoutent 15 parcelles à la ceinture de verdure qui avaient été retirées en décembre 2022 en incorporant la description des limites de la ceinture de verdure et de la moraine d’Oak Ridges directement dans le libellé;
- éliminent le pouvoir de retirer des terres de la ceinture de verdure et de la moraine d’Oak Ridges par voie réglementaire, de sorte que tout retrait futur nécessiterait une modification à la *Loi sur la ceinture de verdure* ou à la *Loi sur la conservation de la moraine d’Oak Ridges*;
- révoquent deux règlements existants, soit celui délimitant la ceinture de verdure (Règl. de l’Ont. 59/05) et celui désignant le territoire de la moraine d’Oak Ridges (Règl. de l’Ont. 1/02);
- annulent la réaffectation de terres à la zone de peuplement dans le Plan de conservation de la moraine d’Oak Ridges;
- prévoient une modification simultanée des schémas d’aménagement du Plan de la ceinture de verdure afin de rétablir les mêmes protections pour les terres que celles dont celles-ci bénéficiaient avant la modification de 2022;
- maintiennent l’interdiction de toute modification qui réduirait la superficie totale du Plan de la ceinture de verdure;
- renversent l’abrogation de la *Loi de 2005 sur la Réserve agricole de Duffins-Rouge*;
- rétablissent les mêmes protections pour les servitudes et engagements sur les terres de la Réserve agricole de Duffins-Rouge que celles dont celles-ci bénéficiaient avant la modification de 2022;
- renforcent les dispositions relatives à l’immunité.

Ces modifications, si elles sont adoptées, maintiendront les terres ajoutées à la ceinture de verdure en 2022, ce qui représente, au total, 9 400 acres (13 ajouts de vallées fluviales urbaines et de terres dans la région de la moraine de Paris Galt).

Demande de commentaires

De plus amples renseignements sur le projet de loi visant à modifier la *Loi de 2005 sur la ceinture de verdure*, la *Loi de 2001 sur la conservation de la moraine d’Oak Ridges* et d’autres lois connexes sont fournis dans le Registre environnemental de l’Ontario (REO) à partir des liens suivants :

- [REO n° 019-7739 – Proposition de réintégration de terres à la ceinture de verdure -Loi de 2023 modifiant des lois en ce qui concerne la ceinture de verdure](#)
- [REO n° 019-7735 – Loi de 2023 sur la réserve agricole de Duffins-Rouge](#)

Des renseignements et des cartes sur la décision de 2022 modifiant le Plan de la ceinture de verdure et le Plan de conservation de la moraine d’Oak Ridges sont accessibles à partir des liens suivants :

- [REO n° 019-6216 – Modifications au Plan de la ceinture de verdure](#)
- [REO n° 019-6218 – Nouvelle désignation proposée des terres dans le cadre du Plan de conservation de la moraine d’Oak Ridges \(Règl. de l’Ont. 140/02\)](#)

Je me réjouis à la perspective de recevoir vos commentaires en ce qui a trait à cette proposition. Vous pouvez envoyer vos commentaires par l’intermédiaire du registre ou à greenbeltconsultation@ontario.ca avant le 30 novembre 2023.

Cordialement,



L’honorable Paul Calandra
Ministre des Affaires municipales et du Logement

cc Martha Greenberg, sous-ministre, Affaires municipales et Logement
Sean Fraser, sous-ministre adjoint, Affaires municipales et Logement, Division de l’aménagement et de la croissance



LOWER TRENT CONSERVATION

714 Murray Street, R.R. 1, Trenton, Ontario K8V 0N1

■ Tel: 613-394-4829 ■ Fax: 613-394-5226 ■ Website: www.ltc.on.ca ■ Email: information@ltc.on.ca

Registered Charitable Organization No. 107646598RR0001

Mayor Logel and Council
Township of Alnwick/Haldimand
10836 County Road 2, PO Box 70
Grafton, ON, K0K 2G0

October 16, 2023

RE: Lower Trent Conservation 2024 Draft Budget

Dear Mayor Logel,

Please accept my apologies for not being able to attend the Alnwick/Haldimand Council meeting on October 24, 2023 to discuss the 2024 Draft Budget for Lower Trent Conservation (LTC). I have a previously scheduled Trent Hills Council meeting at the same time. I would like to share some more details on the budget itself to clarify the rationale for the proposed increase.

The draft budget is out for consultation and your feedback would be appreciated. Any comments provided will be brought forward to the Board for discussion at the November 9th Board meeting.

The LTC budget subcommittee Board of Directors' Members included the following individuals:

- Director Bobbi Wright, Municipality of Brighton
- Director Sherry Hamilton, Township of Cramahe
- Director Eric Sandford, Township of Centre Hastings

And staff members:

- Rhonda Bateman, CAO/Secretary-Treasurer
- Kelly Vandette, Manager, Corporate Services

The main factors affecting the \$221,707 levy increase are the conversion of two staff positions from contract (paid from previous surplus funds) to permanent full-time. As well the addition of 0.25 FTE student position to support corporate services for the summer. Those 2.25 positions will cost approx. \$177K. Positions and services funded by surplus funds are not sustainable in the long term and LTC anticipates little to no surplus for the 2023 fiscal year.

The full time positions are:

- 1 Conservation Lands Maintenance Assistant
- 1 Administrative and Client Services Technician

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Representing Ontario's 36 Conservation Authorities

The Conservation Lands Maintenance Assistant position would move from an 8-month contract to a full time position and have an integrated stewardship component. Prior to this year, CA lands lacked the personnel to move projects forward; work was reactive; priority setting and planning suffered resulting in projects being delayed.

The impacts of this position are:

- Increased productivity for the CA lands program
- Increased invasive species management on CA lands
- Increased protection for species/habitat at risk
- Increased grant opportunities through grant writing proposals
- 20% private land stewardship – includes native plant sales and outreach activities
- Increased in public engagement
- Increased in volunteer engagement
- Increased staff coverage

The Administrative and Client Services Technician was introduced this past year as a cooperative position between Corporate Services and Watershed Management, Planning and Regulations. Although split between these programs, the services received to date have positively affected several program areas.

The impacts of this position are:

- Improved customer service at the front counter/phone
- Better service delivery for legislated requirements
- Improved records retention and data management
- Increased site visits for planning/regulations staff due in their administrative duties decreased
- Increased staff coverage

The remaining levy increase of \$44.7K is the increase in Operations costs including a 4.9% CPI and an increase in Information Technology Service budgeting to begin to fulfil some of the recommendations in our recent IT and Ops Review.

Our expectation is to receive comments back from our Municipal partners and present the comments to the Board. The Board of Directors may direct staff to make changes based on their review and discussion of the comments received. If changes are directed, the revised Draft Budget will be presented to the Board at the December 14th Board meeting.

Thank you for your continued support of the work of Lower Trent Conservation and we look forward to receiving your comments.

Respectfully,



Rhonda Bateman, CAO

c.c. Bob Mullin, Chair
Gene Brahaney, Vice-Chair





LOWER TRENT CONSERVATION

714 Murray Street, R.R. 1, Trenton, Ontario K8V 0N1

■ Tel: 613-394-4829 ■ Fax: 613-394-5226 ■ Website: www.ltc.on.ca ■ Email: information@ltc.on.ca

Registered Charitable Organization No. 107646598RR0001

Permissions Modernization Team
Client Services and Permissions Branch
135 St. Clair Avenue West, Floor 1
Toronto, ON M4V 1P5

October 18, 2023

Re: ERO 019-6928 - Streamlining environmental permissions for stormwater management under the Environmental Activity and Sector Registry

Thank you for the opportunity to comment on streamlining environmental permissions for stormwater management under the Environmental Activity and Sector Registry. Please note the recommendations listed through the letter below.

Lower Trent Conservation is one of 36 conservation authorities across the province. Through several of our program areas there are concerns with the potential withdrawal of permissions currently under the umbrella of the Environmental Compliance Approval (ECA) process.

Lower Trent Conservation houses and administers the Bay of Quinte Remedial Action Plan. The Bay of Quinte is a long, narrow Z-shaped embayment located on the northeastern shore of Lake Ontario (44.15 N, 77.25 W). The Bay of Quinte is 70 km in length, 255 km² in surface area, 2.67 km³ in volume and roughly 4-8 m in depth, and is considered a major freshwater source for drinking, recreational and industrial uses.

The system has long suffered from water quality problems, including harmful algal blooms, bacterial contamination, fish toxicity, taste and odour problems as a result of decades of cultural eutrophication. In 1985, the Water Quality Board of the International Joint Commission (IJC) identified the Bay of Quinte as an Area of Concern (AOC), as defined by the Canada-United States Great Lakes Water Quality Agreement, due to the fact that water quality in the area had deteriorated and the derived beneficial uses of the water were considered impaired.

Currently, of the 11 beneficial use impairments (BUIs), originally identified for the Bay of Quinte, eight (8) BUIs are assessed to be restored due to restoration efforts, such as reduction of nutrient, bacterial, and toxic loads originating from the Bay of Quinte watershed. Two of the remaining BUIs (Eutrophication or Undesirable Algae and Degradation of Phytoplankton and Zooplankton Populations) persist mainly due to high levels of phosphorus encountered in the bay.

Despite the decreases in phosphorus loads made to date, the amount of phosphorous in the bay continues to be at a level that contributes to outbreaks of algae (both toxic and non-toxic) mainly due to legacy based internal nutrient loading. As a result, the Bay of Quinte Remedial Action Plan (BQRAP)

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developed a “Phosphorus Management Plan” to ensure long-term protection of the bay’s water quality, in order to reduce harmful algae blooms and still maintain a healthy food-web and sustainable fishery.

A key action recommended in the long-term Phosphorus Management Plan to achieve long-term phosphorus targets is to:

Reduce urban non-point stormwater phosphorus loadings by 50%. The current loading estimate for stormwater inputs is 6.8 metric tons of TP per year. This can be accomplished through adoption and implementation of existing recommended Pollution Prevention Control Plans, enhanced stormwater management controls, retrofits, and use of Low Impact Development technologies.

The proposed 50% phosphorus loading reductions can be achieved by recommending that all new stormwater management facilities adopt Tier-1 or Enhanced protection level as per the Stormwater Planning and Design Manual (MECP, 2003), which calls for at least 80% long-term suspended solids removal. This is because, the studies done in the Bay of Quinte watershed identified that more than 80% of the Total Phosphorus are in the form of Particulate Phosphorus.

The above mentioned BQRAP recommended policy on stormwater management facility should be widely distributed to the municipal planners and potential developers within the Bay of Quinte watershed, specifically to the municipal area fronting the Bay of Quinte shoreline (City of Quinte West, City of Belleville, Prince Edward County, Town of Deseronto, Town of Greater Napanee, Township of Tyendinaga, and Loyalist Township).

In the absence of the oversight provided by Environmental Compliance Approvals, it will be challenging to ensure that stormwater management facilities in these areas will achieve requirements to meet the targets of the Phosphorus Management Plan.

Recommendation: That stormwater management facilities covered by the Bay of Quinte Phosphorus Management Plan not be eligible for the Environmental Activity and Sector Registry and that they continue to be managed through Environmental Compliance Approvals.

Lower Trent Conservation is responsible for the delivery of the Source Protection Program for the Trent Conservation Coalition. Under the *Clean Water Act*, Source Protection Areas were established based on the watershed boundaries of Ontario's 36 Conservation Authorities. The Crowe Valley, Ganaraska, Kawartha, Lower Trent and Otonabee Conservation Authorities have entered into a partnership for this region. These five Conservation Authorities, encompass a 14,500 square kilometre area stretching from Algonquin Park to Lake Ontario and the Bay of Quinte. Collectively they comprise The Trent Conservation Coalition Source Protection Region.

As a Source Protection Authority standpoint there are several concerns with the proposed streamlining of future stormwater approvals:

Under this ERO proposal, the proponent's Licensed Engineering Practitioner determines if the activity is a significant drinking water threat. Outstanding questions from this approach are:

- What assurances will be in place to monitor that this is being done properly?
- What will be the qualification standards for Licensed Engineering Practitioners?

Relying on Licensed Engineering Practitioner to self-determine if their proposed activity is a threat, does not seem adequate when it involves significant drinking water threats.

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Recommendation: That the Licensed Engineering Practitioner work directly with the Source Protection Authority to determine if the activity is a significant drinking water threat.

The idea of amending *Ontario Regulation 287/07*, made under the *Clean Water Act, 2006*, by removing the need for, limiting, or restricting the types of policies to be included in source protection plans where a significant drinking water threat is being managed through registration on the EASR, and to allow for amendments to existing source protection plans without following the usual process can weaken the Source Protection program and its *raison d'être*.

Recommendation: The Clean Water Act supersedes any other act or regulation unless the other act protects water to a higher standard. This should never be lost by restricting what policies can be used to protect water.

Recommendation: There should be no changes to the Clean Water Act or Regulations that would weaken its effectiveness.

Recommendation: The EASR approach should not be allowed in a vulnerable zone with a vulnerability score of 8 or higher.

Issues may arise when self-governance of private systems is instituted because source water requirements will be required if or when a developer withdraws and municipalities have to assume responsibility.

Recommendation: Current owners of non-municipal stormwater facilities should not be allowed to opt out of the ECA process if the works are in a vulnerable zone with a vulnerability score of 8 or higher.

In addition to the recommendations above, these proposed changes do not seem to provide any opportunities for First Nation Consultation.

Sincerely,



Rhonda Bateman, CAO
Lower Trent Conservation

rhonda.bateman@ltc.on.ca

613-394-3915 ext. 212

Agenda Item #10.

**Lower Trent Conservation
PAYMENTS LOG - OCTOBER 2023**

CHEQUE # / EFT #	PAYEE	DETAILS	AMOUNT
	Staff Payroll	Oct/23 Payroll Period Sep 16 - Oct 13	122,651.23
68021637	OMERS	Oct/23 Pension Contributions	21,829.32
68021562	Workplace Safety Insurance Board	Oct/23 WSIB Premium	4,070.95
68021732	Jani-King of Eastern	Oct/23 Cleaning - Admin and Workshop	1,268.99
68021483	CIBC VISA	Oct/23 Statement	3,680.25
68021815	Sun Life Assurance	Nov/23 Group Benefits Premium	7,842.92
68021773	J.J. Stewart	Oct 6 - Nov 5/23 Vehicle Lease - BQRAP	988.75
68023140	K. Stephens	Staff Reimbursement - Meeting supplies	32.27
16215	B&T Sales	Janitorial supplies - Admin Bldg	67.69
16216	Bill's Johns	Monthly Privy rentals - CA Lands	847.50
16217	City of Quinte West	Monthly Water/Wastewater - Workshop	73.32
16218	Cogeco Connexion Inc.	Monthly Internet Services - Workshop	90.34
16219	E. Bednarczuk	TGCA Restoration Project - Compost Workshop	1,200.00
16220	Engage Engineering	FHIMP - Colborne Creek	2,768.50
16221	Flynn Forestry and Tree Services	Removal Ash Trees - Proctor Park	395.50
16222	Janbar Electric Ltd.	Electrical A/C unit - Admin Bldg	1,439.06
16223	JKN Consulting	FHIMP - Project Management Sep 11 - Oct 3/23	1,200.00
16224	KGS Group	FHIMP - Trent River	13,025.61
16225	LB Welding	Equipment service - Trailer	437.49
16226	OT Group - DCB Business Systems Group Inc	Monthly Photocopier Usage Services	223.14
16227	Postmedia Payment Centre	DWSP - Public Consultation advertising	226.00
16228	Purolator Inc.	Courier Services	16.89
16229	Snap360 Ltd.	Website service - Menu Plugin	32.77
16230	Staples Commercial	Office Supplies	185.17
16231	VOID	Printing error	-
16232	Trenton Home Hardware Building Centre	Building/Janitorial supplies and materials	1,157.41
16233	Waste Management of Canada Corporation	Monthly Waste Services - Conservation Lands	94.14
16234	A. Anastasio	Staff Training and Fees - Professional Planner	1,325.96
16235	Bell Mobility Inc.	Monthly Cellular Phones - Service	357.28
16236	Brighton Springs	Water Supply - Admin Bldg	64.75
16237	Bill's Johns	Monthly Privy rentals - CA Lands	475.62
16238	A&L Canada Laboratories Inc.	Oct/23 Soil testing - BQRAP	189.47
16239	407 ETR	Travel	113.78
16240	Caduceon Enterprises Inc.	Water analysis	1,268.45
16241	D.M. Wills Associates Limited	FHIMP - Butler, Mayhew, Rawdon and Trent	21,076.76
16242	Dibbitts Landscape Supply	TGCA Restoration Project - Materials	3,679.77
16243	Enbridge - Uniongas	Monthly Utilities - Admin & Workshop	85.63
16244	Free Flow Petroleum	Monthly Vehicle and Equipment Fuel	1,756.36
16245	Hydro One Networks Inc.	Monthly Utilities - Admin, Workshop & GLCC	845.80
16246	7146868 Canada Inc. (Maker's Dozen)	Painting with Plants Workshop	565.00
16247	Office Central	Office Supplies	72.52
16248	Purolator Inc.	Courier Services	8.23
16249	Quinte Conservation	Engineering Services - Planning and Regs	4,125.00
16250	Staples Commercial	Office Supplies	181.39
16251	Telizon Inc	Monthly Telephone Lines	471.01
16252	Templeman LLP	Legal - Planning and Regs - Borba	3,011.45
16253	The Glen Road Organics Ltd	TGCA Restoration - Compost	1,243.00
16254	Verbinnen's Nursery Ltd	TGCA Restoration - Plants, Seedlings, Shrubs	3,466.78
16255	W. and B. Dunning	BQRAP - Urban Stewardship Program	750.00
16256	J. Mahoney	Staff - Training, Travel, Supplies, Clothing	248.01

**Lower Trent Conservation
PAYMENTS LOG - OCTOBER 2023**

CHEQUE # / EFT #	PAYEE	DETAILS	AMOUNT
16257	CDW Canada Corp.	Printer Supplies	201.48
16258	Cormier Autopro - Obsentia	Vehicle Maintenance - Subaru	156.06
16259	Dibbits Landscape Supply	TGCA Restoration Project - Materials	2,763.42
16260	Jewell Engineering	FHIMP - Cold, Mayhew and Rawdon Creeks	13,743.46
16261	WM. J. Thompson Farm Supply Ltd.	Equipment maintenance/repairs	41.80
16262	Quinte Conservation	BQRAP - Rural Stewardship Program	1,000.00
16263	Victoria Taylor Landscape Architect	BQRAP - Urban Stewardship Program	750.00
16264	J. Jobin	Staff - Supplies, PPE	336.42
16265	Conservation Ontario	2023 ESRI Annual Usage	3,297.13
Total of Payments October 2023			<u>253,517.00</u>

Summary of Permits Approved by Staff
ONTARIO REGULATION 163/06 - Development, Interference with Wetlands and Alterations to Shorelines & Watercourses
 Prepared by: Gage Comeau, Manager, Watershed Management, Planning & Regulations
 For Period: October 2, 2023 to October 26, 2023



Permit #	Municipality	Ward	Geographic Township	Concession	Lot	Street Address	Regulated Area	Permitted Activity
P-22-309 (Compliance)	Brighton	Brighton Township	Murray	10	32	155 Percy Boom Road	Trent River Floodplain	to construct a detached non-habitable accessory
P-23-061	Quinte West	Sidney	Sidney	BF	13	764B Old Highway 2	Bayside Wetland Complex (PSW) (allowance)	to increase the habitation of a garage
P-23-086 (Minor)	Alnwick/Haldimand	Alnwick	Alnwick	7	22	362 7th Line Road	Rice Lake Floodplain	to complete restoration works by repairing the existing retaining wall
P-23-144 (Board Approved Permit)	Quinte West	Murray	Murray	A	19	40 Whispering Woods Drive	Lake Ontario Tributary Stream flood hazard	to undergo site preparation and alterations including fill placement associated with future development
P-23-186 (Compliance)	Alnwick/Haldimand	Alnwick	Alnwick	7	18	4 Parker Drive	Rice Lake Flood Hazard; Rice Lake Flood Hazard (allowance)	to demolish and reconstruct cabin 8, demolish and reconstruct cabin 7 and undergo shoreline rehabilitation and remediation
P-23-216 (Board Approved Permit)	Quinte West	Sidney	Sidney	9	7-8	Rosebush Lane	Trent River Floodplain	to construct a single-family dwelling with attached garage, deck and septic system
P-23-219	Brighton	Murray	Murray	B	31	County Road 64	Lake Ontario Watercourse Tributary, Presqu'ile Bay Marsh PSW (allowance)	Creation of a wetland
P-23-220	Brighton	Murray	Murray	B	30	County Road 64	Lake Ontario Watercourse Tributary, Presqu'ile Bay Marsh PSW (allowance)	Creation of a wetland
P-23-221	Brighton	Murray	Murray	B	29	County Road 64	Lake Ontario Watercourse Tributary, Presqu'ile Bay Marsh PSW (allowance)	Creation of a wetland
P-23-230	Trent Hills	Seymour	Seymour	13	14	218 Lake Road	Trent River Floodplain	Minor shoreline restoration and rehabilitation work
P-23-231	Trent Hills	Percy	Percy	15	23	278 Friendly Acres Road	Trent River Floodplain (allowance)	to construct an accessory storage structure
P-23-234	Brighton	Brighton Town	Murray	C	24	36 Bay Street West	Lake Ontario Flood Hazard; Presqu'ile Bay Marsh PSW (allowance)	to demolish and reconstruct the single-family dwelling structure as a two storey dwelling
P-23-236 (Compliance)	Alnwick/Haldimand	Haldimand	Haldimand	B	4-5	Herron Road South	Valley lands of a Colborne Creek Tributary Stream (allowance); Lakeport PSW (allowance)	to place an accessory (storage) building
P-23-242	Trent Hills	Seymour	Seymour	1	23	2175 C 2nd Line East	Unevaluated Wetland (allowance)	Construct an approximately 42 m2 addition
P-23-243 (Minor)	Trent Hills	Seymour	Seymour	4	2	285 Mahoney Road	Unevaluated Wetland (allowance)	Installation of gas service at the address noted above.
P-23-245	Stirling-Rawdon	Rawdon Township	Rawdon	7	13	Harold Road	Hoards (Squires) Creek PSW Complex (allowance); Tributary Stream of Hoards (Squires) Creek (allowance)	to construct a single family dwelling, install a septic system and enhance the existing access
P-23-248	Trent Hills	Seymour	Seymour	14	6	8800 C Monument Road	Trent River Floodplain	Restoration of an existing dock using approximately 3 Cubic metres of concrete.
P-23-250	Centre Hastings	Huntingdon	Huntingdon	12	9	101 Thompson Road	Crookston Marsh PSW (allowance)	Construction of an entrance, septic system, and an approximately 83.6 Sq m dwelling.
P-23-251 (Minor)	Trent Hills	Seymour	Seymour	13	14	198 Lake Road	Trent River Floodplain	Minor Shoreline Restoration Works
P-23-252	Brighton	Brighton Town	Cramahe	BF	5	109 Lakehurst Street	Lake Ontario Watercourse Tributary (allowance)	Construct a single family home
P-23-255	Quinte West	Sidney	Sidney	BF	24	25 Parkside Road	South Sidney Tributary floodplain (allowance)	to remove and reconstruct two decks totalling approximately 48m2
P-23-257	Trent Hills	Rawdon Township	Percy	6	22	467 Crestview Road	Burnley Creek watercourse tributary (allowance); Unevaluated Wetland (allowance)	Construct an approximately 67 Sq m detached garage.
P-23-258	Quinte West	Sidney	Sidney	9	7	13 Grist Mill Lane	Trent River Floodplain	to undergo internal renovations, demolish existing deck and replace with a covered deck structure
P-23-259 (Minor)	Stirling-Rawdon	Rawdon Township	Rawdon	1	11	29 Mill Street	Rawdon Creek Floodplain	Installation of new Gas Main and gas service at the 3 properties noted above.
P-23-260	Trent Hills	Seymour	Seymour	13	11	232 Nappan Island Road	Nappan Island Complex PSW (allowance); Unevaluated wetland (allowance)	Construction of an approximately 34 Sq m car port addition.

Summary of Permits Approved by Staff
ONTARIO REGULATION 163/06 - Development, Interference with Wetlands and Alterations to Shorelines & Watercourses
Prepared by: Gage Comeau, Manager, Watershed Management, Planning & Regulations
For Period: October 2, 2023 to October 26, 2023



Permit #	Municipality	Ward	Geographic Township	Concession	Lot	Street Address	Regulated Area	Permitted Activity
P-23-262	Quinte West	Sidney	Sidney	2	12	453 Meyers Creek Road	Unevaluated Wetland (allowance)	Construct an approximately 111 Sq m detached garage
P-23-266	Trent Hills	Seymour	Seymour	14	9	180 Cedarshores Drive	Nappan Island Complex (PSW) (allowance); Trent River floodplain (allowance)	to replace the existing septic
P-23-267	Trent Hills	Seymour	Seymour	4	2	269 Mahoney Road	Unevaluated Wetland (allowance)	construct an approximately 86.9 Sq m detached garage
P-23-281	Cramahe	Cramahe Township	Cramahe	3	15	846 Trenear Road	Little Lake flood hazard (allowance); Unevaluated wetland (allowance)	Replace Existing Garage.
AMENDMENTS								
P-21-269	Trent Hills	Seymour	Seymour	14	8	35 Daley Drive	Trent River Floodplain	to raise the cottage to construct a new foundation, construct a 24.34 m2 (262ft2) addition and construct a 63.4 m2 (682 ft2) open deck; amended to include new foundation design plans
P-23-095	Trent Hills	Percy	Percy	11	6	80 Blue Jay Lane	Trent River Floodplain; Trent River Floodplain (allowance)	to install a septic system; amended to include the updated plans and installation of retaining walls
P-23-159	Quinte West	Sidney	Sidney	6	7	541 Frankford-Stirling Road	Trent River Floodplain	to demolish and reconstruct a single-family dwelling; amended to include the updated construction drawings



LOWER TRENT
CONSERVATION

STAFF REPORT

Date: October 25, 2023
To: LTC Board of Directors
Re: Watershed Management, Planning and Regulations Update
Prepared by: Gage Comeau, Manager, Watershed Management, Planning and Regulations

PROPOSED RESOLUTION:

THAT the Watershed Management, Planning and Regulations update be accepted as information.

BY THE NUMBERS:

Here are the numbers for new files and deliverables in 2023 and compared to similar numbers for previous years. Highlighted boxes indicate that 2023 has MORE files to date than previous years.

	# Files for 2023 (as of October 25, 2023)	Dates for Similar Number for Previous Years (Total for Year)			
		2022	2021	2020	2019
Permits	284	Sept 1 (398)	Sep 17 (383)	Oct 20 (351)	Oct 18 (338)
Planning	176	Jul 21 (310)	Aug 25 (259)	n/a (169)	Aug 16 (248)
Complaints	64	Nov 10 (66)	Dec 15 (65)	n/a (56)	n/a (54)
Enforcement	28	Jun 10 (63)	Aug 3 (45)	Oct 23 (32)	Nov 29 (33)
Online Inquiries	851	n/a (738)	Aug 30 (1132)	n/a (645)	n/a (446)
Legal Requests	50	n/a (36)	n/a (48)	n/a (28)	n/a (33)
Clearance Letters	49	n/a (25)	n/a	n/a	n/a
Site Visits	202	Jul 25 (363)	Sep 28 (282)	n/a (166)	Nov 20 (213)

Legal Cases:

- **ENF-19-010** – Trial completed – decision to be heard on October 30, 2023. Important to note the defendant is looking to appeal the 11(b) charter decision that was decided in April and the appeal will be heard after the results of the Trial.: **ONGOING – No Change**
- **ENF-19-024** –POA Court was set for on trial date on September 25, 2023. Defendant appeared and noted that they wish to resolve the matter voluntarily without a trial. The defendant waived their 11(b) rights and the matter was adjourned for November 27, 2023 where the matter will be resolved. – Status: **ONGOING - No Change**
- **ENF-20-028** – Property owner has put forward an appeal against the sentencing decision and fines. The appeal was been scheduled for October 10, 2023. Unfortunately, due to a youth matter that extended into the afternoon court session, our matter was not heard. The appeal hearing has been rescheduled to December 12, 2023. – Status: **ONGOING**
- **ENF-21-005:** First appearance was set for June 7, 2023 followed by a To Be Spoken To (TBST) date on September 20, 2023 to provide an update on the restoration works. The restoration works have commenced; however, the works were only in the initial stages at the time of the TBST. LTC Staff conducted an inspection on September 22, 2023 and confirmed the works had begun but had not yet satisfied the permit conditions. The courts adjourned the matter to allow for the restoration works to continue and second TBST date was set for October 4, 2023.

Following the October 4, 2023, TBST date, the Court scheduled a third TBST date to allow for additional time for the restoration work to continue. The TBST date was scheduled for November 15, 2023. Staff have scheduled a site inspection visit on October 26, 2023. Reminder that LTC issued the restoration permit on May 12, 2023. Status: **ONGOING**

Watershed Management

- Wetland assessments have been completed for the 2023 year and staff are finalizing the mapping updates. Staff have completed 58 wetland assessments since the end of May and we are providing the results to proponents once the mapping is completed. Additionally, many of these wetland assessments were conducted for large properties ranging from 3 to 20 hectares. It is important to note that wetland assessment list is closed for the remainder of the year and anyone added to the list will be given first priority next growth season.
- The Surface Water Quality monitoring has concluded for the 2023 year and staff have started to review the data that was collected. Currently, monitoring staff are conducting the fall Provincial Groundwater Monitoring Network (PGMN) sampling for water quality in our monitoring wells and collecting the temperature loggers that were deployed in May/June. Data analysis will be completed within the next two to three months with our Annual reporting to be completed within the next 4-5 months (pending staff time and receipt of the data from the Provincial lab).

Permitting:

Ongoing Permit files:

- LTC staff are still in discussions with the applicant team for Permits D, E and F for the Hillside Meadows North Subdivision or York Creek Development Area in the City of Quinte West (RP-22-047; RP-22-048 and RP-22-049). Hearing was held on June 9, 2022 where all applications were approved by LTC Board. It is important to note that LTC staff have not yet received a wetland compensation plan. This is due to several factors which are delaying the process. As such, Staff have scheduled a meeting with the applicants to go over the files and figure out next steps. From the June 9, 2022 Hearing, 5 permits were brought to the Board and 2 of these permits have been issued so far. These two permits have been inspected and comply with the Board approved permit and conditions. Status: **ONGOING**

Planning:

- LTC Staff reviewed and commented on 8 Subdivision and Condominium Files in 2023 (new and ongoing).
- LTC Staff reviewed and commented on 16 Planning Act Applications (Severances, Zoning By-law amendments, Official Plan amendments and/or Minor Variances).
- LTC Staff are currently meeting with the Planning departments to ensure LTC are working efficiently with our Municipal partners to ensure timely responses to Planning Act submissions.
- REMINDER - LTC staff are providing free screening services for planning applications to ensure that applicants do not have to pay LTC planning application fees when we would have no comments. Municipal planning departments have been encouraged to circulate ALL planning applications for LTC screening.

Lastly, kind reminder to let your Municipal staff know that LTC is here to assist our Municipal partners where possible. LTC Staff can walk landowners through our permitting process, the planning process and other procedures/processes that may be applicable to their proposal or inquiries. LTC Staff are incredibly knowledgeable and we are here to help the residents of our Watershed.

RECOMMENDATION:

- Staff recommends to the Board of Directors that the Planning and Regulations Update be accepted as information.



LOWER TRENT
CONSERVATION

STAFF REPORT

Date: October 26, 2023
To: LTC Board of Directors
Re: Flood Forecasting and Warning and Low Water Response Update
Prepared by: Gage Comeau, Manager, Watershed Management, Planning and Regulations

PROPOSED RESOLUTION:

THAT the Flood Forecasting and Warning and Low Water Response (OLWR) Update be accepted as information.

BY THE NUMBERS:

Here are the number of flood communications issued and compared to the total of number of statements issued in previous years.

Table 1. Number of flood communications issued by Staff.

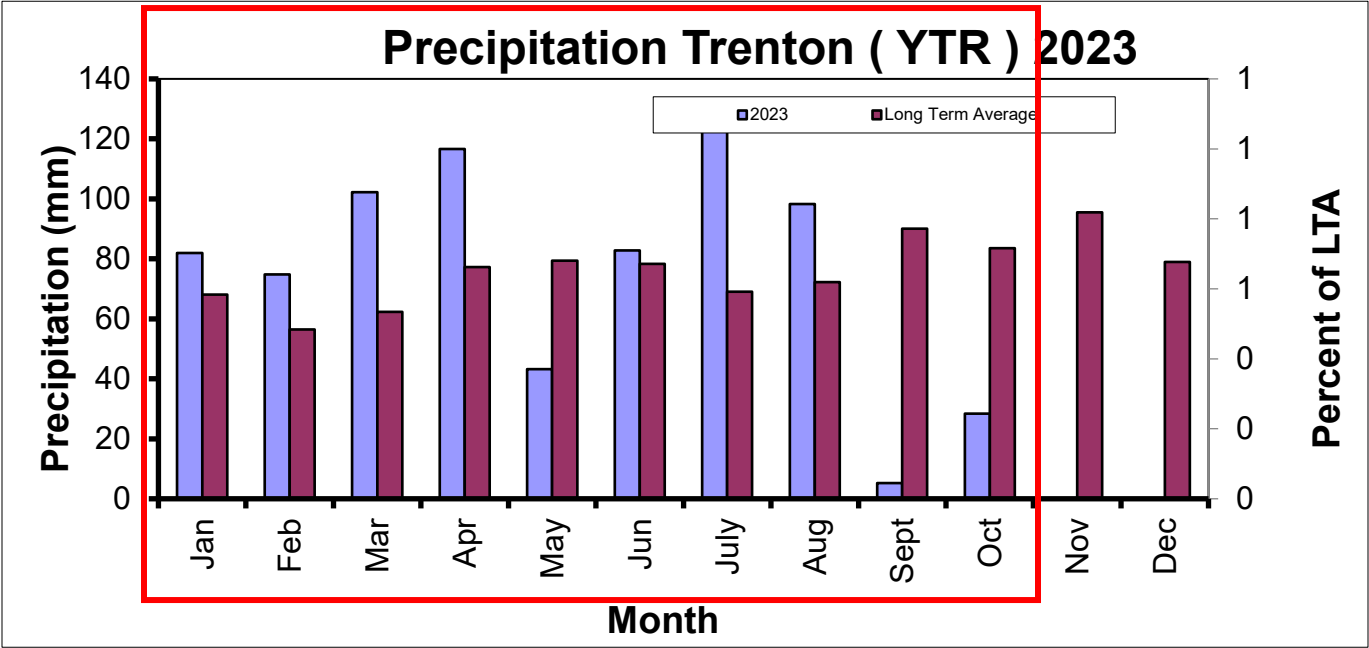
Statements	Flood Communications Issued (as of June 26, 2023)	Total Number for Previous Years				
		2022	2021	2020	2019*	2018
Water Safety	4	2	2	3	8	2
Flood Outlook	8	4	4	5	5	5
Flood Watch	2	0	0	3	6	7
Flood Warning	1	0	0	0	13	0
Total (System)	15	6	6	11	32	14

Summary of Current Conditions

Based on the information collected at the Environment Canada Rain gauge located at CFB Trenton, January to October precipitation data shows that our watershed has experienced higher than average rainfall when compared to the long-term historical averages, with May, September and October 2023 being an exception (See Table 2 below). The volume of precipitation that was observed at CFB Trenton in September and October is 33.4 mm (September 5.2mm and October 28.2mm). Both September and October have been extremely dry and precipitation events in our watershed have been localized. With the lack of rainfall in our watershed, the LTC and the Low Water Response Team have decided to declare a Level 1 Low Water Condition. This decision was made based on the precipitation and streamflow thresholds being met (i.e., 3-month precipitation being less than 80% of the long-term average and monthly flow being less than 70% of the lowest average summer month flow, see threshold table below). We will be continually monitoring the conditions and forecast to provide through updates to our Municipal partners and key stakeholders.

Condition	Indicator	
	Precipitation (3 month or 18 month)	Streamflows
Level I	<80% of average	Spring: – monthly flow < 100% lowest average summer month flow Other times: – monthly flow < 70% of lowest average summer month flow
Level II	<60% of average Weeks with < 7.6mm	Spring: – monthly flow < 70% of lowest average summer month flow Other times: – monthly flow < 50% of lowest average summer month flow
Level III	<40% of average	Spring: – monthly flow < 50% of lowest average summer month flow Other times: – monthly flow < 30% of lowest average summer month flow

Table 2. Observed Monthly Precipitation (mm) in 2023 compared to the monthly long-term average.



Local Creeks

The local creeks within our watershed are sensitive to local inputs of rainfall and are subject to quick increases and decreases in stream flow. Most of the local creeks see a peak in stream flow conditions within 24-48 hours after a rainfall event. With the lack rainfall over the past couple of months, some of our creek systems are starting to see lower than average flows. Currently, Hoards Creek, Trout Creek and Rawdon Creek are experiencing Level 1 Low Water conditions based on the threshold for streamflow (see Table 3). Staff will be continuing to review the conditions and forecast for updates.

Table 3. Average October Stream flow

Creek	Avg. Stream Flow (m ³ /s)- October	% Lowest Avg. Summer Month Flow
Butler (Proctor) Creek	0.07	86%
Cold Creek	1.13	108%
Burnley (Mill) Creek	0.43	106%
Rawdon Creek	0.15	67%
Salt Creek	0.56	104%
Hoards (Squires) Creek	0.07	57%
Trout Creek	0.07	68%
Mayhew Creek	0.12	98%
Shelter Valley Creek	0.4	87%

Trent River

The Trent River system is experiencing average water levels and flows for this time of year. Owners may experience slight variability in the water levels and flows during peak navigation times. Although, we are experiencing drought-like conditions in our watershed, the upper Trent River watershed has experienced several precipitation events that are maintaining the flow and water levels on the Trent River system.

Lake Ontario

Currently, water levels are slightly above average for this time of year; however, the water levels are trending towards average levels moving into late fall and winter.

It is important to understand that the water levels on Lake Ontario naturally vary, responding to a variety of factors on a monthly, seasonal and annual basis. Water levels are primarily influenced by natural factors including precipitation, evaporation, winds, runoff from creeks and rivers and inflow from upstream Great Lakes. Lake Ontario typically reaches its seasonal high-water levels in May/June.

RECOMMENDATION:

Staff recommends to the Board of Directors that the Flood Forecasting and Warning Update be received as information.

Agenda Item #12.

Waterlogs - October 2023

Today, the Bay of Quinte is a healthy and vibrant ecosystem.
Now, we must focus on keeping it this way

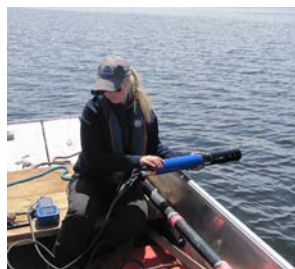
MONITORING THE ECOSYSTEM.

Numerous areas of scientific study are used to ensure the Bay is meeting the goals set out in its Remedial Action Plan. Every year, different agencies are out on the Bay monitoring, researching, and analyzing various components of the ecosystem. Everything from fish populations and habitats, to underwater bugs, to phosphorus levels and its sources. All this information ensures the Bay is protected and maintained as a healthy and vibrant ecosystem, thereby enhancing everyone's enjoyment of the resource for the long-term.

The Bay of Quinte is fortunate to have one of the largest data sets in the Great Lakes system. One of the main contributors to this was Project Quinte, a co-operative multi-agency research and monitoring project between the federal (Department of Fisheries and Oceans and Environment and Climate Change Canada) and provincial (Ministry of Natural Resources and Forestry, Ministry of the Environment and Climate Change) governments. Launched over 40 years ago, it ran from 1972 - 2018. It was invaluable to the Remedial Action Plan, contributing long-term data that was used to produce comprehensive assessments of the status of several of the environmental challenges identified for the Bay.

However, Project Quinte is only one of many research and monitoring programs that have contributed to the scientific understanding of the Bay's diverse ecosystem. Over the years, numerous federal and provincial agencies, local conservation authorities, and academic institutions have all made valuable contribution to the Bay's data bank.

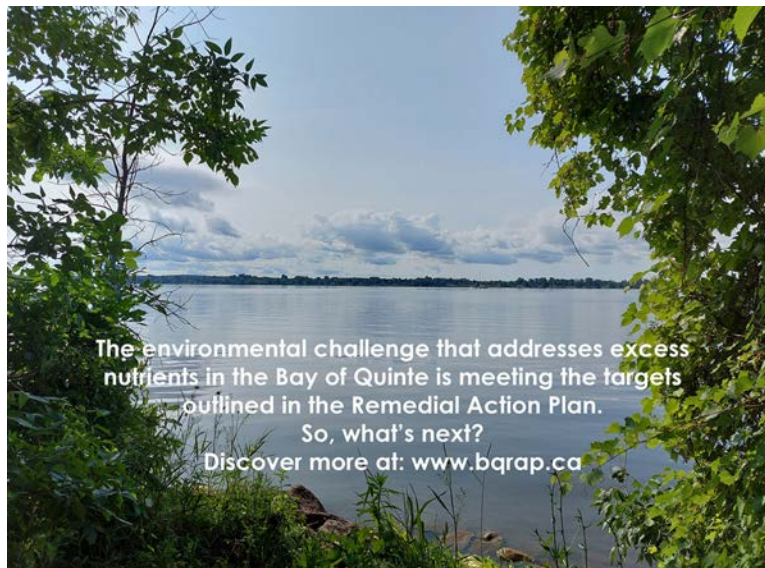
Essentially, the Bay of Quinte has been a living laboratory with on-going research and monitoring programs studying virtual every aspect of the ecosystem. Having this type of extensive data ensures when decisions are made about changing the status of the environmental challenges or when the times comes to remove the bay from the Areas of Concern list, it is done with a strong scientific knowledge and understanding of the ecosystem. Today, **monitoring continues** to ensure the Bay remains a healthy and vibrant ecosystem.



www.bqrap.ca

In partnership locally with Lower Trent Conservation and Quinte Conservation

SO WHAT'S NEXT?



The current Bay of Quinte Remedial Action Plan phosphorus target was established in 1993. The target is 30 µg/L in the upper Bay of Quinte for the May to October time period.

The bay is regularly meeting the established phosphorus target and it is recommended that this target be used to change the status of the

Eutrophication and Undesirable Algae environmental challenge to restored.

However, over the years, scientists have recognized how complicated the ecosystem is. Current research and modelling studies highlight that despite major reductions in phosphorus loads to the bay, the ecosystem still shows the characteristics of a eutrophic system.

To further reduce phosphorus levels and ensure long-term protection of the bay's water quality, a

Phosphorus Management Plan is being developed for the bay. It will establish new long-term targets. These targets have been recommended based on modelling studies conducted by the University of Toronto.

Based on the assessment the proposed long-term phosphorus targets for the Bay of Quinte are:

- A threshold of a maximum of 40 µg TP/L, which cannot be exceeded 15% of the time in a year. This objective translates to a growing season average concentration of 25-27 µg TP/L; and
- The flow-weighted phosphorus levels in the major tributaries (Trent River, Moira River, Salmon River, and Napanee River) should not exceed 20 µg TP/L during the growing season May - October.
- The Long-Term Target for chlorophyll-a (Chl a): not to exceed 12 µg/L more than 15% of time.
- The Long-Term Target microcystin (MC) should not exceed 5 µg/L more than 15% of time.

RAIN GARDENS

Does your yard look like this in the spring or after a significant rainfall?

A rain garden could be your solution.



This is known as stormwater it's the rain and melted snow that is not able to soak into the ground.

By creating rain gardens, in urban areas, more stormwater will be able to naturally infiltrate into the ground. Rain Gardens are easy to build. Watch our Greening Your Grounds video to learn how - https://youtu.be/hfV_3C7rtbl

You can be part of the long-term solution to improving water quality in the Bay of Quinte by decreasing the volume of stormwater leaving your property.

To learn if you are eligible for the \$750. grant and to book your site visit, contact:

Jason Jobin
BQRAP Environmental Technician
Lower Trent Conservation
P: 613-394-3915 ext. 225
E: jason.jobin@ltc.on.ca

Robert Ormston,
BQRAP Environmental Technician,
Quinte Conservation,
P: 613-968-3434 ext. 167
E: ormston@quinteconservation.ca



LOWER TRENT
CONSERVATION

STAFF REPORT

Date: October 27, 2023
To: Board of Directors
Re: Provincial Offences Officer Appointments
Prepared by: Gage Comeau, Manager, Watershed Management,
Planning and Regulations

PROPOSED RESOLUTION:

THAT Alexander MORONI be appointed as a Provincial Offences Officer for the purpose of enforcing regulations made pursuant to Sections 28 and 29 of the *Conservation Authorities Act* and the *Trespass to Property Act* within the area of jurisdiction for Lower Trent Conservation, effective during his employment with Lower Trent Conservation.

BACKGROUND:

Section 30.1 of the *Conservation Authorities Act* provides for the appointment of officers for ensuring compliance with the *Act* and the regulations. In this regard, Conservation Ontario, in consultation with the Ministry of Natural Resources and Forestry, has established a protocol to establish documentation requirements for designating staff as Provincial Offences Officers. The protocol outlines training requirements that must be met prior to the Authority designating staff as Provincial Offences Officers. Training requirements include staff taking a Provincial Regulatory Compliance Training Course or equivalent training. Staff should also be trained in the requirements of Sections 28 and 29, as applicable, of the *Conservation Authorities Act* and must pass a criminal background check.

Lower Trent Conservation currently has the following staff designated as Provincial Offences Officers in the Planning and Regulations department: Gage Comeau and Scott Robertson. Currently, Gage Comeau supervises the Section 28 Regulations program and in cooperation with Scott Robertson currently handles all of the Section 28 enforcement files at Lower Trent Conservation. With the supervision of the Section 28 Regulation program having been transitioned to Gage Comeau, the proposal is to appoint Alexander Moroni as a Provincial Offences Officer to ensure that LTC has proper coverage for the administration and enforcement of Section 28 matters.

Alexander Moroni

Alexander Moroni was hired by Lower Trent Conservation (LTC) in July 2023 as the Regulation and Enforcement Officer. Prior to working for LTC as the Regulation and Enforcement Officer, Alexander had gained relevant experience in administering and enforcing regulations through his various roles at the Ministry of Transportation as a Transportation Enforcement Officer/Provincial Offences Officer and as a Court and Client Representative for the Ministry of the Attorney General. As well, Alexander has a Bachelor of Community and Criminal Justice from Conestoga College.

Alexander has been working for LTC for over 3 months learning about Ontario Regulation 163/06 and the Conservation Authorities Act and is adept in a variety of skills including but not limited to investigations, communications, evidence, procedures, statements, crown briefs and court processes. Additionally, Alexander has met the requirements for the criminal background check as part of the hiring process.

Alexander will be asked to take an oath as part of the appointment process, declaring that he will serve Lower Trent Conservation as an Enforcement Officer and will administer the regulations in a fair and equitable manner.

RECOMMENDATION:

That Alexander Moroni be designated as a Provincial Offences Officer for Lower Trent Conservation to fulfill the requirements under Section 28 and Section 29 of the *Conservation Authorities Act*.



LOWER TRENT
CONSERVATION

STAFF REPORT

Date: October 30, 2023
To: Board of Directors
Re: Revisions to the Volunteers for Conservation Program Plan
Prepared by: Corinne Ross, Communications Specialist and Kelly Vandette, Manager, Corporate Services

PROPOSED RESOLUTION:

THAT the proposed revisions to the ‘*Volunteers for Conservation Program Plan*’ document be accepted and adopted.

BACKGROUND:

Since 1968, volunteers have been supporting Lower Trent Conservation in achieving its mission “*to protect land, water and living things by working with and inspiring others*”. Volunteers play a vital role in the success of many of Lower Trent Conservation’s programs including conservation lands, stewardship services and environmental youth education.

Volunteers have also allowed for the successful development and implementation of outreach programs that engage and educate the public on the roles that Lower Trent Conservation performs within the watershed. Our volunteers are more than a physical helping hand; they are dedicated advocates for conservation who embrace the importance of fostering “*healthy watersheds for healthy communities*” within the Lower Trent watershed region.

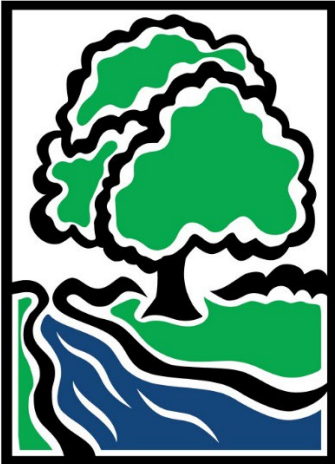
In November 2019, the ‘*Volunteers for Conservation Program Plan*’ enhanced the original 1998 program by providing policy-based guidelines and methods for the effective delivery and management of Lower Trent Conservation’s volunteers.

This year, the Lower Trent Conservation ` *Volunteers for Conservation Program Plan*’ has been reviewed and revised to address the specific need for the conservation lands program area by introducing the ‘Trail Stewards’ category of volunteers. Additional modifications of the volunteer training and recognition activities were also made. Please see the below table of changes proposed.

Reference Section and Page	Proposed Changes	Reason
Introduction Page 2	Introduction to the ‘Trail Stewards’ addition the Volunteers for Conservation Plan	LTC wants to enhance volunteer opportunities within the organization
Positions Required Page 3	Description of the role pertaining the ‘Trail Steward’ position	To give clarity to the position required and a brief outline of expectations
5.0 Volunteer Rewards and Recognition Page 10	Expanding of the volunteer rewards and recognition	LTC recognizes the importance of volunteers and showing appreciation in various forms creates a lasting volunteering relationship

RECOMMENDATION:

Staff recommends to the Board of Directors that the revisions made to the ‘*Volunteers for Conservation Program Plan*’ be accepted and approved.



LOWER TRENT
CONSERVATION



FOR CONSERVATION
PROGRAM PLAN

November 2023

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1.0 Preface

Volunteer participation with Lower Trent Conservation has been in place since our organization began in 1968. Public interest in assisting the organization through volunteerism grew quickly in the beginning. For example, on June 14, 1971 an army of more than 300 volunteers, 40 trucks and as many boats converged on the Trent River to remove an estimated 40 tons of debris from the watercourse. Dubbed '*Operation Cleansweep*', the project was "designed to restore the Trent waterways between Hastings and the mouth of the Trent River to natural beauty and bountiful marine life." The project focused on the river shore, shallow waters and public lands adjoining the river with the goal of removing as much litter and rubbish as possible in one day.

Since '*Operation Cleansweep*', Lower Trent Conservation has continued to engage many community groups and individuals in various conservation projects. Over the years, thousands of trees have been planted on Conservation Authority owned lands by Beavers, Cubs and Scouts as part of their Trees for Canada program.

In 1998, Lower Trent Conservation formally launched its '*Volunteers for Conservation*' program so that energy and talents put forth by volunteers could be formally acknowledged.

Since the Program was initiated, nearly 1,900 adults and youth have contributed approximately 9,000 hours in support of our conservation programs. Planting trees or wildflowers, monitoring trails, establishing shoreline buffers, and helping children foster an appreciation for nature are just a few examples of projects where volunteers continue to lend Lower Trent Conservation a helping hand.

In 2019 Lower Trent Conservation took its '*Volunteers for Conservation*' program a step further by devising a formal plan for managing our organization's volunteer activities.

2.0 Introduction

In 2020, due to COVID, our volunteer program was put on hold and over the past three (3) years, an increase in the use of our conservation area trails was observed. This observation resulted in a new opportunity to add a focus on the need for maintenance assistance within our conservation area trails and to encourage volunteers to reengage with Lower Trent Conservation; thus, the *Volunteers for Conservation Program Plan* has now been revised.

2.1 Description

Volunteering can be described as an activity which takes place through organizations or projects and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- based on no expectation of financial remuneration
- in designated volunteer positions only

2.2 Principles of Volunteering

1. Volunteering benefits the community by allowing individuals to connect with their community and make it a better place
2. Volunteering benefits the volunteer by:

- a. helping them to make new friends
 - b. expanding networking capabilities
 - c. boosting social skills
 - d. improving overall physical and mental wellbeing
3. Volunteer work is monetarily unpaid
 4. Volunteering is always a matter of choice
 5. Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
 6. Volunteering is not a substitute for paid work and should not be used to replace paid positions
 7. Volunteering respects the rights, dignity and culture of others

2.3 Motivations for Volunteering

People give a variety of reasons for their desire to become a volunteer. Some of these include:

- To help others or the community
- Personal satisfaction
- Personal/family involvement
- To do something worthwhile
- Social contact
- Use skills/experience
- To be active
- To learn new skills/gain work experience
- Personal/family involvement
- Learned new skills/gained work experience

2.4 Volunteer Governance

Good volunteer governance involves the following steps:

1. Recruitment
2. Selection and Screening
3. Training and Induction
4. Volunteer Management
5. Recognition and Rewards

2.5 Purpose

Volunteers play a vital role in the success of many of Lower Trent Conservation's programs including conservation lands, environmental education and stewardship services. Volunteers allow for the successful development and implementation of outreach programs that engage and educate the public on the roles that Lower Trent Conservation performs within the watershed.

The purpose of this Program Plan document is to outline and develop a method for recruiting, screening, and selecting candidates, as well as training, utilizing, supervising, evaluating, and recognizing volunteers. In essence, this document will provide policy-based guidelines and methods for the effective delivery and management of Lower Trent Conservation's 'Volunteers for Conservation' program.

2.6 Analyses

This ‘*Volunteers for Conservation*’ Program Plan takes into consideration the volunteer management practices of Lower Trent Conservation to determine volunteering issues currently facing the organization. For example, while recruitment isn’t a current issue, there is concern regarding the need for formal training of new and existing volunteers. Additionally, a lack of volunteer utilization across the organization needs to be addressed. This document shall assist in the increase/maintenance of strengths and opportunities, while mitigating weaknesses and threats, associated with the ‘*Volunteers for Conservation*’ program.

S.W.O.T. Analyses

<p>Strengths</p> <ul style="list-style-type: none"> • Lower Trent Conservation has a significant history of working-well with volunteers to accomplish desirable outcomes that benefit both nature and our local community. • Currently, public interest in volunteerism with Lower Trent Conservation is robust. • Lower Trent Conservation’s new Volunteer Orientation and Training program addresses provincial and organizational policies/regulations and prepares volunteers for a positive, safe and inclusive volunteer experience. • Lower Trent Conservation realizes the value of its volunteers and works to convey its appreciation of them through various means of recognition. 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Lower Trent Conservation under-utilizes its willing volunteers due in-part to a lack of time and/or interest by staff to formally train them and/or supervise their activities. • The majority of existing/previous volunteers have yet to be trained with respect to the OHSA, AODA mandates. • Currently the organization’s volunteer recognition and rewards program is minimal and should be boosted to better convey appreciation (e.g., provide an annual appreciation and fellowship gathering for volunteers, implement a “Volunteer of the Year Award”, etc.). • In some cases, basic requirements associated with managing volunteers are not being met (e.g., ensuring volunteers have been fully trained, logging hours of volunteer efforts, 2-way feedback process regarding volunteers and those who supervise them, etc.).
<p>Opportunities</p> <ul style="list-style-type: none"> • Chance to build upon the existing program and further connectivity with community. • Opportunity to increase public awareness and appreciation of Lower Trent Conservation’s services through volunteer advocacy. • Opportunity to save money by having volunteers assist with LTC projects where appropriate. 	<p>Threats</p> <ul style="list-style-type: none"> • Lack of employee buy-in to the program. • Volunteers do not feel necessary based on under-utilization. • Volunteers may feel under-appreciated due to minimal recognition efforts.

<ul style="list-style-type: none"> • Opportunity to mitigate risk by having a formalized volunteer program policy and procedures. 	<ul style="list-style-type: none"> • Volunteers feel a disconnect with the organization and other volunteers due to lack of training, fellowship, and/or interactivity. • Possibility of additional internal/external restrictions put on volunteerism program leading to volunteer fatigue and/or disgruntlement.
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2.7 Implementation

The implementation of this plan will involve regular assessments conducted in line with the organization's Strategic Plan (2018-2028) reviews. This will ensure the program continues to deliver upon Lower Trent Conservation's strategic goals and objectives.

The plan will also be tabled regularly at Management meetings to ensure that it is implemented throughout the year.

3.0 Volunteer Portfolios

3.1 Positions Required

The first step that must be taken in recruitment is identification of volunteer opportunities across the organization.

This will involve discussion and planning amongst Lower Trent Conservation's various programs/departments. Each will identify opportunities for volunteerism within their program/department and what level of volunteerism is needed to fulfil these opportunities. These opportunities are to be communicated to the Volunteer Coordinator with clarity, and will be added to the Volunteer Opportunities Log.

It's important to note the differentiation between different types of volunteers for varying volunteer needs. Types of volunteers include:

- a) **Core Volunteers:** those individuals who are available and willing to volunteer for multiple events/projects on an annual basis. Core volunteers will have undergone an in-depth orientation process that includes Employment Standards Act, 2000; Workplace Safety and Insurance Act and/or Occupational Health and Safety Act (OHSA); and Accessibility for Ontarians with Disabilities Act (AODA) training, in addition to specific training.
- b) **One-time/infrequent Volunteers:** those individuals who volunteer on a one-time or infrequent basis. These volunteers will be introduced to a basic orientation that does include health and safety, accessibility and specific training as required.
- c) **Group Volunteers:** those businesses/organizations who provide individuals to volunteer with our organization on their behalf (e.g. service clubs, Highway of Heroes, Quinte First Credit Union, military troops, etc.). These organizations are responsible for making sure that their volunteers meet the necessary threshold for training with respect to the OHSA and AODA as required. These volunteers can also expect opportunity specific training to be provided by Lower Trent Conservation supervising staff as required.

- d) **Trail Steward Volunteers:** volunteers agree to assist in maintaining a trail/trails for a one-year period. Volunteers are responsible for completing the volunteer application, and participating in an orientation session. Volunteers may request a particular location, however they can also be assigned to a location based on availability, and are required to report on conditions within their assigned area/trail(s) to the Conservation Lands Supervisor.

3.2 Volunteer Opportunity Descriptions

The development of volunteer opportunity descriptions will allow volunteers to gain a better understanding, before signing-up, of the expectations that will be placed on them by Lower Trent Conservation.

Volunteer opportunity descriptions will also allow authority staff to better fit specific positions with the skill sets of specific individuals.

Opportunity descriptions will need to be developed by program Supervisors/Managers for the requirements of the positions identified.

3.3 Recruiting Volunteers

Volunteers will come from varied sources. They may be people from the local community, friends or relatives of employees and/or Board members, etc.

When recruiting volunteers, Lower Trent Conservation is 'selling itself' to potential helpers. Talking about the benefits of being associated with the organization is very important when communicating with potential volunteers. Again, it is important to consider the motivations for volunteering (as listed above in 2.3) to create a clear message that can be used to recruit volunteers.

Lower Trent Conservation recognizes that finding volunteers involves an investment of time and effort by employees.

In identifying the methods most suitable for finding volunteers, Lower Trent Conservation notes:

- Personal contact is customarily most successful.
- It is necessary to create an awareness of Lower Trent Conservation volunteer opportunities by effectively communicating the volunteer requirements of the organization through marketing strategies (e.g., public relations, advertising, social media etc.) and personal interactions.

3.4 Selection and Screening

Volunteers must be screened to ensure that they fit with the organization and with the positions to be filled.

In screening volunteers, Lower Trent Conservation recognizes the importance of assessing the skills, experience and availability of potential volunteers, and/or their commitment to gathering the necessary skills and experience, to match them to the need of the organization.

It should be clear to prospective volunteers from the outset that they will be required to undergo a screening and orientation training process before a volunteer role can be offered. When conducted openly, these procedures send a positive message to potential volunteers that the organization is professional in its approach to volunteer management.

The screening and orientation training process may also act as a deterrent to some applicants who could pose a risk to the organization.

The screening process should begin with consideration of what duties volunteers will be asked to perform and the level of trust required to perform them satisfactorily. The length of the volunteer commitment as well as the degree of risk and the trust required of volunteers will determine what level of screening should be used to adequately assess suitability for the role.

During the screening process staff will ensure that the candidate meets and possesses any required documents needed for the successful completion of the assigned opportunity. This will include successful completion of Occupational Health and Safety Act and Accessibility for Ontarians with Disabilities Act training, signing a waiver, providing emergency contact information and submission of the Volunteers for Conservation Registration Form. Additionally, volunteers may be required to provide a clear general and/or a vulnerable sector police records check.

3.5 Orientation and Training

Lower Trent Conservation understands the importance of welcoming each of its new volunteers through an orientation process. The type of orientation process required for volunteers varies based on the individual's level of anticipated volunteer contribution/s. Subjects which are to be communicated as part of the orientation process to new recruits include:

- Position descriptions
- Training requirements
- Volunteer Waiver forms
- Volunteer Emergency Contact form
- Codes of behaviour
- Other Forms and checks to be completed

For long term volunteer roles (versus volunteers for "one off" events) a variety of training must take place to aid in the development of a quality volunteer.

Initial training should involve at a minimum a background information session on Lower Trent Conservation promoting the authorities key corporate message as well as an introduction to the variety of programs that take place within Lower Trent Conservation. Mandatory training requirements include Accessibility for Ontarians with Disabilities Act (AODA) and the Occupational Health and Safety Act (OHSA).

Opportunity specific training will be completed by the volunteer's assigned supervisor. It is also the responsibility of the supervisor to ensure that all other applicable volunteer orientation and training requirements have been completed. Volunteers are required to attend one (1) training session prior to any work being done. This training is provided by Lower Trent Conservation and covers all of the necessary information you will need to be successful in your projects. The training is approximately 20 minutes in duration and will be held annually in the end of winter beginning of spring in collaboration with the designated supervisor.

As part of the volunteer orientation process, volunteers will be provided with a form of identification.

3.6 Staff Access to Volunteers

To access a volunteer, staff will visit the [Volunteers](#) folder on SharePoint, and click on [Volunteer Contacts](#) to view the names, interests, availability and qualifications of current volunteers who may potentially be available to fulfill the need.

Additionally, staff may want to review the history of [Volunteer Activities](#) to determine which volunteers have experience providing Lower Trent Conservation with same or similar volunteer needs as those being sought after.

In the case where staff have obtained volunteers outside of the current [Volunteers](#) database (e.g. a new family member, friend or associate) they must be willing to conduct the necessary orientation as outlined in this plan to accommodate required training needs. Staff must also confer with the Volunteer Coordinator for approval. Following approval and orientation training requirements staff must provide all necessary information and documentation to the Volunteer Coordinator. The Volunteer Coordinator will then be responsible for adding the new volunteer(s) to the Volunteers database currently stored in SharePoint.

4.0 Volunteer Management

Lower Trent Conservation understands the importance of effectively managing its volunteers. Successful volunteer management helps to ensure that voluntary tasks are equitably distributed among volunteers and that the volunteer experience is beneficial to all involved. Feedback from both volunteers and staff is important to ensure volunteers and Lower Trent Conservation are effectively achieving their goals. Managers will be responsible for following-up with staff to ensure volunteers are being utilized as identified and that those managing volunteers are conducting volunteer management protocols as outlined in this document.

4.1 Volunteer Rights

While volunteers are not covered by the *Employment Standards Act, 2000*, *Workplace Safety and Insurance Act* or *Occupational Health and Safety Act*, Lower Trent Conservation still has the responsibility for the health and safety of people visiting or helping out in the workplace. Volunteers have the right to work in a healthy and safe environment and be provided with sufficient training to do conduct their volunteer role(s).

4.2 Volunteer Waiver Forms

It is imperative that the volunteer waiver form is signed by all volunteers prior to their start. This form ensures that they know their rights and what they are not covered for in the case of an accident. The supervisor is responsible for ensuring this form (as well as the parent/guardian form for minors) is completed prior to work starting. For volunteer forms, see item 6.0 Resources.

4.3 Volunteer Evaluation/Feedback

Although volunteers are not employees of Lower Trent Conservation, they do represent the organization and as such should have an evaluation conducted after each volunteer assignment. The supervisor of the volunteer is responsible for ensuring the evaluation form is completed and returned to the Volunteer Coordinator for record.

Likewise, Lower Trent Conservation values its volunteers experience, hence, feedback as related to the assignment(s) and staff of Lower Trent Conservation. As such, volunteers should be provided with a confidential feedback form to be completed by the volunteer and submitted to the Volunteer Coordinator for record.

The completion of a feedback form from the volunteer is voluntary, while the completion of feedback by the volunteer's supervisor is mandatory. For volunteer forms, see item 6.0 Resources.

4.4 Tracking Volunteer Activities

It is the responsibility of the staff supervisor to keep track of their volunteers' time and activities and to log this information into SharePoint under [Volunteer Activities](#) in a timely manner – preferably the next working day but no later than one (1) week. This is a key requirement to the *Volunteers for Conservation* program as it enables our organization to track, report on and plan for volunteer engagement in a consistent manner.

5.0 Volunteer Rewards and Recognition

In order to mitigate volunteer attrition and boost volunteer engagement, consistent recognition and appreciation of volunteers by Lower Trent Conservation must be conducted. Recognition and attention are the basics of effective volunteer management and volunteer engagement.

This will be accomplished primarily by verbal and/or written thanks to volunteers by their supervisors, the Volunteer Coordinator and/or management. Additionally, Lower Trent Conservation will host a special appreciation event for its volunteers (and donors) annually, or as time and resources permit.

Some effective ways for volunteer recognition could be the following:

- Social media thank you
- Annual Appreciation Certificate summarizing hours volunteered
- Reference Letters
- Annual Appreciation Event; such as, a volunteer BBQ
- Nominal gifts/giveaways

6.0 Resources

6.1 Volunteer Forms

Volunteer forms will be available in the shared drive under:

T:\ADMIN & GOVERNANCE\Admin Management\Forms & Templates – Blank \ Volunteer Forms:

- Registration Form
- Waiver Form
- Emergency Contact Form

- Personal Information Consent Form
- Confidentiality Form
- Orientation Check List
- Evaluation Form (completed & submitted by supervisor)
- Volunteer's Feedback Form (completed & submitted by volunteer to the Volunteer Coordinator)

7.0 Revisions to the Volunteers for Conservation Program Plan

The Lower Trent Conservation Volunteers for Conservation Program Plan will be reviewed and revised as required to address changes in legislation or emerging issues.



LOWER TRENT
CONSERVATION

STAFF REPORT

Date: October 24, 2023
To: Board of Directors
Re: Revisions to the Accessibility Policy and Accessible Customer Service Plan – November 2023
Prepared by: Anna Morgan, Finance and Information Technician and Kelly Vandette, Manager, Corporate Services

PROPOSED RESOLUTION:

THAT the proposed revisions to the ‘*Accessibility Policy and Accessible Customer Service Plan*’ document be adopted.

BACKGROUND:

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible by 2025.

The Province developed five accessibility standards as part of the AODA. The five AODA standards include, Customer Service, Information and Communications, Employment, Transportation, and Design of Public Spaces (Built Environment). Businesses and organizations in Ontario are required to follow the standards to identify, remove, and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life.

Lower Trent Conservation (LTC) first developed an Accessible Customer Service Plan in 2011 and was updated in 2018, in accordance to the Integrated Accessibility Standards Regulation (O. Reg. 191/11) to become the Accessibility Policy and Customer Service Plan. The LTC Board of Directors is required to review the policy and plan, at a minimum, every four (4) years.

This year, the Lower Trent Conservation ‘*Accessibility Policy and Accessible Customer Service Plan*’ has been reviewed and revised to address legislative changes and modifications to bring the document up to current requirements.

The proposed revisions made to the LTC ‘*Accessibility Policy and Accessible Customer Service Plan*’ are listed in the below table and highlighted in yellow in the revised document.

ORIGINAL PAGE	REVISIONS PROPOSED
Title page (page 1)	- Change Dates: “September, 2018” to “November, 2023” and “September 13, 2018” to “November 9, 2023”

Page 4	Timelines for Implementation – changed to reflect all timelines have been met and policies ‘Established’: “The Authority has implemented the policies on or before the deadlines, and continues to improve opportunities for people with disabilities.”
Page 5	Under Training employees and volunteers: - add statement “If proof of appropriate training can be provided, LTC training will not be required.” - add statement “Refresher training will be assigned every 5 years, or sooner in the event of legislative changes.”
Page 12	- Under IMPLEMENTATION: First paragraph – remove the words “on or before the compliance dates” as all of the compliance dates have passed and been ‘Established’.
APPENDIX 1.0 – Page 6	- Update postal code from K8V 5P4 to K8V 0N1 - Revise to read “Feedback forms will be available on our website and upon request...”
APPENDIX 1.0 – Page 7	Under G. Training: - add statement “If proof of appropriate training can be provided, LTC training will not be required.” - add statement “Refresher training will be assigned every 5 years, or sooner in the event of legislative changes.”
APPENDIX 1.0 – Page 9	Update postal code from K8V 5P4 to K8V 0N1 Grammatical changes: - revise “ <i>Blind Person’s Rights Act</i> ” to “ <i>Blind Persons’ Rights Act</i> ”
APPENDIX 1.0 – Page 14	Format change: - remove bullets from the second, third, and fourth lines of first point
APPENDIX 1.0 – Page 15	Format change: - remove bullet from second line of the third point
APPENDIX 1.0 – Page 20	Remove “Contact information (optional)” section and replace with “Do you wish to be contacted?” with appropriate spaces for name and contact information Update postal code from K8V 5P4 to K8V 0N1
APPENDIX 1.0 – Page 24	Remove ‘Record of Training’ form as physical form is not required. AODA Training courses completed are provided through orientation and online training programs. Training records and lists are updated and electronically filed.

RECOMMENDATION:

Staff recommends to the Board of Directors that the revisions made to the Lower Trent Conservation’s ‘Accessibility Policy and Accessible Customer Service Plan’ be accepted and approved.

LOWER TRENT CONSERVATION **Accessibility Policy and Accessible Customer Service Plan**

November, 2023



*Customer Service, Information & Communications,
Employment, Design of Public Spaces*



Prepared in accordance with:
Integrated Accessibility Standards Regulation (O. Reg. 191/11)

under the ***Accessibility for Ontarians with Disabilities Act, 2005***

Approved by: Lower Trent Conservation Board of Directors
Date: **November 9, 2023**

This document outlines the policies that Lower Trent Conservation (LTC) will put in place to improve opportunities for people with disabilities and to comply with the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act*.

It also includes an Accessible Customer Service plan intended to meet the requirements of the Customer Service Standards, under the Integrated Accessibility Standards, and applies to the provision of goods, services or facilities to the public or other third parties, not to the goods themselves.

Examples of when these policies should be considered include:

- *When providing orientation to new staff, board members, volunteers*
- *When making changes to websites and public information*
- *When someone asks for accessible information*
- *When LTC is seeking feedback*
- *When advertising positions and hiring new employees*
- *When LTC has one or more employees with a permanent or temporary disability*
- *When building new or making major changes to recreational trails, beach access routes, parking spaces, service counters, or waiting areas*
- *When providing goods, services or facilities to people with disabilities*

For more information:

<https://www.ontario.ca/page/accessibility-laws>

BACKGROUND

About the *Accessibility for Ontarians with Disabilities Act*

In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. Its goal is to make Ontario accessible by 2025.

The Province has developed accessibility standards as part of the *AODA*. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove, and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life.

The Accessibility Standards for Customer Service was the first standard to become law as a regulation.

The next four standards include information and communications, employment, transportation, and design of public spaces (built environment). All five standards have been combined under one regulation, the Integrated Accessibility Standards Regulation. This is now law and the requirements are being phased in between 2011 and 2025.

Accessible Customer Service Plan

Lower Trent Conservation (LTC) has developed an Accessible Customer Service Plan, first approved by the Board of Directors in 2011. The plan is in place to meet the requirements under the Accessibility Standards for Customer Service (Ontario Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005* (Appendix 1.0).

Applicability of the Integrated Accessibility Standards

The Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) applies to all organizations and businesses in Ontario with one or more employee. An organization's requirements and timelines for compliance depend on which of the following classes it falls under.

- Ontario Government and Legislative Assembly
- Designated public sector organizations with 50+ employees
- Designated public sector organizations with 1-49 employees
- Private and non-profit organizations with 50+ employees

- Private and non-profit organizations with 1-49 employees

LTC is classified as a “small organization” in the regulation (i.e. non-profit organization with 1-49 employees). The policies in this document have been developed following the criteria and timelines for this classification under the regulation.

The Standards for Transportation do not apply to LTC.

Timelines for Implementation

This document identifies the timelines for implementation set out in the *Act* and its regulations. The Authority has implemented the policies on or before the deadlines, and continues to improve opportunities for people with disabilities.

GENERAL POLICIES

Statement of Commitment

LTC is committed to treating all people in a way that allows them to maintain their dignity and independence.

LTC is committed to providing individuals with disabilities the same opportunity to access our goods, services or facilities in a way that respects their dignity and independence and allows them to benefit from those services.

LTC is committed to improving accessibility and will put the following policies into practice as required by the *Accessibility for Ontarians with Disabilities Act*.

Accessible Customer Service

Implementation Deadline: January 1, 2012 (Policy in effect)

LTC has adopted an Accessible Customer Service Plan (Appendix 1.0) that applies to the provision of goods, services or facilities at premises owned and operated by Lower Trent Conservation.

Training employees and volunteers

Implementation Deadline: January 1, 2016 (Established)

LTC will provide training on:

- the Integrated Accessibility Standards Regulation requirements that apply to the Authority, and
- aspects of the Ontario Human Rights Code that apply to persons with disabilities

LTC will provide training to:

- all employees, volunteers, and anyone who is involved in developing LTC's policies (e.g., Board of Directors)

LTC will ensure that training has been provided to:

- anyone who provides goods, services, or facilities on behalf of LTC.

Training will be provided:

- as part of the orientation requirements for new staff and board members
- on an ongoing basis through presentations at staff meetings or provision of resource materials
- to volunteers, prior to their involvement in a project
- when accessibility policies are revised

If proof of appropriate training can be provided, LTC training will not be required.

A refresher training will be assigned every 5 years, or sooner in the event of legislative changes.

A record of training for staff, board members, and volunteers will be maintained.

ACCESSIBILITY STANDARDS FOR INFORMATION AND COMMUNICATIONS

LTC is committed to meeting the communications needs of people with disabilities. LTC will work with people with disabilities to determine their information and communications needs.

If the information or communications are unconvertible, LTC will provide an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

Making emergency information accessible to the public

Implementation Deadline: January 1, 2012
(Established)

If LTC prepares emergency procedures, plans or public safety information and makes the information available to the public, we will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

What is emergency and public safety information?

There are many types of emergency and public safety information, for example:

- Emergency plans and procedures (e.g., tour boat instructions on how to use a lifejacket)
- Maps, warning signs and evacuation routes (e.g., a “Warning: High Voltage” sign)
- Information about alarms or other emergency alerts (e.g., a brochure explaining how a hotel fire alarm works)

Real-time emergency information (such as announcements and alarms) is not included in the standard.

Making Information Available to the Public

Implementation Deadline: January 1, 2017 (Established)

LTC will review the information it provides to the public (e.g., our website, email format, brochures, presentations, etc.) to determine if there is anything that could be done to make it easier to read, see, hear or understand for someone with a disability.

- We will advise the public on our website and other communication materials that we will work with persons with disability, upon request, to determine how we can make information more accessible.
- When someone asks for accessible information, staff will work with them to try to meet their needs (e.g. larger print, reading it aloud, etc.).
- We will provide accessible information as soon as possible.

Making Feedback Accessible

Implementation Deadline: January 1, 2016 (Established)

LTC provides multiple methods whereby people can submit comments (e.g., phone, email, mail). If none of these are acceptable, we will work with the person with a disability, upon request, to find a solution.

ACCESSIBILITY STANDARDS FOR EMPLOYMENT

Making Hiring Accessible

Implementation Deadline: January 1, 2017 (Established)

We will let job applicants know that LTC will accommodate disabilities during the selection process by:

- Including this information in job postings and on the website
- Speaking or corresponding with applicants directly, if they are selected for an interview.

We will consult with job applicants that request accommodation to make adjustments that best suit their needs.

We will notify successful applicants of our policies for accommodating employees with disabilities by:

- including the information in the offer letter or in a separate email, or
- calling applicants directly or speak to them in person.

Advise staff of policies for supporting employees with disabilities

Implementation Deadline: January 1, 2017 (Established)

We will advise current and new staff about LTC's policies for supporting employees with disabilities through:

- staff orientation
- emails
- staff meetings, and/or
- one-on-one conversations.

We will advise all staff when policies change.

Making Information accessible to employees

Implementation Deadline: January 1, 2017 (Established)

If asked, LTC will work with any employee with a disability to make workplace information accessible, providing the information in an accessible format or with communication supports suited to the individual needs of the employee.

Workplace information means:

- information that employees need to perform their jobs, and
- general information that is available to all employees at work.

Helping Employees with disabilities stay safe

Implementation Deadline: January 1, 2012 (Established)

If LTC knows that an employee with a temporary or permanent disability might need help in an emergency, LTC will:

- Provide them with customized workplace emergency information
- Obtain their consent, then share this information with anyone designated to help them in an emergency
- Review the emergency response information when:
 - the employee changes work locations
 - the employee's overall accommodation needs are reviewed

→ LTC's emergency response policies are reviewed

Make performance management, career development and job changes accessible to employees

Implementation Deadline: January 1, 2017 (Established)

LTC will **allow for** the accommodation needs of employees with disabilities when:

- Using performance management processes;
- Providing information about career development and advancement opportunities;
- Restructuring and/or revising staff positions and duties.

ACCESSIBILITY STANDARDS FOR DESIGN OF PUBLIC SPACES (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)

LTC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public spaces include:

- Recreational trails/beach access routes
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Make recreational trails and beach access routes accessible

Implementation Deadline: January 1, 2018 (Established)

LTC will consult with the public and people with disabilities when we start planning to:

- build new recreational trails

What are recreational trails?

Recreational trails are public trails intended to allow pedestrians to do recreation and leisure activities, such as walk through parks, access playgrounds or get closer to nature.

They do not include:

- wilderness trails
- backcountry trails
- portage routes, or
- trails only meant for cross-country skiing, mountain biking or driving motorized recreational vehicles, such as snowmobiles and all-terrain vehicles.

- make major changes to existing ones
- add a boardwalk or ramp.

We will consult on:

- the trail's slope
- the need for and location of ramps on the trail, and
- the need for, location of and design of rest areas, passing areas, viewing areas, amenities and other features on the trail.

If a beach access route is proposed, no consultation is required under the *Act*, and LTC will determine consultation needs on a case-by-case basis.

New and redeveloped recreational trails and beach access routes will follow technical requirements including but not limited to:

- minimum width and height
- edge protection/barrier
- maximum slope
- signage

Exceptions may apply if requirements cannot be met because:

- it is not practical due to existing site constraints (e.g. rocks bordering the route)
- there may be negative effects on properties protected by the *Ontario Heritage Act*, the *Historic Sites and Monuments Act (Canada)* or the United Nations Educational, Scientific and Cultural Organization's (UNESCO's) World Heritage List, or
- there may be negative effects on water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values.

Make Parking Accessible

Implementation Deadline: January 1, 2018 (Established)

Should LTC develop new or redevelop off-street parking, technical requirements apply, including but not limited to:

1. Off-street parking facilities must include two types of accessible parking spaces:

- wider spaces for people who use mobility aids, such as wheelchairs, and
 - standard-width spaces for people who use mobility assistive devices, such as canes, crutches and walkers.
2. Off-street parking facilities must include a minimum number of each type of accessible parking space, depending on the total number of parking spaces.
 3. Accessible parking spaces must be marked with signage and have access aisles (a space between parking spaces) that allow people with disabilities to get in and out of their vehicles.

This would not apply if:

- It is not practical to include the minimum number of accessible parking spaces due to an existing site constraint.
- The parking lot is not open to the public.

Make service counters, queuing guides and waiting areas accessible

Implementation Deadline: January 1, 2018 (Established)

- ***Service counters***

Should LTC build new or make major changes to our existing service counter, we must make it accessible to people who use mobility aids, such as wheelchairs.

- ***Waiting areas***

If LTC builds a new or makes major changes to our existing waiting areas we will ensure that there continues to be a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service.

To enable further accommodation, seating should not be fixed to the floor.

MODIFICATIONS TO THIS OR OTHER POLICIES

This policy, its appendices, and related procedures will be reviewed, as required, in the event of legislative changes.

Any policy of Lower Trent Conservation that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

IMPLEMENTATION

LTC will review and modify this plan annually to ensure its effectiveness, to ensure the policy complies with the *Act* and regulations, and to identify action items needed to ensure implementation of the policies. ~~on or before the compliance dates.~~

The plan will be reviewed annually by staff. Minor modifications will be made by staff, as required. If major modifications are required that will result in budget implications, approval of the Board of Directors will be sought.

The Board of Directors will review ~~the policy and~~ plan, at a minimum, every 4 years.

APPENDIX 1.0

LOWER TRENT CONSERVATION **Accessible Customer Service Plan**

Providing Goods, Services or Facilities to People with Disabilities



Prepared in accordance with:
Integrated Accessibility Standards (O. Reg. 191/11)
under the *Accessibility for Ontarians with Disabilities Act, 2005*

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Intent

This plan is intended to meet the requirements of Accessibility Standards for Customer Service (Ontario Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods, services or facilities to the public or other third parties, not to the goods themselves.

All goods, services or facilities provided by Lower Trent Conservation shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) The policies in this plan apply to the provision of goods, services or facilities at premises owned and operated by Lower Trent Conservation.
- b) The policies in this plan apply to Directors of the Board, employees, volunteers, agents, consultants and/or contractors who deal with the public, or other third parties that act on behalf of Lower Trent Conservation, including when the provision of goods, services or facilities occurs off the premises of Lower Trent Conservation such as public events, meetings, etc.
- c) The section of this plan that addresses the use of guide dogs and service animals only applies to the provision of goods, services or facilities that take place at premises owned and operated by Lower Trent Conservation.

Definitions

Assistive Device – is a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker, or a personal

oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, and/or reading.

Disability – the term disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 impediment, 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;
- a condition of mental impairment or a developmental disability;
- a learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety, and increased independence for people who are blind.

Service Animal – as reflected in the Accessibility Standards for Customer Service, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides a letter from a regulated health professional as listed in subsection 80.45 (4)(b) of Ontario Regulation 191/11 confirming that the person requires the animal for reasons relating to the disability.

Support Person – as reflected in the Accessibility Standards for Customer Service, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with

communication, mobility, personal care, medical needs, or access to goods, services or facilities.

Policies

In accordance with the Accessibility Standards for Customer Service (Ontario Regulation 191/11), this plan addresses the following:

- A. Provision of Goods, Services or Facilities to Persons with Disabilities
- B. Use of Assistive Devices
- C. Use of Guide Dogs and Service Animals
- D. Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. Provision of Goods, Services or Facilities to Persons with Disabilities

Lower Trent Conservation is committed to excellence in serving all customers including people with disabilities.

Lower Trent Conservation will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own way and at their own pace when accessing goods, services or facilities, as long as this does not present a safety risk;
- using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place, and in a similar manner;
- taking into account individual needs when providing goods, services or facilities; and
- communicating in a manner that takes into account the customer's disability.

Tips and best practices for interacting, communication, and assisting customers with disabilities are provided in Appendix A.

B. Use of Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods, services or facilities provided by Lower Trent Conservation.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods, services or facilities. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

C. Use of Guide Dogs and Service Animals

Lower Trent Conservation welcomes people with disabilities who are accompanied by a service animal. Any "no pet" policies that may be adopted by the Conservation Authority do not apply to guide dogs and/or service animals.

Care and Control of the Animal:

The customer that is accompanied by a guide dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself, such as a severe allergy to the animal, Lower Trent Conservation will make all reasonable efforts to meet the needs of all individuals.

D. Use of Support Persons

If a customer with a disability is accompanied by one or more support persons, Lower Trent Conservation will ensure that the customer and the

support person(s) are allowed to enter the premises together and that the customer is not prevented from having access to the support person(s).

Admission Fees:

If there is a Lower Trent Conservation admission fee for an event or program, the fee will not be applicable to support persons.

Lower Trent Conservation will make this information available by posting a notice in its Administration Office and on its website.

Confidential Information:

In situations where confidential information might be discussed, consent will be obtained from the customer to have their support person(s) present, prior to any conversation where confidential information might be discussed.

E. Notice of Service Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (e.g. entrance to either level of the Administration Office or use of Conservation Area facilities that are deemed accessible), Lower Trent Conservation will notify customers promptly.

Notifications Options:

When disruptions are planned or occur unexpectedly, Lower Trent Conservation will provide notice by:

- posting notices at the point of disruption and on the Lower Trent Conservation website;
- contacting customers with appointments that may be impacted;
- verbally notifying customers when they are making an appointment;
- or
- any other method that may be reasonable under the circumstances.

Where possible, advance notice will be provided.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- goods, services or facilities that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative facilities or services, if available

Samples of notices are provided in Appendix B.

F. Customer Feedback

Lower Trent Conservation shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available at the Administration Office and on our website. Feedback forms will be available upon request along with alternate methods of providing feedback (e.g. in person, by telephone, e-mail, fax, delivered written correspondence).

Submitting Feedback:

Customers can submit feedback to:

Chief Administrative Officer, Lower Trent Conservation

Phone Number: 613-394-4829

Fax Number: 613-394-5226

Mailing Address: 714 Murray Street, RR 1 Trenton, ON K8V 0N1

Email Address: information@ltc.on.ca

Website: www.ltc.on.ca

Customers who wish to provide feedback by completing an on-site customer feedback form can do so with any Lower Trent Conservation employee. This feedback will be forwarded to the Chief Administrative Officer.

Customers that provide written feedback will receive acknowledgement of their feedback (if contact information is provided), along with any resulting actions based on concerns or complaints that were submitted.

A customer feedback form and form for recording customer feedback and action taken are provided in Appendix C.

G. Training

Training will be provided to:

- a) All employees and volunteers;
- b) All persons who participate in developing our policies, including the Board of Directors; and
- c) All other persons who provide goods, services or facilities on behalf of Lower Trent Conservation.

If proof of appropriate training can be provided, LTC training will not be required.

Refresher training will be assigned every 5 years, or sooner in the event of legislative changes.

Training Provisions:

As reflected in the Accessibility Standards for Customer Service, regardless of the format, training will cover the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- An overview of the requirements of the Accessibility Standards for Customer Service.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog or service animal; or
 - require the use of support person(s) (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing Lower Trent Conservation's goods, services or facilities.

- Lower Trent Conservation's policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

A list of available training resources is provided in Appendix D.

Training Schedule:

Lower Trent Conservation will provide training as soon as practicable.

Training will be provided during orientation to new employees, volunteers, the Board of Directors, and anyone who provides good, services or facilities on our behalf.

Revised training will be provided in the event of changes to legislation, changes to this plan, and/or changes to related procedures/practices.

Record of Training:

Lower Trent Conservation will keep a record of training that includes the date training was provided and the name and signature of those who attended the training.

The Record of Training form is provided in Appendix D.

H. Notice of Availability and Format of Required Documents

Lower Trent Conservation shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous location in the Lower Trent Conservation Administration Office and on Lower Trent Conservation's website.

Administration

Priority action items will be identified to facilitate implementation of this Plan. The action items will be reviewed and updated on an ongoing basis.

If you have any questions or concerns about this plan, or its related procedures, please contact:

Chief Administrative Officer, Lower Trent Conservation
Phone Number: 613-394-4829 | Fax Number: 613-394-5226
Mailing Address: 714 Murray Street, RR 1 Trenton, ON K8V 0N1
Email Address: information@ltc.on.ca | Website: www.ltc.on.ca

Referenced Documents

- *Accessibility for Ontarians with Disabilities Act, 2005*
- Accessibility Standards for Customer Service (Ontario Regulation 191/11)
- *Blind Persons' Rights Act, 1990*
- Ontario Human Rights Code, 1990

APPENDIX A

Best Practices

for Interacting with

Customers with

Disabilities

General tips on how to welcome customers with disabilities

- Treat people with disabilities with the same respect and consideration you have for everyone else.
- Use *disability* or *disabled*, not handicap or handicapped.
- Never use terms such as retarded, dumb, psycho, moron or crippled. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than disabled person.
- Patience, optimism, and a willingness to find a way to communicate are your best tools.
- Smile, relax, and keep in mind that people with disabilities are just people.
- Do not make assumptions about what type of disability or disabilities a person has.
- Some disabilities are not visible. Take the time to get to know your customers' needs.
- Be patient. People with some kinds of disabilities may take a little longer to understand and respond.
- If you are not sure what to do, ask your customer, **"May I help you?"**
- If you cannot understand what someone is saying, just politely ask again.
- Ask before you offer to help — do not just jump in. Your customers with disabilities know if they need help and how you can provide it.
- Find a good way to communicate. A good start is to listen carefully.
- Look at your customer, but do not stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- Ensure that venues for public meetings/events hosted by Lower Trent Conservation are accessible.
- Arrange to meet customers at a convenient site if accessibility is an issue.

How to communicate with people with different types of disabilities

People with vision loss

Vision loss can restrict someone's ability to read, locate landmarks, or see hazards. Some customers may use a guide dog or a white cane, while others may not.

Tips:

- When you know someone has vision loss, don't assume the individual can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to the customer.
- Ask if they would like you to read any printed material out loud to them (for example, a schedule of fees).
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.
- Provide documentation/reports in larger fonts, upon request.

People who have hearing loss

People who have hearing loss may be deaf, deafened, or hard of hearing. They may also be oral deaf – unable to hear, but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person's hearing was diminished or lost.

Tips:

- Once a customer has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips.
- As needed, attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).

People who are deafblind

A person who is deafblind may have some degree of both hearing and vision loss. Many people who are deafblind will be accompanied by an intervenor, a professional support person who helps with communication.

Tips:

- A customer who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervenor.

People with speech or language impairments

Cerebral palsy, hearing loss, or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive device(s).

Tips:

- Don't assume that a person with a speech impairment also has another disability.
- Whenever possible, ask questions that can be answered with "yes" or "no".
- Be patient. Don't interrupt or finish your customer's sentences.

People who have learning disabilities

The term "learning disabilities" refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

Tips:

- Be patient – people with some learning disabilities may take longer to process information, to understand, and to respond.

- Try to provide information in a way that will allow for the customer's disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

People who have intellectual / developmental disabilities

Developmental or intellectual disabilities, such as Down Syndrome, can limit a person's ability to learn, communicate, do everyday physical activities, and live independently. You may not know that someone has this disability unless you are told.

Tips:

- Don't make assumptions about what a person can do.
- Use plain language.
- Provide one piece of information at a time.

People who have mental health disabilities

Mental health issues can affect a person's ability to think clearly, concentrate, or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety due to hallucinations, mood swings, phobias, or panic disorder.

Tips:

- If you sense or know that a customer has a mental health disability, be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm, and reassuring.
- If a customer appears to be in crisis, ask them to tell you the best way to help.

How to interact with people who use assistive devices, and how to use any equipment that your organization provides to help customers with disabilities

An assistive device is a tool, technology, or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating, or lifting. Personal assistive devices can include things like wheelchairs, hearing aids, white canes, or speech amplification devices.

Tips:

- Don't touch or handle any assistive device without permission.
- Don't move assistive devices or equipment, such as canes and walkers, out of your customer's reach.
- Let your customers know about accessible features in the immediate environment that are appropriate to their needs (e.g., accessible washrooms, lift).
- Make sure you know how to use equipment or devices for customers with disabilities offered by the organization (e.g. lift). It could be helpful to have instruction manuals handy or an instruction sheet posted where the device is located.

How to interact with a person who has a guide dog or other service animal

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Tips:

- Remember that a service animal is not a pet. It is a working animal. Avoid touching or addressing them.

- If you're not sure if the animal is a pet or a service animal, ask your customer.

How to serve a person accompanied by support person(s)

Some people with disabilities may be accompanied by support person(s), such as an intervenor. A support person can be a personal support worker, a volunteer, a family member, or a friend. A support person might help your customer with a variety of things from communicating, to helping with mobility, personal care, or medical needs.

Welcome support people to your workplace or business. They are permitted in any part of your premises that is open to the public. Provide notice, in advance, regarding any fees for events/programs that may or may not apply to a support person.

Tips:

- If you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask.
- Speak directly to your customer, not to their support person(s).

How to assist people with disabilities who need help accessing your goods, services or facilities

If you notice that your customer is having difficulty accessing your goods, services or facilities, a good starting point is to simply ask "How can I help you?" Your customers are your best source for information about their needs. A solution can be simple and they will likely appreciate your attention and consideration.

Adapted from: *Accessibility Standard for Customer Service: Training Tips for employees: Ministry of Community and Social Services, © Queen's Printer for Ontario.*

APPENDIX B

Notification of Service Disruptions

Sample Documents for Notifying the Public about Disruptions in Service

Sample 1 – Accessible Trail Closed

This would be posted on our website and at the trailhead at Bleasdell Boulder Conservation Area.

Dear Customers,

The accessible portion of the trail at Bleasdell Boulder Conservation Area is closed from April 1 to 15, 2018 due to upgrades to the bridge. Lower Trent Conservation has other accessible trails at _____ Conservation Area(s).

We regret any inconvenience this may cause. If you have questions or concerns, please call 613-394-4829.

Thank you.
Management

Sample 2 – Accessible washroom out of service

This would be posted near the accessible washroom that is out of order.

Dear Customers/Guests,

Our accessible washroom on the main floor of the Lower Trent Conservation Administration Office is out of service due to a broken pipe.

A repair person will be on the premises tomorrow to fix it. In the interim, customers/guests are welcome to use the washroom on the basement floor. Instructions for use of the lift, and/or assistance, are available at the front desk.

We apologize for any inconvenience.
Thank you.
Management

APPENDIX C

Customer Feedback

Accessible Customer Service - Feedback Form

Thank you for visiting Lower Trent Conservation. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____

Name of staff person(s) you met with: _____

Did we respond to your customer service needs today? YES NO

Was our customer service provided to you in an accessible manner?
 YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods, services or facilities?
 YES SOMEWHAT NO (please explain below)

Other comments: _____

Do you wish to be contacted? YES NO

If YES, Contact Information:

Name (First and Last): _____

Email / Telephone: _____

Please submit to:

Chief Administrative Officer, Lower Trent Conservation
Phone Number: 613-394-4829 | Fax Number: 613-394-5226
Mailing Address: 714 Murray Street, RR 1 Trenton, ON K8V 0N1
Email Address: information@ltc.on.ca | Website: www.ltc.on.ca

Information you provide on this form is collected by Lower Trent Conservation in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and will not be provided to others or used for purposes other than assessing LTC's Customer Service or contacting the respondent.

THANK YOU FOR YOUR COMMENTS!

FOR INTERNAL USE

***Accessible Customer Service -
Record of Customer Feedback***

Date feedback received:

Name of customer :

Contact information :

Details:

Follow-up:

Action to be taken:

Staff member:

Date:

APPENDIX D

Training

Accessible Customer Service - Training Resources

1. HR Downloads – AODA Customer Service Training
2. Lower Trent Conservation Accessible Customer Service Plan
3. Web training: <https://accessforward.ca>
4. How to Train your Staff information provided at <https://www.ontario.ca/page/how-train-your-staff-accessibility>
5. Additional information on “Making Ontario Accessible” is provided at www.ontario.ca/page/accessibility-laws



LOWER TRENT
CONSERVATION

STAFF REPORT

Date: November 9, 2023
To: Board of Directors
RE: 2024 Fee Policy and Schedules
Prepared by: Rhonda Bateman, CAO

PROPOSED RESOLUTION:

THAT the 2024 Lower Trent Conservation Fee Policy and Schedules be adopted and effective January 1, 2024, except for Schedule 1 Planning and Regulation fees which will be effective on the date that the Minister rescinds the current fee freeze.

BACKGROUND:

The 2024 Fee Policy and Schedule was accepted by the Board of Directors for distribution to our partner municipalities for consultation purposes.

The Schedule 1 Planning and Regulations Fees are frozen under Minister's order for 2023. However, guidance from Conservation Ontario indicates that Schedule 2 - General Service Fees and Schedule 3 – Stewardship Services Fees do not fall under the Minister's fee freeze.

DISCUSSION:

We received feedback from Trent Hills Council Deputy Mayor Metcalfe, via Board Member English, questioning the rationale for not increasing sub-division and complex fees. After speaking with our staff, I responded via email to Councillor Metcalfe:

Thank you for your inquiry regarding the proposed 2024 fee schedule.

The reason that staff felt the subdivision fees should not increase for the coming year is based on the decrease in service delivery due to the provincial changes to CA planning. We no longer are able to provide comments on natural heritage features and we are limited in our commenting ability for stormwater. Therefore, our workload decrease is reflective in the proposed fees.

There were no other comments received on the proposed 2024 Fee Policy and Schedules during the consultation period.

RECOMMENDATION:

THAT the 2024 Lower Trent Conservation Fee Policy and Schedules be adopted and effective January 1, 2024, except for Schedule 1 Planning and Regulation fees which will be effective on the date that the Minister rescinds the current fee freeze.



Lower Trent Conservation Fee Policy and Schedules

*This manual outlines Lower Trent Conservation's policies
for setting and charging fees*

Approved by Lower Trent Conservation Board of Directors – XXXX, 2023
RES: GXXX/23

Effective Date: January 1, 2024
Schedule 2 and Schedule 3

Lower Trent Conservation
Administration Office
714 Murray Street
Trenton, ON
K8V 0N1
Tel.: 613-394-4829
Fax: 613-394-5226
Web: www.LTC.on.ca

POLICY

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FEE SCHEDULES

- Schedule 1: LTC Planning and Regulations Fees
- Schedule 2: LTC General Fees
- Schedule 3: LTC Stewardship Services Fees

POLICY

Purpose

The purpose of the Fee Policy and Schedules is to inform the public and our municipal partners of the fees charged for programs and services delivered by Lower Trent Conservation.

Legislative Framework

The *Conservation Authorities Act (CAA)* Section 21.2 allows for conservation authorities to charge fees for services.

The CAA Section 21.1 Mandatory programs and services and Ontario Regulation (O. Reg.) 686/21 Mandatory Programs and Services outline mandatory (Category 1) programs that may be funded by municipal apportionment, provincial grants, or self-generated revenue with the user pay principal as appropriate.

Section 21.1.1 of the CAA outlines Category 2 Municipal programs and services, “An authority may provide, within its area of jurisdiction, municipal programs and services that it agrees to provide on behalf of a municipality situated in whole or in part within its area of jurisdiction under a memorandum of understanding, or such other agreement as may be entered into with the municipality, in respect of the programs and services”

Section 21.1.2 of the CAA defines Category 3 Other programs and services, “In addition to programs and services described in sections 21.1 and 21.1.1, an authority may provide, within its area of jurisdiction, any other programs and services that it determines are advisable to further the purposes of this Act.”

Category 1 Mandatory Programs and Services include:

- Administration of *Conservation Authorities Act (CAA)* Section 28 and 28.1 including technical advice and studies;
- Response to legal, real estate and public inquiries regarding a CAA Section 28 and 28.1 and natural hazard inquiries under the *Planning Act*;
- Activities requiring a permit made pursuant to section 29 of the CAA;
- Review and commenting on applications under other legislation noted under the Mandatory Programs and Services Regulation (O. Reg. 686/21) and associated inquiries.
- Access to authority owned or controlled land for recreational activities not requiring direct authority or other staff involvement.

Category 2 Municipal programs and services include but are not limited to:

- Commenting on Planning Act applications for technical and policy matters other than for consistency with natural hazard policies, such as related to natural heritage, storm water management, or other matters requested by a municipality, county, corporation or individual.

Category 3 Other programs and services include but are not limited to:

- Extension Services (e.g. technical advice/implementation of erosion control measures, forest management/tree planting, wildlife/fisheries habitat management, management of forests/recreational land owned by others, technical studies)
- Recreational activities that are provided on land that is owned or controlled by the authority with the direct support or supervision of staff employed by the authority or by another person or body, or with facilities or other amenities maintained by the authority, including equipment rentals and renting facilities for special events.
- Community relations to help establish, maintain, or improve relationships between the authority and community members.

- Public education services to improve awareness of issues relating to the conservation, restoration, development, and management of natural resources in watersheds in Ontario.
- The provision of information to the public.
- The sale of products by the authority.

Policy Principles

This Fee Policy and associated Schedules have been prepared in conformity with the *Conservation Authorities Act*. The Fee Schedules are based on the user-pay principle. The fees and revenues for planning and permitting services are designed to assist with recovering the costs associated with administering and delivering the services on a program basis. These fees do not exceed the cost of the service.

Process and Public Notification

The Fee Policy and Schedules has been established by the Lower Trent Conservation (LTC) Board of Directors following consultation with local stakeholders and the public.

Consultation includes direct e-mail to key stakeholders (e.g., municipalities) and posting the notice for comment for review and/or revisions to the Fee Policy and Schedules on the LTC website for a minimum of 30 days. Comments received will be presented to the Board of Directors prior to any approval.

Implementation

It is the objective of LTC to provide an effective and efficient delivery of services. To achieve this objective:

- Land use proposals will be reviewed in a timely fashion.
- Comments on applications under the *Planning Act* will be provided in time for the legislated public meeting or hearing.
- Permit applications under the *CAA* generally will be processed within timelines outlined in Conservation Ontario's "Annual Reporting on Timelines Template for permissions under Section 28 of the Conservation Authorities Act". These timelines were developed by the Timely Review and Approvals Taskforce and received endorsement by the CO Council in December 2019.
- Fees will not exceed the costs to deliver the service.

Exemptions to the application of these fees include:

- Non-profit conservation groups contributing to the protection and restoration of the natural environment, such as Ducks Unlimited (DU), Nature Conservancy of Canada (NCC), Ontario Federation of Anglers and Hunters (OFAH) for permit applications, *Planning Act* applications, inquiries, and site assessments;
- LTC municipalities forming part of the permit applications, inquiries, and site assessments (excluding exceptional circumstances where considerable staff time is required to conduct major technical reviews and enforcement matters).

Refunds

Lower Trent Conservation does not issue refunds for services or products once the application or order is submitted and the payment has been processed. Under exceptional circumstances, refund requests will be considered and may be approved by the Chief Administrative Officer. If a refund is approved, a 10% refund fee will apply.

Appeal

The fee appeal process will be based on the principles of fairness, opportunity, and notification. The only fees that would be considered for an appeal are those found under planning and permitting.

Consideration of appeals will be directed to the Chief Administrative Officer (CAO). The appellant must submit in writing to the CAO the reasons for the appeal request. The CAO will review the request, consult with staff and the proponent. The appeal will be dismissed, upheld or the fee altered. If the appeal is dismissed, the proponent is required to pay the fee amount. If the appeal is upheld, the fee could be waived or varied from the original amount. The applicant will be notified of the CAO's decision.

If the applicant is dissatisfied with the decision from the CAO an appeal to the LTC Board of Directors can be requested.

The appellant must submit in writing to the CAO the reasons for the appeal request to the Board of Directors. The written request must identify a request to present the appeal before the Board of Directors. Once heard, the appeal will be dismissed, upheld or the fee altered. If the appeal is dismissed, the proponent is required to pay the fee amount. If the appeal is upheld, the fee could be waived or varied from the original amount. Any appeal decision requires a resolution passed by the Board of Directors. The appellant will be notified of the Board's decision.

Date of Effect

The Fee Policy and Schedules becomes effective as of the date set by the LTC Board of Directors.

Transition

The establishment of this Fee Policy and Schedules supersedes and replaces all previous fee policies and/or schedules. The Policy also applies to proposals not previously invoiced, such as draft approved plans of subdivision which predated any fee schedule.

Review Process

This Fee Policy and Schedules will be reviewed annually by LTC staff to monitor effectiveness and any changes will be brought forward to the Board of Directors for consideration. Consultation is required if changes are applied to the Policy or Schedules (as noted under Process and Public Notification) prior to Board approval. Approval of the updated Fee Policy and Schedule will require passage of a resolution by the Board of Directors.

FEE SCHEDULES

Schedule 1: LTC Planning and Regulations Fees

Schedule 2: LTC General Fees

Schedule 3: LTC Stewardship Services Fees

SCHEDULE 1 Planning and Regulations Fees		
FEE TYPE	2024 Fee	NOTES
Pre-Application Services Fees		No reimbursement or crediting of fees
General Inquiry	free	Verbal or email response
Clearance Letter/Screening Letter	\$125	
Pre-Consultation with Written Comments	\$200	
Site Visit - Project Specific (< 0.5 ha)	\$250	detailed discussion on specific site locations
Site Visit - Standard (<2 ha)	\$400	
Site Visit - Large (>2 ha)	Min \$500	Cost estimate to be provided based on scope and complexity
PSW Update	\$1,000	Includes submission to MNRF
Legal Inquiry	\$220	(3-10 business days)
Legal Inquiry – RUSH	\$350	(up to 2 business days)
Technical Report Review	\$275	Per Report (EIS, HE, Floodline, etc.)
Map of property with environmental constraints	\$30	
Permit Fees		
Routine Permit Drainage Act (DART Protocol)	\$100	
Hydro One - Utility Corridor (up to five sites)	\$500	
Minor Permit	\$230	
Standard Permit	\$575	
Compliance Permit		Double the Application Fee
Large Fill Permit	\$575 +	\$575 + \$0.50 per m3 up to 500m3
Large Fill Permit	\$3,000 +	\$3,000 + \$0.75 per m3 greater than 500m3
Restoration Agreement		Double the Application Fee
Permit Amendment - Administrative	\$100	
Permit Amendment		50% of original fee
Hearing Administration Fee - Standard	\$400	Single residential lot development
Hearing Administration Fee - Complex	\$1,000	Multiple lots; Commercial or Industrial Development; Large Residential Development

FEE TYPE	2024 Fee	NOTES
Standard Plan Review Fees		
Consent	\$440	
Consent - Multiple (up to 3)	\$660	
Zoning Bylaw Amendment (ZBA)	\$440	
Minor Variance (MVA)	\$440	
Official Plan Amendment (OPA)	\$560	
Combined OPA/ZBA	\$990	
Recirculation (any Standard Plan Review)		50% of original fee
Site Plan Control Fees		
Single Lot Residential Site Plan	\$550	
Minor Site Plan	\$1,050	
Major Site Plan	\$2,600	
Subdivision / Condominium Fees		
DRAFT PLAN Subdivision - Basic	\$3,500	
DRAFT PLAN Subdivision - Complex	\$7,000	Phasing may incur additional fees
Redline Revision or Resubmission	\$1,300	No Technical Reports to review
Redline Revision or Resubmission	\$2,600	Technical Reports to review
Detailed Design Review & Clearance of Draft Conditions	\$1,900	per Phase
Detailed Design Review & Clearance of Draft Conditions	\$3,500	Draft Plan Approval > 5yrs ago
Ministerial Zoning Order (MZO)	\$15,000 deposit	Cost recovery for: Review of technical reports, consultant costs, compensation, development and implementation, administration and legal fees

Note: No fees apply to applications for submissions from levying municipalities on municipal initiatives
(excluding major technical reviews and enforcement matters)

Payments can be made by cash, cheque, or credit card (Visa or MasterCard)

SCHEDULE 2 General Service Fees		
FEE TYPE	2024 Fee	NOTES
Staff Charge Out Rates		
<i>Management/Project Management</i>	\$90	
<i>Engineering/Planning</i>	\$75	
<i>Specialists – IT, GIS, Ecologist</i>	\$60	
<i>Administration/ Technicians</i>	\$55	
Conservation Lands		
Group picnics/Special events		
Up to 50 people	\$150	
Up to 100 people	\$300	
Up to 200 people	\$600	
>200 people (per 100)	+ \$150	
Delivery Charges (picnic tables/garbage cans)	\$110	
Goodrich-Loomis Conservation Centre Rental		
Half day – one floor	\$100	
Half day – two floors	\$150	
Full day – one floor	\$175	
Full day – two floors	\$300	
Murray Marsh Hunting permission	\$75	
Other events (filming, athletic, sponsored events)		Cost recovery
Discover Your Watershed Events		Cost recovery
Administrative Services		
Shipping and Handling – minimum fee	\$10	
NFS Cheque	\$50	
Printing – all printing and sizes		Cost recovery

Payments can be made by cash, cheque, or credit card (Visa or MasterCard)

SCHEDULE 3 Stewardship Services Fees		
	2024 Fee	NOTES
Tree Seedlings and Shrubs		
Conifer Stock	\$1.52-\$1.75	
Deciduous Stock	\$1.96-\$2.30	
Administrative Fee – per order	\$14	
Potted Trees	\$17-\$19	
Wildflower Kits		
Sun-loving	\$50	
Shade-tolerant	\$70	
Little Forest Kits	\$400-\$450	

Payments can be made by cash, cheque, or credit card (Visa or MasterCard)



LOWER TRENT
CONSERVATION

STAFF REPORT

Date: November 1, 2023
To: Board of Directors
RE: 2024 Budget Consultation
Prepared by: Rhonda Bateman, CAO

PROPOSED RESOLUTION:

THAT the 2024 budget consultation staff report be received as information.

BACKGROUND:

The 2024 Preliminary Draft Budget was accepted by the Board at the September Board meeting for distribution to our partner municipalities for consultation purposes.

DISCUSSION:

There was a variety of feedback received on the draft budget.

The municipality of Trent Hills provided the following resolution:

Motion No. THC-231024-3
Moved by Deputy Mayor Michael Metcalf
Seconded by Councillor Dennis Savery

Be it resolved that the information presented by Rhonda Bateman, Chief Administrative Officer/Secretary-Treasurer, Lower Trent Conservation re: Lower Trent Conservation - 2024 Draft Budget be received, and ask Lower Trent Conservation to review the 2024 Draft Budget to reduce the overall increase, ideally to around 6%.

The CAO provided information to the Township of Alnwick/Haldimand (A/H) in response to a Council meeting where the budget was on the agenda. Subsequently, A/H requested a presentation by the CAO which conflicted with the Trent Hills presentation timing. An additional request has been made for a presentation on November 14th and the following information has been requested via motion:

"Be it resolved that the Council of the Township of Alnwick/Haldimand direct staff to invite the CAO from the Lower Trent Conservation Authority staff to attend the November 14, 2023 Council meeting, and make a presentation regarding their recent correspondence to the Township concerning the Authority’s Levy and upcoming budget deliberations, and, specific information regarding:

- the number of new LTC full-time staff positions that have been created during the past five years (January 1, 2019 – December 31, 2023);
- the number of LTC staff positions that have been re-evaluated/changed from contract or part-time, to full-time during the same timeframe;

- LTC billing information provided on a per/household basis (for Township of Alnwick/Haldimand);
- base cost financial information / property;
- current service levels.”

Although overall, the delegation with the City Quinte West regarding the MOUs went well. Quinte West passed the following motion to defer the signing of the MOU with Lower Trent until after the budget deliberations at the November Board meeting:

Motion No 23-390 – Staff Report 23-0024PWES - Memorandum of Understanding with Conservation Authorities

Moved by Councillor Reid
Seconded by Councillor Stedall

That Council authorizes the Mayor and Clerk to enter into a Memorandum of Understanding presented by Quinte Conservation;

And that Council defer the authorization of Mayor and Clerk to enter into an MOU with Lower Trent Conservation Authority until the December 13th Regular Meeting of Council so that Category 3 Items in the MOU can be considered as part of Budget discussions. **Carried**

RECOMMENDATION:

That the staff report be received as information to further Board discussion on the draft budget.

2024 LTC BUDGET - DRAFT TO BOARD

For Nov 9/23

EXPENDITURES	2023 BUDGET	2024 BUDGET	2022 - 2023		% Change	NOTES
			VARIANCE			
NATURAL HAZARD MGMT						
Staffing \$	659,946 \$	547,843 \$	-\$	112,103	-17.0%	Adjusted allocation of staffing inventory
Operating \$	139,502 \$	146,338 \$	\$	6,836	4.9%	
Capital \$	5,000 \$	- \$	-\$	5,000	-100.0%	
PROV WATER QUALITY-QUANTITY MONITORING						
Staffing \$	10,112 \$	24,284 \$	\$	14,172	140.1%	Adjusted allocation of staffing inventory
Operating \$	- \$	- \$	\$	-		Staff time only required
Capital \$	3,000 \$	- \$	-\$	3,000	-100.0%	
LOCAL/REGIONAL DRINKING WATER SOURCE PROTECTION						
Staffing \$	321,972 \$	307,374 \$	-\$	14,598	-4.5%	Adjusted allocation of staffing inventory
Operating \$	66,310 \$	83,747 \$	\$	17,437	26.3%	Audit \$10K + 4.9% est Regional O/H \$56,674 + Local O/H \$12,073 + AODA website DWSP \$5K
WATERSHED-BASED RESOURCE MGMT STRATEGY						
Staffing \$	36,768 \$	- \$	-\$	36,768	-100.0%	Was outsourced in 2023 - staff time allocated?
Operating \$	- \$	500 \$	\$	500		Amount for Public meetings
CA LANDS/AREAS AND STEWARDSHIP						
Staffing \$	232,646 \$	307,346 \$	\$	74,700	32.1%	Convert Seasonal TempContract to PFT + Staffing allocation adj
Operating \$	114,365 \$	121,669 \$	\$	7,304	6.4%	Equipment/PPE \$5K + Additional Training \$500 (Boom Truck)
Capital \$	50,000 \$	177,000 \$	\$	127,000	254.0%	Pavillion \$12K + Roof \$5K + Propane \$5K + Signage \$15K + Truck \$60K + Tractor/Loader \$75K + Gravel Parking Lots \$5K
ENABLING SERVICES						
Staffing \$	518,422 \$	601,367 \$	\$	82,945	16.0%	Adjusted allocation of staffing inventory - IT/GIS + CommSpec
Operating \$	244,870 \$	284,869 \$	\$	39,999	16.3%	4.9% + IT Services \$58K less 2023 1 time \$30K Salary Review
Capital \$	52,000 \$	42,400 \$	-\$	9,600	-18.5%	IT computers 7 qty \$22.4K + Cloud system \$20K
TOTAL EXPENDITURES CAT 1 =	\$ 2,454,913	\$ 2,644,737	\$	189,823	7.7%	
REGIONAL DWSP	\$ 293,283	\$ -				TBD - Next fiscal year Apr 1/2024
INCOME						
	2023 BUDGET	2024 BUDGET	2023 - 2024			NOTES
			VARIANCE			
Provincial Funds \$	68,831 \$	68,831 \$	\$	-	0.0%	
Federal Funds \$	9,672 \$	13,902 \$	\$	4,230	43.7%	CSJ funding approved (3 students)
Municipal - General Levies \$	1,078,276 \$	1,299,983 \$	\$	221,707	20.6%	
Municipal - Capital Levies \$	98,105 \$	98,105 \$	\$	-	0.0%	Capital Plan
Municipal - Rebates/Recoveries \$	26,286 \$	22,167 \$	-\$	4,119	-15.7%	TGBCA (Parks Canada) property taxes removed
Legal inquiries / Permit Fees \$	200,000 \$	180,000 \$	-\$	20,000	-10.0%	Projecting less permit applications
Plan Review Fees \$	150,000 \$	130,000 \$	-\$	20,000	-13.3%	Transferred from category 2
CL Fees and Leases Income \$	31,653 \$	30,333 \$	-\$	1,320	-4.2%	Leases \$28,333 (multi-year terms no changes) + Facilities \$2K
Administered Programs \$	216,104 \$	256,000 \$	\$	39,896	18.5%	BQRAP \$120K + DWSP \$136K
DW Source Protection \$	388,282 \$	391,121 \$	\$	2,839	0.7%	Recovered by Regional DWSP - MECP Funding
Recovered Miscellaneous Revenue \$	10,000 \$	30,000 \$	\$	20,000	200.0%	Interest rate increase 4%+ and advance funding other programs
General Donations \$	- \$	3,000 \$	\$	3,000		Canada Helps + Other non-dedicated donations
Surplus or Reserves \$	177,704 \$	121,295 \$	-\$	56,409	-31.7%	Capital Reserves difference to Capital Levy
TOTAL INCOME CAT 1 =	\$ 2,454,913	\$ 2,644,737	\$	189,823	7.7%	
REGIONAL DWSP	\$ 293,283	\$ -				TBD - Next fiscal year Apr 1/2024

CATEGORY 1 - MANDATORY & ENABLING SERVICES - CORPORATE SERVICES

2024 LTC BUDGET - DRAFT TO BOARD

For Nov 9/23

CATEGORY 2 - NON-MANDATORY	EXPENDITURES		2023 BUDGET	2024 BUDGET	2023 - 2024 VARIANCE	% Change	NOTES
	NON-OWNED FCS						
	Staffing	\$	-	\$ 6,107	\$ 6,107		<i>New program identified</i>
	Operating	\$	-	\$ -	\$ -		<i>Depends on agreements for Non-LTC owned FCS/ECS ops/mtn</i>
	LOCAL RISK MGMT PART IV & EDUCATION SP						
	Staffing	\$	103,665	\$ 111,832	\$ 8,167	7.9%	<i>Waiting on confirmed agreements</i> <i>Based on 3.5% and merit increases</i>
	Operating	\$	18,455	\$ 26,818	\$ 8,363	45.3%	<i>20% admin/overhead costs + \$4,452 per SP projection costs</i>
	ENVIRONMENTAL SIGNIFICANT LANDS ACQUISITIONS						
	Staffing	\$	-	\$ -	\$ -		<i>Nothing identified for 2024</i>
	Operating	\$	-	\$ -	\$ -		
Capital	\$	-	\$ -	\$ -			
TOTAL EXPENDITURES CAT 2 =		\$	122,120	\$ 144,757	\$ 22,637	18.5%	
INCOME		2023 BUDGET	2024 BUDGET	2023 - 2024 VARIANCE		NOTES	
Provincial Funds	\$	-	\$ -	\$ -			
Federal Funds	\$	-	\$ -	\$ -			
Municipal - Agreements	\$	-	\$ 6,107	\$ 6,107			
Municipal - SP Agreements	\$	122,120	\$ 138,650	\$ 16,530	13.5%		
Miscellaneous Revenue	\$	-	\$ -	\$ -			
Surplus or Reserves	\$	-	\$ -	\$ -			
TOTAL INCOME CAT 2 =		\$	122,120	\$ 144,757	\$ 22,637	18.5%	

2024 LTC BUDGET - DRAFT TO BOARD

For Nov 9/23

CATEGORY 3 - SPECIAL PROJECTS	EXPENDITURES	2023 BUDGET	2024 BUDGET	2023 - 2024 VARIANCE	% Change	NOTES	
	LOCAL WATER QUALITY MONITORING						
	Staffing	\$ 25,136	\$ 53,353	\$ 28,217		Adjusted as per staffing allocation inventory & 3.5% COLA	
	Operating	\$ 21,099	\$ 22,133	\$ 1,034		Travel, equipment, supplies for program operations	
	YOUTH EDUCATION						
	Staffing	\$ 72,118	\$ 51,825	\$ -20,293	-28.1%	Adjusted as per staffing allocation inventory + incl student	
	Operating	\$ 20,000	\$ 15,000	\$ -5,000	-25.0%	Youth Education events including CWF	
	COMMUNITY OUTREACH & PRIVATE STEWARDSHIP						
	Staffing	\$ -	\$ 16,186	\$ 16,186		Adjusted per staffing allocation inventory	
	Operating	\$ 25,000	\$ 25,000	\$ -	0.0%	Native Plant & Tree Seedling Sales	
TOTAL EXPENDITURES CAT 3 =	\$ 163,353	\$ 183,497	\$ 20,144	12.3%			
BAY OF QUINTE RAP PROGRAM	\$ 215,000	\$ -			TBD - Next fiscal year Apr 1/2024		
INCOME	2023 BUDGET	2024 BUDGET	2023 - 2024 VARIANCE		NOTES		
Provincial Funds	\$ -	\$ -	\$ -				
Federal Funds	\$ 14,508	\$ 13,902	\$ -606	-4.2%	CSJ Funding if approved = 3 Students (1 Yth Ed + 2 Monitoring)		
Municipal - Agreements Monitoring	\$ -	\$ 66,218	\$ 66,218		Local Water Quality Monitoring Program		
Municipal - Agreements Youth Education	\$ -	\$ 38,431	\$ 38,431		.5 FTE Youth Education Technician		
Municipal - Agreements Stewardship	\$ -	\$ 16,186	\$ 16,186		.2 FTE CL Stewardship Technician		
Stewardship-Outreach Funds	\$ 25,000	\$ 25,000	\$ 0	0.0%			
Youth Education Funds	\$ 87,282	\$ 23,760	\$ -63,522	-72.8%			
Surplus or Reserves	\$ 36,563	\$ -	\$ -36,563	-100.0%			
TOTAL INCOME CAT 3 =	\$ 163,353	\$ 183,497	\$ 20,144	12.3%			
BAY OF QUINTE RAP PROGRAM	\$ 215,000	\$ -			TBD - Next fiscal year Apr 1/2024		

2024 LTC BUDGET - DRAFT TO BOARD

For Nov 9/23

	2023 BUDGET	2024 BUDGET	2023 - 2024 VARIANCE	% Change	NOTES
TOTAL LTC BUDGET	\$ 2,740,386	\$ 2,972,991	\$ 232,605	8.5%	
Municipal General Levy	\$ 1,078,276	\$ 1,299,983	\$ 221,707	18.8%	Combined general and capital levies
Municipal Capital Levy	\$ 98,105	\$ 98,105	\$ -		
Municipal Agreements Funded	\$ 122,120	\$ 265,592	\$ 143,472		
	\$ 1,298,501	\$ 1,663,680	\$ 365,179		
Wages & Benefits	\$ 1,980,785	\$ 2,027,517	\$ 46,732	2.4%	Below 3.5% COLA due to staff changes
Operating	\$ 649,601	\$ 726,074	\$ 76,473	11.8%	4.9% CPI plus CL/CS & Prgms (Equip, IT Services, Agrmts)
Operating Total	\$ 2,630,386	\$ 2,753,591	\$ 123,205	4.7%	
Capital Total	\$ 110,000	\$ 219,400	\$ 109,400		Funded by \$98, 105 Mun Levy + \$121,295 Capital Reserve
	\$ 2,740,386	\$ 2,972,991	\$ 232,605	8.5%	

LOWER TRENT REGION CONSERVATION AUTHORITY
2024 CAPITAL BUDGET DETAILS - DRAFT TO BOARD 2023-11-09

DESCRIPTION - CAPITAL ASSETS	2024 PLANNED CAPITAL PROJECTS	PROJECTED OPENING RESERVE BALANCE	2024 PLANNED CAPITAL COSTS	REVENUE SOURCES		2024 TOTAL REVENUE	PROJECTED CLOSING RESERVE BALANCE
				Municipal Capital Levy (10 Year Plan)	From / (To) Reserves		
Information Technology Infrastructure	Cloud System Computers	\$ 40,496	\$ 20,000	\$ 12,000	\$ 20,000	\$ 42,400	\$ 10,096
			\$ 22,400		\$ 10,400		
Vehicles and Heavy Equipment	Vehicles Heavy Equipment 1 Truck Tractor Loader	\$ 93,527	\$ 60,000	\$ 30,550	\$ 104,450	\$ 135,000	\$ (10,923)
			\$ 75,000				
Buildings, Structures and Bridges	Conservation Lands Pavillion Roof	\$ 137,005	\$ 12,000	\$ 32,000	\$ (15,000)	\$ 17,000	\$ 152,005
			\$ 5,000				
Special Projects		\$ 68,195	\$ -	\$ 3,680	\$ (3,680)	\$ -	\$ 71,875
Land Infrastructure	Infrastructure Signage Oil to Propane Conversion Parking Gravel	\$ 64,688	\$ 15,000	\$ 19,875	\$ 5,125	\$ 25,000	\$ 59,563
			\$ 5,000				
			\$ 5,000				
		\$ 403,911	\$ 219,400	\$ 98,105	\$ 121,295	\$ 219,400	\$ 282,616
				44.72%	55.28%	100%	



LOWER TRENT
CONSERVATION

CAO REPORT

Date: November 1, 2023
To: Board of Directors
Prepared by: Rhonda Bateman, Chief Administrative Officer

CONSERVATION ONTARIO

The next Conservation Ontario Council meeting is scheduled for December 11th and will be a virtual meeting.

The Eastern Region General Managers held a meeting on October 27th at the Cataraqui Region CA office. Discussions were centred on Asset Management, Policy Updates, Software, 2024 Deliverables and Collaboration. These meetings are essential for sharing of ideas, resources and development of common products for the eastern region.

MUNICIPAL AGREEMENTS

The following municipalities have approved MOUs with LTC through Council resolution:

Trent Hills
Stirling-Rawdon
Centre Hastings
Cramahe
Brighton
Quinte West – deferred until December

Upcoming Council agendas:

Alnwick/Haldimand

WATERSHED BASED RESOURCE MANAGEMENT STRATEGY

The consultant has provided a preliminary draft document that will be shared with staff members for review and possible edits. The draft deliverable will be completed for end of year. There are additional requirements that staff will have to address in the new year. This is a 2024 deliverable under O. Reg. 686/21 Mandatory Programs and Services

CONSERVATION LANDS STRATEGY

The consultant is working diligently on the delivery of a preliminary draft of the CA Lands strategy document before year end. There will remain a need for further staff input and data verification required to complete this document before the end of 2024. There is public consultation required which will be scheduled for spring of 2024.