



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Administration – General	POLICY NUMBER: A-GEN-001
POLICY NAME: Awards	AUTHORITY:
DATE APPROVED:	DEPARTMENT RESPONSIBLE: CAO Office
REVISION DATES:	REVIEW DATE:
STATUS: For Council Approval	

PURPOSE:

The general purpose of this policy is to establish a process and timelines for submitting nominations and selecting recipients each year for the Citizen of the Year Award, the Young Citizen of the year Award, the Outstanding Service Club Volunteer Award, the Outstanding Board Volunteer Award, Milestone recipients of 15, 25, or 30 years or more of service with a community service club or organization and the Council Award for Regional Achievement.

POLICY STATEMENT:

The Town of LaSalle is committed to providing Awards to deserving and qualified citizens within the community of LaSalle who have volunteered their time and provided a service with a community service club or organization

SCOPE:

In order to be qualified the recipient must meet the criteria set by Council within the policy

POLICY:

DEFINITIONS:

- 1.01 Citizen of the Year Award-** shall mean an award established to recognize a person who has displayed continued dedication and perseverance to a cause or causes that



have ultimately benefited the citizens of the Town of LaSalle and the general public at large.

- 1.02 Young Citizen Award-** shall mean an award established to recognize a young person who has displayed continued dedication to a cause or causes that have benefited the citizens of the Town of LaSalle and the general public at large. Nominees must be attending High School or Post Secondary education.
- 1.03 Outstanding Service Club Volunteer Award –** shall mean an award established to recognize a person who has made exceptional contributions as a board member of a community service club or organization and is well-known for his/her work as an outstanding volunteer board member.
- 1.04 Outstanding Board Volunteer Award-** shall mean an award established to recognize a person who has made exceptional contributions as a board member of a community service club or organization and is well-known for his/her work as an outstanding volunteer board member.
- 1.05 Milestone Recipients-** shall mean citizens of 15, 25, or 30 years or more of service with a community service club or organization who has reached a milestone of either 15, 25, or 30 years or more, as a member of the group and is well-known for his/her involvement in the group.
- 1.06 Council Award for Regional Achievement-** shall mean an award established to recognize a person who has been recognized regionally for their exceptional contributions in the community.

RESPONSIBILITIES:

- 2.01** Nominations for the Citizen of the Year Award, the Young citizen of the Year Award, the Outstanding Service Club Volunteer Award, the Outstanding Board Volunteer Award and Milestone Recipients of 15, 25, or 30 years of service or more with a community service club or organization, will be called annually commencing at the current Volunteer Recognition Event in September by the Chair of the Volunteer Recognition Event.
- 2.02** Notice of the call for nominations for each of the Awards will be posted to the Town's website and advertised in the local newspaper, delivered to local community groups and service clubs, churches and schools, posted in prominent locations in the Town's facilities (i.e. Town Hall, Vollmer Culture & Recreation Complex and Town of LaSalle Library).



- 2.03** Persons wishing to submit a nominee for the Citizen of the Year Award, the Outstanding Service Club Volunteer Award and the Outstanding Board Volunteer award, must complete a Nomination Form, no earlier than January of the following year. Attached as Schedule "A" hereto.
- 2.04** Persons wishing to submit a nominee for the Milestone Recipient Awards of 15, 25 or 30 years or more of service with a community service club or organization, must complete a Nomination Form, attached as Schedule "B" hereto.
- 2.05** Original and complete Nomination Forms are to be submitted to the Chairperson of the Volunteer Recognition Awards Committee on or before July 31st annually, together with the following supporting materials:
- a) Detailed contact information about the person being nominated;
 - b) Detailed contact information about the person submitting the nomination;
 - c) A summary (maximum 100 words) indicating how long the person submitting the nomination has known the nominee and the reasons believed the nominee is a worthy candidate;
 - d) A detailed description of the nominee and his/her achievements including background/history;
 - e) Written testimonials (original and signed) from at least two (2) additional persons who can attest to the value and impact of the nominee's achievements;
 - f) Additional information and material in support of the nomination (ie: other testimonial letters that had substance to the nominee's achievement, publications, media stories, tributes, etc.) The additional materials should provide new information and insight into the nature of the nominee's achievements.
- 2.06** Nominees must be a resident of the Town of LaSalle.
- 2.07** Nominations shall not be submitted posthumously.
- 2.08** In the event there are no nominations for a particular category Council may nominate the award recipient.
- 2.09** All personal information will be treated in confidence and protected pursuant to the Municipal Freedom of Information and Protection of Privacy Act.



SELECTION:

- 3.01** All nominations will be considered by a Volunteer Recognition Awards Committee appointed by the Mayor.
- 3.02** A Volunteer Recognition Awards Committee meeting will be held on the second week of August each year, in order that the members may review the nominations and select the award recipient for each of the categories.

NOTIFICATION TO AWARD RECIPIENTS:

- 4.01** The Award recipients and the respective persons submitting their nominations will be notified within five (5) working days of the committee's decision by phone and in writing.

INVESTITURE:

- 5.01** The Citizen of the Year Award, the Young Citizen of the Year Award, the Outstanding Service Club Volunteer Award, the Outstanding Board Volunteer Award and Milestone Recipients of 15, 25 or 30 years or more of service with a community service club or organization and Council Award for Regional Achievement will be presented at the annual Volunteer Recognition event.
- 5.02** Each of the annual Award recipients and Milestone Recipients will receive a personalized plaque in recognition of their bestowment.
- 5.03** Each of the annual Award recipients will receive a Citizen Medallion.
- 5.04** The name of the annual recipient of the Citizen of the Year Award will be placed on the Citizen of the Year plaque displayed at the LaSalle Town Hall.
- 5.05** The recipient of the Young Citizen of the Year award will receive a bursary toward his/her post-secondary education costs, in the amount of \$250.00.
- 5.06** The recipient of the Council Award for Regional Achievement will receive a personalized plaque and citizen medallion

POLICY REVIEW:

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:



None.

ATTACHMENTS:

Schedule A- Town of LaSalle Volunteer Recognition Nomination Form

Schedule B – Town of LaSalle Volunteer Recognition Awards (Milestone Recipients)



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Administration – General	POLICY NUMBER: A-GEN-002
POLICY NAME: Bursaries	AUTHORITY: CR-723/94 CR-9752/11
DATE APPROVED: March 1, 1994	DEPARTMENT RESPONSIBLE: CAO Office
REVISION DATES: February, 2000 October 11, 2011	REVIEW DATE: October 2019
STATUS: Active	

PURPOSE:

Bursaries Policy is to set out Town of LaSalle financial assistance available to deserving and qualified for students within the community of LaSalle who are entering or enrolled in college or university.

POLICY STATEMENT:

The Town of LaSalle is committed to providing financial assistance to deserving and qualified students within the community of LaSalle who are entering or enrolled in a college or university program.

SCOPE:

In order to be qualified students must meet the criteria set by Council within the policy.

POLICY:

The following are bursaries available from the Town of LaSalle:

1. The Lawrence Brunet Bursary

\$350.00 bursary for a graduating student from the Sandwich Secondary School who intends to go on to higher education; that such bursary be awarded for academic standing.



2. Jack Menard Bursary

The Bursary intended to be awarded to a student of St. Thomas of Villanova, be entitled the "Jack Menard Bursary", at an amount of \$350.00. To be a recipient of this award, the student must be a Town resident, must be attending post-secondary schooling, and that the criteria in determining the recipient, will be a blend of academic accomplishments and community orientated service.

3. Fire Chief Ken Day Memorial Bursary

\$1,000.00 scholarship and bursary foundation at St. Clair College to be awarded annually to a student enrolled in an emergency service program with selection criteria based on primary preference to the Pre-Service Fire Program, LaSalle residency, community involvement and financial circumstances of the student.

RESPONSIBILITIES:

The Finance Department is responsible for including amounts within annual budget. The CAO's office is responsible for processing applications.

POLICY REVIEW:

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

The report of the Acting Fire Chief dated October 7, 2011 (Fire-11-04) regarding a Memorial Bursary and February 2000 Budget Minutes. Policy #6

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Administration - General	POLICY NUMBER: A-GEN-003
POLICY NAME: Grants	AUTHORITY: PO-2127/96, 8122/07, 8218/08
DATE APPROVED: April 2, 1996	DEPARTMENT RESPONSIBLE: CAO Office
REVISION DATES: October 9, 2007 January 22, 2008	REVIEW DATE: January 2019
STATUS: Active	

PURPOSE:

The purpose of this policy is to ensure that funding allocations for organizations and groups are made according to established and common criteria. This policy establishes eligibility requirements, funding categories, eligible expenses, funding exclusions and the application process. This policy also establishes eligibility requirements and the application process.

POLICY STATEMENT:

Council adopts this policy in order to support local organizations, charities and non-profit groups. Council is committed to working with community groups but, at the same time, is cognizant of budget constraints. Council encourages groups to work towards financial self-sufficiency and independence by encouraging community participation and through fundraising.

SCOPE:

This policy applies to local organizations, charities and non-profit groups within the Town of LaSalle.



POLICY:

- a) No grants shall be issued by the Municipality to assist in defraying costs for various groups and associations operating within the Town of LaSalle.
- b) Council will consider individual requests for financial assistance.
- c) Treasurer will include an amount in the annual budget submission that is reflective of a 5-year period of funding for existing organizations that receive grants/financial assistance.
- (d) That the application for grant/financial assistance shall be a requirement for any group/organization wishing to request a grant or financial assistance from the Town.

RESPONSIBILITIES:

The Treasurer and Clerk are responsible for the policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #131
Council Report of the Director of Council Services/Clerk (Clerk's Report CL-02-08)
respecting options for a policy.

ATTACHMENTS:

Application for Grant/Financial Assistance.



TOWN OF LASALLE
APPLICATION FOR GRANT/FINANCIAL ASSISTANCE

1. Name of Organization _____

2. Contact Information /Person /Mailing Address

Individual's Name

Phone _____ (day) Email _____

3. Is your organization based in the Town of LaSalle? ☐ Yes ☐ No

4. Does your organization provide services that directly benefit the community?
Who is your target group? Describe the service/benefit provided.

5. Is your organization a ☐ charity ☐ non-profit ☐ cultural ☐ sports
☐ community festival ☐ event?

6. Is the services your organization provides available without discrimination?
☐ Yes ☐ No

7. Please illustrate the nature of project/service.

8. Grant/financial assistance requested.
Amount \$ _____



9. Confirmation of financial need is required. Please attach financial statements showing organization's expenses and revenue sources.
10. Describe how the services offered by your organization meets the Town's "Healthy, Vibrant and Caring" criteria.

11. Additional information you wish to submit.

Date Submitted

Submitted By



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Administration - General	POLICY NUMBER: A-GEN-004
POLICY NAME: Volunteer Recognition Draw	AUTHORITY: 5115/01, 5116/01, 5925/02
DATE APPROVED: March 13, 2001	DEPARTMENT RESPONSIBLE: CAO Office
REVISION DATES: October 22, 2002	REVIEW DATE: October 2019
STATUS: Active	

PURPOSE:

To provide recognition to local volunteers who are LaSalle residents.

POLICY STATEMENT:

To develop a program that would provide recognition to LaSalle residents who volunteer their time to local groups as set out in the scope of this Policy.

SCOPE:

The policy applies to volunteers who are LaSalle residents, volunteering for one of the following groups within the Town of LaSalle:

1. Sports Associations;
2. Education centres;
3. Municipal Committees who do not receive a remuneration, Community Service Clubs/organizations and Churches.



POLICY:

Letters explaining the program are sent by mail to various volunteer groups noted under the group headings within the scope of this policy, encouraging them to submit names and addresses of volunteers within their group who are LaSalle residents.

Groups wishing to participate in this program, submit volunteer names and addresses of LaSalle residents and these names are then included in the appropriate draw.

Prior to each draw, numbers are assigned to each name to identify winners.

Draws are held at regular Council meetings where at each draw, six (6) numbers are randomly selected, matched to the assigned names and the winners receive a letter of congratulations from the Mayor including a pair of tickets to an upcoming performance of the Windsor Symphony.

There are five (5) draws from the below groups throughout the season:

1. Sports Associations

- LaSalle Minor Hockey Association
- Skate LaSalle
- Turtle Club Baseball
- LaSalle Rowing Club
- LaSalle Stompers Soccer Club

2. Municipal Committees, Service Clubs/organizations and Churches

- Remembrance Day Committee
- Volunteers with the Royal Canadian Legion, Knights of Columbus, Girl Guides, Boy Scouts, LaSalle Choir, Kin Club, Rotary Club and local churches.

3. Education Centres

- all local primary and secondary schools.

4. Grand Draw

- all names of those who have not yet been drawn from all groups.

5. Final Grand Draw

- all names of those who have not yet been drawn from all groups.

Updates to the groups made as changes occur. Changes occur when associations/clubs/organizations/churches/Committees close or new ones are established.

**RESPONSIBILITIES:**

The Executive Assistant to the CAO is responsible for co-ordinating this program.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Council resolutions 5115/01 and 5116/01 dated March 13, 2001 superseded by resolution 5925/02 on October 22, 2002 in relation to the establishment and changes to the program.

Updates to various groups required when changes occurred on September 9, 2008, May 30, 2013 and August 10, 2016.

ATTACHMENTS:

None



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Administration - Security	A-SEC-001
POLICY NAME:	AUTHORITY:
Video Surveillance - Municipal Properties	148/14
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
April 22, 2014	Council Services IT Services
REVISION DATES:	REVIEW DATE:
	April 2019
STATUS:	
Active	

PURPOSE:

To establish guidelines and procedures for the use of video surveillance on any property and/or in any building owned or operated by the Town of LaSalle be approved by Council.

POLICY STATEMENT:

The Corporation of the Town of LaSalle is committed to public safety, crime prevention and stewardship of publicly owned assets. Where warranted, the Town may use video surveillance systems in municipally owned or operated buildings and open spaces to deter and detect crime and anti-social behaviour such as theft, vandalism and unauthorized entry. The Town shall maintain control and responsibility for its video surveillance system at all times.

SCOPE:

These guidelines apply only to video security surveillance systems used in connection with Town facilities. These guidelines do not apply to any form of surveillance by law enforcement or to covert surveillance for other legal purposes.



POLICY:

AUTHORITY

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

COMPLIANCE

The Town's collection and storage of, and access to, information recorded from video surveillance shall conform to the published guidelines and specific direction as may be provided by the Information and Privacy Commissioner of Ontario (IPC) from time to time.

PUBLIC CONSULTATION

The Town acknowledges the importance of public consultation when new or additional video surveillance systems are considered for Town-owned buildings and property. The extent of public consultation may vary depending on the extent of public access.

When new or additional video surveillance systems are being considered for open public spaces such as streets or parks, the Town shall consult with relevant stakeholders and the public to determine the necessity and acceptability.

When new or additional video surveillance systems are being considered for Town-owned or operated buildings to which the public are invited, such as Town Hall, library, Vollmer Culture and Recreation Centre, Fire Services, Environmental Services/Parks buildings, notice shall be provided at the site with an opportunity for public feedback.

When new or additional systems are contemplated inside municipal buildings or staff parking lots where there may be a high risk to staff or clients, consultation shall not be required.

STAFF ROLES AND RESPONSIBILITIES

Town Clerk

The Director of Council Services/Clerk shall be responsible for implementation, administration and evaluation of the Town's Video Surveillance Policy and Procedures.

The Clerk shall also be responsible for ensuring that information obtained through video surveillance is used exclusively for lawful purposes.

Information Technology Supervisor



The Information Technology Supervisor is responsible for each Town owned or operated site with a video surveillance system and shall ensure that the site complies with this policy, as well as any site-specific policies that may be required. In particular, the Information Technology Supervisor shall ensure that any staff with authorized access to the monitoring equipment and recorded information shall be trained in its use in accordance with this policy. Authorized staff shall sign a written confidentiality agreement regarding their duties under the Policy and the Acts. Breaches of the policy may result in disciplinary action.

Contracted Services Providers

Agreements

When the day-to-day operation of a municipally owned facility is contracted to an external service provider, the Contracted Service Provider's responsibilities relating to the Video Surveillance Policy shall be referenced in their contractual agreement with the Town.

Contract Staff

Authorized contract staff shall comply with the appropriate staff roles and responsibilities as outlined.

Compliance

Where a contracted service provider fails to comply with the Policy or Act, it shall be considered a breach of contract leading to penalties up to and including contract termination.

LOCATION AND USE OF VIDEO SURVEILLANCE EQUIPMENT

Video Surveillance Cameras

The Town shall install video surveillance cameras in identified public areas only where video surveillance is a necessary and viable detection or deterrence activity.

The Town may install visible and/or hidden video surveillance cameras, but the Town shall not install equipment inside areas where the public and employees have a higher expectation of privacy (i.e. change rooms and washrooms).

Video surveillance records may not be used as the sole means of investigating employee work habits, incidents and/or behaviour.

Video Monitors



The Town shall ensure that video monitors are accessed only by authorized Town staff or authorized Contract Service Provider's staff, and are not located in a position that enables public viewing. The Town shall encourage sites to turn monitors off when not needed to ensure system is operating or to view video records.

Reception Equipment

The Town shall ensure that video reception equipment is located away from the public, in restricted access areas, preferably in locked rooms with controlled access.

Video Records

The Town shall ensure that the video records used to operate the video surveillance systems are stored in the same room as the reception equipment at all sites.

All records used in the recycling rotation, awaiting review by police, or in storage post police review, shall be stored in a locked cabinet at all sites, with access restricted to authorized staff.

Location record

The Town shall ensure that maps and floor plans are prepared to identify the location of all video surveillance equipment at each of the respective sites. The Director of Council Services/Clerk and Information Technology Supervisor shall have copies of all maps and plans.

Hours of Operation

The majority of the video surveillance systems shall operate 24 hours per day during the period the facility is open, and personal information shall be accessed only in response to an incident.

VIDEO RECORDS

Normal Retention Period

Since short retention periods minimize risk of improper use and disclosure, the Town shall ensure that there is a standard retention period at all sites. The retention period for information that has not been viewed for law enforcement or public safety purposes shall be routinely erased every seven days.

Viewing Video Records



The Town shall ensure that authorized staff (including Contracted Service Providers) shall review surveillance video records only if they have reasonable cause to believe that a crime or an act of anti-social behaviour has been or is in the process of being committed.

Access Log

The Town shall provide an Access Log Book. The Access Log shall be maintained in the locked area with video records, with access restricted to authorized personnel only. The Access Log shall be used to record the date, time, purpose and name of authorized staff person reviewing video records.

When a video record is viewed or removed for law enforcement purposes, the log entry shall include the date, time, name and contact information of the law enforcement officer.

The Access Log shall also be used to track requests for personal information including the date, time name and contact information.

Inadvertent Disclosures

The Town shall ensure that inadvertent disclosures are addressed in a timely and effective way. Any inadvertent disclosure shall be reported to the Director of Council Services/Clerk; who will attempt to retrieve the personal information that has been inappropriately disclosed, commence an investigation and notify the Information and Privacy Commission.

Video Records Set Aside for Law Enforcement Viewing

The Town shall ensure that video records requiring viewing by law enforcement be set aside in a clearly marked manner in the locked storage cabinet until retrieved by the law enforcement agency.

The Town shall ensure that if personal information on video record is used for law enforcement or public safety purposes under the Act, the recorded information shall be retained for one year after its use.

Following investigation and any corresponding legal action, the law enforcement agency shall be encouraged to return the video record to the original site for retention and disposal.

PUBLIC NOTIFICATION & ACCESS TO INFORMATION

The Town shall ensure that the public is notified about the presence of video surveillance equipment by prominently posting signs at the perimeter of surveillance areas. Signs shall be of a consistent size and format and convey the following information: indicate video surveillance in use; identify legal authority for collection of personal information (section 28



(2) of MFIPPA); and provide title, address and telephone number of contact person who can answer questions about the system.

Other Promotion

The Town shall ensure that the information regarding this policy is readily available at all sites with video surveillance systems and on the Town's (and if applicable, the site's) website.

ANNUAL AUDIT AND EVALUATION

The Town Clerk and Information Technology Supervisor shall conduct an annual review of the Town's Video Surveillance Policy/System to ensure that:

- i) Video surveillance continues to be justified and if so, whether its use can be restricted;
- ii) Reported incidents and police contact are properly recorded in the logbooks;
- iii) Video records are being properly retained and/or destroyed; and
- iv) Any formal or informal information requests from the public have been tracked.

POLICY REVIEW

The Town shall periodically review the Video Surveillance Policy pending the outcome of the annual audit and evaluation or at any time the Town is considering changing or adding new video surveillance systems.

RESPONSIBILITIES:

As noted within the Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #152

ATTACHMENTS:

Video Surveillance Record Request Form



**VIDEO SURVEILLANCE RECORD
LAW ENFORCEMENT OFFICER REQUEST FORM**

Use this form for the release of a video surveillance record to a law enforcement agency i.e. LaSalle Police Services *Municipal Freedom of Information and Protection of Privacy Act, 32(g)*

TO: Finance Department
ATTENTION: Nick DiGesù, Supervisor of Technology

I, _____, of the LaSalle Police Service request a copy of
Name of Police Officer (Print)

the following record(s) captured by video surveillance equipment located on:

_____ at _____.
Date time period

- 1.
- 2.
- 3.

containing the personal information of _____
Print Name(s) of Individual(s) if known

to aid an investigation undertaken with a view to law enforcement proceeding or from which a law enforcement proceeding is likely to result.

Signature of Officer Badge/ID No Date

For Office Use Only

Date and time original record was copied: _____

Date and time record was provided to Police Officer: _____

Send copy of this form to:

Freedom of Information Coordinator/Director of Council Services/Clerk
5950 Malden Road, LaSalle, Ontario N9H 1S4 (519) 969-7770 ext. 223



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Finance - General	F-GEN-001
POLICY NAME:	AUTHORITY:
Departmental Year End Surplus & Deficits	9447/11
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
March 22, 2011	Finance
REVISION DATES:	REVIEW DATE:
	March 2019
STATUS:	
Active	

PURPOSE:

The purpose of the policy is to outline how departmental surpluses and deficits resulting from budget to actual variances are addressed and accounted for.

SCOPE:

This policy applies to all town departments, services, agencies, boards and commissions.

POLICY:

On an annual basis department, services, agencies, boards and commissions may find themselves in a situation whereby the actual financial results of the department vary from the budget. There are many reasons that this situation will occur, both through actions of management and those uncontrollable to management – in a positive nature (under budget) or negative nature (over budget).

The reasons for the positive and negative variances will be reviewed at the year end process and if required the upcoming budget will be adjusted accordingly. However, in order not to unduly influence the upcoming budget the variances will not be carried forward.



As a result, Council enacted a policy whereby any and all surpluses and deficits from all town departments, services, agencies, boards and commissions will revert to the municipal corporate accounts and are handled in accordance with municipal fiscal policies

RESPONSIBILITIES:

The Director of Finance & Treasurer and members of the finance department management team are responsible to ensure that this policy is adhered to.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #145

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Finance - General	F-GEN-002
POLICY NAME:	AUTHORITY:
Fraud, Abuse and Whistleblower	7774/06
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
October 10, 2006	Finance
REVISION DATES:	REVIEW DATE:
	October 2019
STATUS:	
Active	

PURPOSE:

The Policy recognizes that it is in the public interest to maintain and enhance public confidence in the Town and its employees. The Fraud, Abuse and Whistleblower Policy provides employees, who make qualifying disclosures of serious wrongdoing with respect to Town operations, with protection from reprisals; in addition, the Policy provides for the appropriate investigation or alternative action.

POLICY STATEMENT:

The Town of LaSalle (Town) is committed to protecting its revenue, property, information and other assets and will take appropriate measures to prevent and detect fraudulent and corrupt acts with respect to all Town assets.

The Town of LaSalle will investigate any possible fraudulent or dishonest use or misuse of Town resources or property management, staff, volunteers, or members. Anyone found to have engaged in a fraudulent or dishonest conduct is subject to disciplinary action by the Town up to and including civil or criminal prosecution when warranted.

SCOPE:

This Policy applies to Members of Council, all employees of the Town and to all members of local Boards and Committees of Council.



POLICY:

DEFINITIONS

1. Embezzlement: the fraudulent diversion or misappropriation of an asset of the corporation.
2. Misappropriation: the embezzlement of Town assets or assets put to a fraudulent use.
3. Fraud: Section 380(1) of the Criminal Code of Canada defines "Fraud" as everyone, who by deceit, falsehood or other fraudulent means, whether or not it is a false pretense within the meaning of this Act defrauds the public or any person, whether ascertained or not, of any property, money or valuable security." Fraud and Corruption include, but are not limited to the following acts:
 - Forgery, alteration or fraudulent creation of cheques, drafts, promissory notes and securities;
 - Any misappropriation, embezzlement, unauthorized use or misuse of cash, funds, securities, supplies, furniture, equipment, materials, records or any other Town asset for personal gain (directly or indirectly);
 - Demanding or requesting or accepting anything having value from vendors, consultants, contractors, or anyone doing business with the Town as a condition of their doing business with the Town or in order for them to receive preferential treatment from the Town;
 - Violations of the Town's Code of Conduct;
 - Any computer related activity involving the alteration, destruction, forgery or fraudulent manipulation of data and any misappropriation of Town owned software.
4. Baseless Allegations: Allegations made with reckless disregard for their truth or falsity. People making such allegations may be subject to disciplinary action and/or legal claims by individuals accused of such conduct.
5. Whistleblower: An employee who informs a manager, supervisor or the Director of Finance and /or Chief Administrative Officer about an activity which that person believes to be fraudulent or dishonest.



RIGHTS & RESPONSIBILITIES

All Employees

Any employee, who has knowledge of or has reason to suspect that a fraud and/or abuse have occurred, shall immediately notify his/her manager and/or supervisor. Managers and/or supervisors are required to immediately report suspected fraudulent or dishonest conduct to the Director of Finance & Treasurer and/or Chief Administrative Officer. If the employee has reason to believe that the employee's manager may be involved, the employee shall immediately notify the Chief Administrative Officer. If the employee has reason to believe the Chief Administrative Officer may be involved, the employee shall immediately notify the Mayor. Employees shall not discuss the matter with anyone other than his/her Manager and/or Supervisor, Chief Administrative Officer or Mayor - depending on the situation.

Control Environment

Managers and supervisors are responsible for maintaining a system of management controls, which detect and deter fraudulent or dishonest conduct. Failure by a manager to establish management controls or report misconduct within the scope of this policy may result in adverse personnel action against the manager. The Director of Finance and/or Chief Administrative Officer are available to assist management in establishing management systems and recognizing improper conduct.

DUTY OF CARE & INVESTIGATION PROCEDURES

Upon notification of a suspect fraud, the Director of Finance & Treasurer will promptly record all the pertinent information received regarding the alleged fraud. In all circumstances where there appears to be reasonable grounds for suspecting that a fraud has taken place, the Director of Finance & Treasurer will meet with the Chief Administrative Officer to determine appropriate actions to be taken as part of the initial review.

Reasonable care should be taken in dealing with suspected misconduct to avoid:

- Baseless allegations.
- Premature notice to persons suspected of misconduct and/or disclosure of suspected misconduct to others not involved with the investigation.
- Violations of a person's rights under the law.

At the conclusion of the investigation, the Director of Finance & Treasurer will document the results in a confidential memorandum report to the Chief Administrative Officer. If the report concludes that the allegations are founded and a decision is made to pursue the matter through the courts, the report will be forwarded to the LaSalle Police Service.



The Director of Finance & Treasurer will also be required to inform the Town's external auditors, in a confidential manner respectful of the privacy rights of the individuals, of the nature and amount of any suspected fraud as well as the findings and recommendations regarding any internal control deficiencies that may have enabled the suspected fraud to occur.

As part of his/her examination, the Director of Finance & Treasurer shall review and assess the adequacy of the controls in place to safeguard the assets of the Town against loss, misuse, unauthorized use, and fraud. In those situations where the control mechanisms have not adequately safeguarded Town assets, the Director of Finance & Treasurer will identify the cause(s) for the failure, and will issue a report to the Chief Administrative Officer and the appropriate Department Manager(s) providing recommendations to prevent reoccurrence.

CONFIDENTIALITY AND PROTECTION

The Town shall treat all information received as confidential information. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate right to know. The Town will use best efforts to protect whistleblowers against retaliation, as described below. It cannot guarantee confidentiality, however, and there is no such thing as an "unofficial" or "off the record" report. Town will keep the whistleblower's identity confidential, unless:

- The person agrees to be identified
- Identification is necessary to allow Town or law enforcement officials to investigate or respond effectively to the report;
- identification is required by law; or
- The person accused of Fraud Policy violations is entitled to the information as a matter of legal right in disciplinary proceedings.

The Town or any Town employee shall not retaliate against a whistleblower with the intent or effect of adversely affecting the terms or conditions of employment (including but not limited to, threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages). Whistleblowers who believe that they have been retaliated against may file a written complaint with the Chief Administrative Officer and in event that this is not possible to the Mayor.

A proven complaint of retaliation shall result in a proper remedy for the person harmed and the initiation of disciplinary action, up to and including dismissal, against the retaliating person. This protection from retaliation is not intended to prohibit managers or supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.

Baseless Allegations:



The Town treats all allegations seriously and will investigate fully. As a result, if an employee knowingly makes false allegations they will be subject to disciplinary action.

RESPONSIBILITIES:

Questions related to the interpretation of this policy should be directed to the Director of Finance and/or Chief Administrative Officer.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #122
Director, Finance - Council report FIN-36-06.

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Finance – General	F-GEN-003
POLICY NAME:	AUTHORITY:
Investment	CR/28/16
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
January 26, 2016	Finance
REVISION DATES:	REVIEW DATE:
	January 2019
STATUS:	
Active	

Purpose

The goal of the investment policy shall be to set out the guiding principles and establish a statement of the investment policies and goals for the purpose of investing public funds while meeting the related statutory requirements of section 418 of the Municipal Act, 2001 and Ontario Regulation 438/97, Eligible Investments and Related Financial Agreements, as amended.

Delegation of Authority

Authority to manage the investment program is granted to the Town Treasurer, hereinafter referred to as the Investment officer. Responsibility for the operation of the investment program is hereby delegated to the Investment Officer, who has the authority to:

- 1) Enter into agreements with banks, investment dealers and brokers, and other financial institutions for the purchase, sale, redemption, issuance, transfer and safekeeping of securities.
- 2) Execute and sign documents on behalf of the corporation and perform all other related acts in the day-to-day operation of the investment and cash management program.
- 3) Develop and maintain all necessary operating procedures for effective control and management of the investment function and reasonable assurance that the Corporation's investments are properly managed and adequately protected.



No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the Investment Officer. The Investment Officer shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials.

PRIMARY OBJECTIVES

The most prudent primary objectives for this Investment Policy, in order of importance are:

- a) Adherence to statutory requirements
- b) Safety
- c) Liquidity
- d) Yield

Adherence to Statutory Requirements

All investment activities shall be in compliance with the relevant sections of any applicable legislation and related regulations. Refer to Appendix B for a description of O. Reg 438/97 under the Municipal Act, 2001.

Safety

After ensuring adherence to statutory requirements, safety shall be the top objective of this investment program. The investment of government funds must seek to ensure the preservation of capital in the overall portfolio. In meeting that objective, the Town will want to be sure to mitigate credit risk, interest rate risk, as well as foreign exchange risk.

Credit Rate Risk

Credit risk is the risk of loss due to uncertainty in a counterparty's ability to meet its financial obligation. To achieve the goal of minimizing credit risk, the Town of LaSalle shall limit its investments to the following types of securities:

- Bonds, debentures, or other evidences of indebtedness of or guaranteed by the Government of Canada, the Province of Ontario, or another Province of Canada.;
- Bonds, debentures or promissory notes guaranteed by a metropolitan, regional, county or district municipality, a school board, a local board as defined in the Municipal Affairs Act or a conservation authority established under the Conservation Authorities Act;
- Bonds, debentures, term deposits, deposit notes, certificates of instruments issues, accepted, guaranteed or endorsed by any Schedule I banks, Schedule II banks, loan or trust corporations with a minimum DBRS rating of R-1 middle, as set by the Dominion Bond Rating Service or "A" by the Canadian Bond Rating Service or issued by credit unions.
- Pooled investments operated by The One Investment Program.

Interest Rate Risk



Interest rate risk is the risk that the market value of securities in the portfolio will fall due to changes in market interest rates. To achieve this goal, the Town will structure the investment portfolio so that securities mature to meet cash requirements for ongoing operations, thereby avoiding the need to sell securities on the open market prior to maturity. Also, the Town will invest operating funds primarily in shorter-term securities, money market mutual funds, or similar investments pools and limit the average maturity of the portfolio in accordance with the following policy.

Foreign Exchange Risk

Foreign exchange risk is the risk of an investment's value changing due to changes in currency exchange rates. In order to remove any risk to the Town from foreign exchange fluctuation, the Town is not permitted to invest in any security that is expressed or payable in any currency other than Canadian dollars, unless attempting to mitigate the foreign exchange risk associated with the purchase of significant capital assets. In these isolated cases, the investment denominated in the foreign currency shall be recommended by the Director of Finance and Treasurer to the Chief Administrative Officer and Council for approval.

Refer to Appendix A for a detailed listing of investment and sector limitations.

Liquidity

The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated. This will be accomplished by structuring the portfolio so that securities mature concurrent with cash needs to meet anticipated demands (static liquidity).

Furthermore, since all possible cash demands cannot be anticipated, the portfolio should consist largely of securities with active secondary or resale markets (dynamic liquidity). Alternatively, a portion of the portfolio may be placed in money market mutual funds or local government investment pools, which offer same day liquidity for short-term funds.

Yield

The investment portfolio will be designed with the objective of attaining a market rate of return throughout the budgetary and economic cycles, taking into account the investment risk constraints and liquidity needs. Return on investment is of secondary importance compared to the safety and liquidity objectives described above. The core of investments is limited to relatively low risk securities in anticipation of earning fair return relative to the risk being assumed. Securities shall generally be held until maturity with the following exceptions:

- A security with declining credit may be sold early to minimize loss of principal.



- A security swap would improve the quality, yield, or target duration in the portfolio.
- Liquidity needs of the portfolio require that the security be sold.

STANDARDS OF CARE

The Standards of Care to be used by the Investment officer, are prudence, ethics and conflicts of interest, and delegation of authority.

Prudence

The standard of prudence to be used by the Investment Officer shall be the "prudent person" standard and shall be applied in the context of managing an overall portfolio. Investment officers acting in accordance with written procedures and this investment policy and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes, provided deviations from expectations are reported in a timely fashion and the liquidity and the sale of securities are carried out in accordance with the terms of this policy. The "prudent person" standard states that, "Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived".

Ethics and Conflicts of Interest

The Town's Investment Officer involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the investment program, or that could impair their ability to make impartial decisions. The Investment Officer shall disclose any material interests in financial institutions with which he or she conducts business with. He or she shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio. The Investment Officer shall refrain from undertaking personal investment transactions with the same individual with whom business is conducted on behalf of the Town.

Safekeeping and Custody

All securities shall be held for safekeeping by a financial institution approved by the Town. Individual accounts shall be maintained for each portfolio. All securities shall be held in the name of the Town.

The depository shall issue a safekeeping receipt to the Town listing the specific instrument, rate, maturity and other pertinent information. The depository will also provide reports that list all securities held for the Town, the book value of holdings and the market value as of month-end.



Reporting

The Investment Officer shall prepare an investment report quarterly. This management summary will be prepared in a manner which will allow the Town to ascertain whether investment activities during the reporting period have conformed to the investment policy. The report should be provided to Council through the quarterly financial report. The report will include the following:

- Listing of individual securities held at the end of the reporting period.
- Listing of investment by maturity date.
- Percentage of the total portfolio which each type of investment represents.
- Average weighted yield to maturity of portfolio on investments

Performance Standards

The investment portfolio will be managed in accordance with the parameters specified within this policy. The portfolio should obtain a market average rate of return during a market / economic environment of stable interest rates. A series of appropriate benchmarks shall be established against which portfolio performance shall be compared on a regular basis. The benchmarks shall be reflective of the actual securities being purchased and risks undertaken and the benchmarks shall have a similar weighted average maturity as the portfolio.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.



APPENDIX A – AUTHORIZED INVESTMENTS AND SECTOR LIMITATIONS

As permitted in Bylaws #5968 and #5969, the Town is permitted to maintain a shareholder interest by holding common and preferred shares of the Essex Power group of companies as well as bonds, debentures, and promissory notes in the companies. Given the nature of the investment in the Essex Power group of companies, the following investment thresholds exclude the Town of LaSalle's investment in Essex Power Corporation.

Description	Value
Maximum cash to be held in investments at any one time	\$10,000,000

Term Limitation Thresholds		
Term	Minimum Percentage	Maximum Percentage
Less than 1 year	25%	100%
From 1 year to 3 years	---	75%
From 3 years to 5 years	---	50%
From 5 years to 10 years	---	25%

Sector Limitations		
Sector	Minimum Limit of Portfolio	Maximum Limit of Portfolio
Federal	---	25%
Provincial	---	25%
Municipality, School Board, Conservation Authority	---	25%
Pooled investments operated by the One Investment Program	---	25%
Schedule I Banks	---	100%
Schedule II Banks and Credit Unions	---	100%



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Finance - General	F-GEN-004
POLICY NAME:	AUTHORITY:
Procurement and Purchasing Policy	By-Law 7864
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
January 26, 2016	Finance
REVISION DATES:	REVIEW DATE:
	January 2019
STATUS:	
Active	

PURPOSE:

The purpose of the Procurement and Purchasing Policy is to satisfy the requirements of Section 270, paragraph 3 of the *Municipal Act, 2001*, S.O c.25, as amended, which imposes upon municipalities the obligation to adopt and maintain a policy with respect to the procurement of goods and services.

POLICY STATEMENT:

The policy establishes the authority and guidelines to conduct purchase transactions to satisfy the needs of the Corporation.

SCOPE:

The policy applies to all employees that acquire goods and services by ensuring the use of the most cost effective methods.

POLICY:

Attached.

**RESPONSIBILITIES:**

As outlined in the attached policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

By-law NO. 7864

ATTACHMENTS:

By-law NO. 7864
Town of LaSalle Procurement and Purchasing Policy

Town of LaSalle
Procurement & Purchasing Policy

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Town of LaSalle
Procurement & Purchasing Policy

1. Definitions and Interpretation

- 1.1. The definitions outlined in this article apply throughout this Policy, whenever the term is used with its initial letters capitalized. Where the term appears in lower case letters, its ordinary meaning shall apply.

In this Policy:

“Acquisition” is the process for obtaining Goods and/or Services for use, whether on a permanent or on a temporary basis.

“Approval” is the specific authorization to proceed with the purchase or lease of specific Goods and/or Services.

“Bidder” is the person who responds to the Bid Solicitation and includes their heirs, successors and permitted assigns.

“Bid” includes a Proposal, a Quotation or a Tender.

“Bid Solicitation” includes Requests for Proposals, Quotations or Tenders.

“Blanket Order” is an agreement or contract between the Town and a supplier to facilitate the rendering of repetitive use goods or services for a specified term.

“Bidder List” is a list maintained by the Town containing the names of persons who have expressed a interest in receiving Bid Solicitations to supply goods or services to the Town.

“Town” means The Town of the Town of LaSalle.

“Town Council” means the governing body of the Town, duly elected.

“CAO” means the Chief Administrative Officer (or his/her designate) of the Town, as appointed from time to time by Town Council.

“Contract”: means a binding agreement between two or more parties.

“Co-operative Purchasing” refers to the participation of two or more governments or public agencies in a Bid Solicitation.

“Cost”: Reference to cost within the text of this Policy, includes actual price of Acquisition, all applicable taxes, term discounts and freight charges.

“Department Head” or “Department Manager” means the Director of Council Services & Clerk, Director of Finance & Treasurer, Director of Culture & Recreation, Director of Development & Strategic Initiatives, Director of Public Works, Chief of Fire, Chief of Police or the CAO.

“Disposal” is an act through which the Town gives up title to Real Property or Personal Property, and includes a sale, a gift, or the discarding of an item.

“Donation” is transfer of ownership of an item from the Town to a person on a “no charge” basis. The item is transferred without any liability to the Town and with no warranty provided on the item by the Town.

“Emergency” is a situation where the immediate lease or purchase of Goods and/or Services is essential to prevent serious delays or damage or to restore a basic service.

“Expression of Interest”: A Department Head may conduct a Request for Expression of Interest for the purposes of determining the availability of suppliers of any Good, Service or Construction and for the purposes of keeping a list of available suppliers

“Goods and/or Services” means any one or more of: supplies, personal property, construction materials, construction services, insurance, employee benefits, construction, maintenance and service contracts, but does not include professional and consulting services.

“Instructions to Bidders” means the instructions given to prospective Bidders in a Bid Solicitation.

“Open Market Procedure” is a procedure whereby price quotations are obtained from more than one supplier, either verbally or in writing, through a Bid Solicitation.

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Procurement & Purchasing Policy

“Person” means an individual, association, firm, partnership, Town, trust, organization, trustee or agent, and the heirs, estate trustees or legal representatives of the person to whom the context can apply according to law.

“Personal Property” means tangible items which are readily movable. Without limiting the foregoing, such items include: equipment, vehicles, furnishings, supplies, etc.

“Personal Purchase” means a purchase of Goods and/or Services, the requirement for which is not for the Town or any of its purposes but is personal to the Person requesting the purchase.

“Professional and Consulting Services” includes the services provided by: architects, engineers, designers, real estate appraisers, management or financial consultants, brokers, lawyers, and/or any other consulting and professional services rendered on behalf of the Town.

“Proposal” means an offer from a supplier to provide Goods and/or Services, acceptance of which may be subject to further negotiation. As a response submitted to a Request for Proposals.

“Purchase Order” means a written contract to purchase Goods and/or Services, or a written acceptance of a Proposal.

“Purchases” include Acquisitions, leases (whether the Town is the lessee or the lessor) and/or Disposals.

“Quotation” means an offer from a supplier to sell Goods and/or Services to or buy them from the Town at a specified rate or price. As a response submitted to a Request for Quotations.

“Real Property” refers to either:

- Land, whether or not buildings, tenements or improvements are situate on it, or any interests, estates, rights or easements affecting same; or
- Buildings, tenements or improvements to same, which are situated on land.

“Request for Proposals” is a form of Bid Solicitation whereby the Town invites certain individual and identifiable sources to submit proposals with respect to a particular project, or the supply of Goods and/or Services, without supplying detailed specifications and/or terms and/or conditions of the contract, which might ultimately be entered into.

“Request for Quotations” (Request for Quote – Informal/Request for Quote – Formal) is a form of Bid Solicitation whereby the Town requests, verbally or in writing, price quotations with respect to a particular project or the supply of particular Goods and/or Services. The process may be Formal, which may require Bids to be submitted on prescribed forms or Informal.

“Request for Tender” is a form of Bid Solicitation whereby the Town publishes the specifications, terms, conditions and any and all details concerning the proposed contract, and advertises for, or invites Bidders to submit sealed Bids in accordance with detailed published procedures.

“Responsive and Responsible Bidder” is a Person responding to a Bid Solicitation who complies with its provisions, including specifications, and contractual terms and conditions (i.e., is “responsive”), and who can reasonably be expected to provide satisfactory performance on the proposed contract based on reputation, references, performance on previous contracts, and sufficiency of financial and other resources.

“Surety” means a specified dollar amount in the form of cash, certified cheque, bid bond, performance bond, labour and materials payment bond, letter of credit or any other form as deemed necessary and stated in the Instructions to Bidders.

“Tender” means an offer received from a supplier of Goods and/or Services in response to a formal Request for Tenders, the acceptance of which will result in the formation of a binding contract between the Town and the Person submitting the Tender.

“Total Cost of Ownership” means to total costs involved with the acquisition cost, operating and maintenance costs and anticipated value at disposition.

- 1.2. Number: A word interpreted in the singular number has a corresponding meaning when used in the plural.
- 1.3. Gender: Words imparting the male or female gender include other genders, including the neutral gender, where the context so requires.

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Procurement & Purchasing Policy

- 1.4. Severability: Should any provisions, clauses, sections, phrases or parts of this Policy, or the application thereof under certain circumstances, be held by a court or tribunal of competent jurisdiction to be invalid, the remainder of this Policy, or the application of such provision, clause or part under other circumstances, shall not be affected.
- 1.5. Legislation: Reference to statutes and policies within the text of this Policy, includes those items “as amended”, including successor legislation or policies.
- 1.6. Headings: Article, section, clause and/or paragraph headings are for reference purposes only and shall not in any way modify or limit the statements contained in any article, clause or paragraph.

2. Town Purchasing Principles

- 2.1. Integrity of the Purchasing Process and Protecting the Interests of the Town: In order to maintain the integrity of the Bid Solicitation processes and to protect the interests of the Town, the public and persons participating in a procurement process, the following principles apply, subject to Council’s right to amend the process in appropriate circumstances, for any purchasing which is subject to the requirements of this Policy:
 - 2.1.1. Open Process: Departmental needs must be clearly communicated to Bidders. The method of evaluating the Bid and the evaluation criteria are to be provided to Bidders at the outset of the Bid Solicitation process. The terminology used in the competitive bidding documents are defined and interpreted within the document when issued. The method and format of submitting Bids to be addressed in the Bid Solicitation document.
 - 2.1.2. Fairness: Utilize standard documents: Instructions to Bidders, Terms and Conditions and bidding forms are to ensure consistency of content and format within documents issued by the Town. Specify clearly all details regarding the closing date, time and location of all Bid Solicitation processes and apply the rules of bid acceptance consistently. Treat all Bidders and all submissions equally and without bias or favouritism at all times.
 - 2.1.3. Accessibility: Develop specifications and terms of reference that whenever possible, are not restrictive and allow for open competition from the marketplace. Advertise all formal public Tenders and Requests for Proposals on the internet in order that the competitive bidding opportunity be advertised and accessible to all interested firms. Advertise the competitive bidding opportunity in a specific trade newspaper or local newspaper where practicable to further promote competition.
 - 2.1.4. Accountability: Ensure that all Bids are kept secure prior to the closing date, during the evaluation period and following contract award. Handle all proprietary information and Bids submitted in confidence in accordance with the Municipal Freedom of Information and Protection of Privacy Act. Ensure that Requests for Proposals are evaluated by representatives from more than one Department to allow for various perception and opinions when reviewed and evaluating proposals prior to contract award. Ensure that all Bids, rating results and related supporting documentation are kept on file in accordance with the Town’s Retention Bylaw for future reference, audit or examinations. Follow the code of conduct that sets out expected behaviour of public officials. Ensure that procurement procedures are reviewed on a regular basis to ensure the procedures are clear, logical, current and in accordance with accepted industry standards. Include conflict of interest guidelines in all competitive bidding documents to minimize the risk of potential suppliers trying to influence Town staff and elected officials during the bid evaluation process.
 - 2.1.5. Ontarians with Disabilities Act, 2001: Pursuant to the *Ontarians with Disabilities Act, 2001*, Town Council at its meeting September 29, 2003 adopted the Corporate Accessibility Plan that focuses on accessibility issues and the development of strategic actions to remove (where possible) and prevent barriers to access for people with disabilities. The *Ontarians with Disabilities Act, 2001* and the Corporate Accessibility Plan require that when deciding to purchase goods or services, the Town is to have regard to the accessibility for persons with disabilities to the goods or services. As such, the Town is committed to accessibility

Town of LaSalle
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principles and is taking steps to improve accessibility within the Town in accordance with the Act. Further information and requirements can be found in Appendix A

- 2.2. Efficient/Effective Purchasing: All purchasing shall be completed to procure the required quality and quantity of Goods and/or Services in the most efficient and cost-effective manner possible in the circumstances.
- 2.3. Open Market Purchasing: Subject to the provisions of this Policy and its Appendices, all purchasing shall be completed in a manner, which utilizes an Open Market Procedure for all Purchases of Goods and/or Services, wherever practicable in the circumstances.
- 2.4. All Costs Considered: All purchasing shall be completed in a manner which considers all costs, including Acquisition, operating and Disposal costs, in evaluating Bid submissions from Responsive and Responsible Bidders, rather than a manner which bases a decision solely on the lowest Bid price. Purchases should be evaluated under the "Total Cost of Ownership" approach.
- 2.5. Canadian Products: Preference shall be given to the purchase of Canadian Goods and/or Services wherever, all else being equal, it is reasonable in the circumstances to do so.
- 2.6. Co-operative Purchasing: Subject to the approval of the Department Head or of Town Council where, the best interests of the Town will be served, the Town may participate with other Governments or their agencies or public authorities in Co-operative Purchasing ventures or joint contracts.
- 2.7. External approvals: Where further approvals external to the Town are required prior to contract signing, the report recommending award shall so indicate and such approvals shall be obtained prior to the contract being executed and proceeding with the proposed works or Acquisition.
- 2.8. Purchase Orders: The Finance Department may prepare purchase orders and shall sign off on budgetary control where required. Department Heads will issue a purchase order for the Purchase of all Goods and/or Services for those goods and services, which use the Request for Quote, Proposal or Tender process. Where such Purchase Order does not form part of the contract, it shall so state and may be used for internal control purposes only.
- 2.9. Document Retention: Lists of all responses to Bid Solicitations received shall be retained for inspection by the Town auditors and appropriate Town officials, in accordance with the Town's Retention Bylaw.
- 2.10. Confidentiality: Where requested by Persons responding to Bid Solicitations, confidentiality concerning the Bid will be maintained. Once a contract is award, the report recommending such award shall become a matter of public record, unless otherwise determined by Town Council.
- 2.11. Council Access to Documents: Members of Council and Boards shall not be involved in any way in the proposal of candidates or in the selection of stakeholders for working groups or direction for members of the Town's evaluation team including examining any documentation submitted by persons as a result of any Request for Tenders, Proposals, or Quotations unless otherwise indicated in the Bid Solicitation as provided to prospective Bidders.
- 2.12. Review/Evaluating Effectiveness of the Procurement Process: The review, conducted every 5 years or as appropriate or necessary, is to take into consideration current and future professional practices, industry standards, market conditions, Federal/Provincial Government directions/policies, technological developments and advancements and the impact that any recommended changes may have on potential suppliers to the Town.

Town of LaSalle
Procurement & Purchasing Policy

3. Methods of Procurement & Authorization Limits

Acquisition Value	Method of Acquisition	Type of Contract or Agreement	Advertising Requirement	Minimum Authorization Level	Budgetary Control	Reporting Requirement
Materials, Services & Supplies - One time or Multiple Purchases						
Less than \$1,000	Direct Acquisition	Cheque Requisition or Invoice	Discretionary	Supervisor	None - provided within budget provisions	No report to Council required
\$1,001 to \$10,000	Request for Quote - Informal	Cheque Requisition, Invoice or Agreement Letter	Discretionary	Supervisor	None - provided within budget, is the lowest quote and/or is not sole sourced	No report to Council required
\$10,001 to \$50,000	Request for Quote - Formal	Cheque Requisition, Invoice or Agreement Letter	Recommended (where possible & practical)	Manager	None - provided within budget, is the lowest quote and/or is not sole sourced	No report to Council required
\$50,001 to \$150,000	Request for Quote - Formal, Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
\$150,001 to \$500,000	Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head & CAO	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
In excess of \$500,000	Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head & CAO	Sign off from Finance prior to agreement or purchase	Report to and Approval from Council required prior to purchase

**Town of LaSalle
Procurement & Purchasing Policy**

Acquisition Value	Method of Acquisition	Type of Contract or Agreement	Advertising Requirement	Minimum Authorization Level	Budgetary Control	Reporting Requirement
Supply Agreements (Based on unit costs, Continuous Supplies and /or Services)						
Any Amount	Request for Quote, Request for Proposal or Request for Tender	Agreement or Contract	Recommended (where possible & practical)	Manager	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
Prescriptive, Legislative or Agreement based payments						
Any Amount	Payroll Timesheets & Payroll related expenditures	Not Applicable	Not Applicable	Supervisor	None - provided within budget provisions	No report to Council required
Consulting & Professional Services						
Less than \$25,000	Direct Acquisition	Agreement or Contract	Recommended (where possible & practical)	Department Head	None - provided within budget provisions	No report to Council required
\$25,001 to \$75,000	Request for Quote - Informal	Agreement or Contract	Recommended (where possible & practical)	Department Head	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
Greater than \$75,000	Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head	Sign off from Finance prior to agreement or purchase	Report to and Approval from Council required
Single or Sole Sourcing (for Materials, Services & Supplies and Consulting & Professional Services)						
Less than \$1,000	Direct Acquisition	Cheque Requisition, Invoice or Purchase Order	Not Applicable	Supervisor	None - provided within budget	No report to Council required
\$1,001 to \$10,000	Request for Quote	Cheque Requisition, Invoice or Purchase Order	Not Applicable	Department Head	Sign off from Finance prior to agreement or purchase	No report to Council required
Greater than \$10,000	Request for Quote, Tender, or Proposal	Cheque Requisition, Invoice or Purchase Order	Not Applicable	Department Head & CAO	Sign off from Finance prior to agreement or purchase	Report to and Approval from Council required

Town of LaSalle
Procurement & Purchasing Policy

3.1. Evaluation Criteria

- 3.1.1. The following is a sample of the criteria that may be used to evaluate a response to the Request for Proposal, Request for Quote and/or Request for Tender.
 - 3.1.1.1. Cost: Those costs associated with the immediate purchase (purchase price) as well as the long term associated cost (repair & maintenance)
 - 3.1.1.2. Quality of goods, services or proposal
 - 3.1.1.3. References, past experience
 - 3.1.1.4. Other factors such as: delivery time, useful life, technology, replacement/repair considerations

3.2. Budget

- 3.2.1. Regardless of which Bid Solicitation process is utilized, in the event that the goods and services which are to be acquired are (1) in excess of the approved annual budget and/or (2) were not included in the approved annual budget, the Department Head, in consultation with the Finance Department and the CAO, will submit a report to Council for approval prior to the acquisition of the Goods and/or Services.

3.3. Expression of Interest

- 3.3.1. A Department Head may conduct a Request for Expression of Interest for the purposes of determining the availability of suppliers of any Good, Service or construction and for the purposes of keeping a list of available suppliers (which shall be deemed to be the "goal" of the Request for Expression of Interest form of procurement). The submission of an Expression of Interest does not create any contractual obligation between the Town and the interested supplier. The submission of an Expression of Interest may be made a specific pre-condition of any other procurement procedure utilized by the Town. Expression of Interests (verbal and/or written) should be documented for recording, auditing and filing, and may be used for reference purposes.

3.4. Direct Acquisition

- 3.4.1. Objective: To obtain competitive pricing from the competitive market where possible and practical. Procurements are generally minor/operational in nature, and are made in an expeditious and cost effective manner through phone, fax, e-mail, other similar communication method, vendor advertisements or vendor catalogues.

3.5. Request for Quotation

- 3.5.1. Objective: To implement an effective objective, fair, open, transparent, accountable and efficient process for obtaining competitive Bids based on precisely defined requirements for which a clear or single solution exists. Bid solicitation is done primarily on an invitational basis from a pre-determined Bidders list but may be supplemented with public advertising of the procurement opportunity.
- 3.5.2. Informal Quote: Using the Informal Request for Quote method, bid solicitation is done primarily on an invitational basis from a pre-determined Bidders list. Informal Bids are sought from known suppliers. Informal pricing is acceptable (i.e. Fax, letter, E-mail, telephone, supplier pricing guides)
- 3.5.3. Formal Quote: Using the Formal Request for Quote method bid solicitation is done primarily with public advertising of the procurement opportunity

3.6. Request for Proposal

- 3.6.1. Objective: To implement an effective objective, fair, open, transparent, accountable and efficient process for obtaining unique proposals designed to meet broad outcomes to a complex problem or need for which there is no clear or single solution. Generally, to select the proposal that earns the highest score and meets the requirements specified in the competition, based on qualitative, technical and pricing considerations.

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3.7. Request for Tender:

3.7.1. Objective: To implement an effective objective, fair, open, transparent, accountable and efficient process for obtaining competitive Bids based on precisely defined requirements for which a clear or single solution exists when a high dollar value commodity is required

3.8. Requests for Proposal and/or Tender: In circumstances where Requests for Proposal or Tender are issued, in addition to the general requirements of this Policy, the following shall apply.

3.8.1. All Requests for Tenders for Goods and/or Services for the Town shall be issued in accordance with procedures detailed in Appendix B, with the exception that Provincially or Federally subsidized projects shall be issued in accordance with the respective tendering procedures in effect at that time.

3.8.2. All Requests for Tender/Proposals shall contain the following clause: “The Town may accept any tender in whole or in part, whether the price or prices be the lowest or not, and may reject any or all tenders for any or no reason, in the sole discretion of the Town”.

3.9. Approval of Tender/Proposal: When the recommended award is to the Responsible and Responsive Bidder offering the lowest overall cost to the Town where, in the opinion of the responsible Department Head, waiting for the approval of Council would unreasonably affect the commencement and completion of the project in accordance with timelines required or to avoid additional costs of materials or labour or to minimize disruption to the public at large the initiating Department Head shall report to the CAO for approval.

3.9.1. The CAO may approve the awarding of the Contracts provided the expenditure is not in excess of the approved budgetary appropriation. The CAO will report to Council at the first possible opportunity.

3.10. Reporting to Council: A report by the Department Head shall be submitted to the CAO and Town Council, for approval in the event that:

3.10.1.1. The Tender from the lowest Responsive and Responsible Bidder is not recommended; or

3.10.1.2. The Proposal which satisfies the requirements and is ranked as the overall highest score is not recommended; or

3.10.1.3. The lowest priced Tender or highest scoring Proposal is in excess of the budgetary appropriation; or

3.10.1.4. The Tender/Proposal is in excess of \$500,000

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4. Non Competitive Procurement (Sole/Single Sourcing) and Negotiation Instead of Bid Solicitation

- 4.1. In certain situations goods/services are required to be purchased without a competitive bidding process. Non competitive procurement is permitted under this Policy in any one of the following circumstances:
- 4.1.1. When the transaction/process is specifically authorized by resolution of Town Council.
 - 4.1.2. When an unforeseeable condition of urgency exists, for emergency, protection and security concerns and the goods or services cannot be obtained in time through a competitive process.
 - 4.1.3. When the required item is covered by an exclusive right such as a patent, copyright or exclusive licence.
 - 4.1.4. When it is necessary to ensure compatibility with existing products or to avoid violating warranty/guarantee requirements when service is required.
 - 4.1.5. When no Bids were received in a competitive process.
 - 4.1.6. When the required item is in short supply due to market conditions.
 - 4.1.7. When competitive sourcing for low value procurement would be uneconomical or would not attract Bids.
 - 4.1.8. When competitive procurement may be found to be impractical for such items as meal expenses, incidental travel expenses (e.g. taxi service, phone calls), and training and education expenses.
 - 4.1.9. Where market conditions are such that suppliers will not guarantee prices for a full year due to temporary market conditions, the Department Head shall obtain competitive prices for short term commitments until such time as reasonable price protection and fair market pricing are restored.
 - 4.1.10. Where the sources of supply of Goods and/or Services are restricted to the extent that there is not effective price competition, and consideration of substitutes is precluded due to any of the following:
 - 4.1.10.1. The Purchase involves a type of Goods and/or Services for which there is no reasonable substitute or competitive product;
 - 4.1.10.2. The Purchase involves a component or replacement part for which there is no substitute;
 - 4.1.10.3. The Purchase involves an item for which compatibility with an existing product is the overriding consideration;
 - 4.1.10.4. The Purchase involves Goods and/or Services in accordance with standards adopted by Town Council apart from this Policy; or
 - 4.1.10.5. In other situations specifically authorized by Town Council.
 - 4.1.11. Where two or more identical Bids have been received.
 - 4.1.12. Where the Town has been previously unsuccessful in breaking identical Bids and the same Goods and/or Services are again required.
 - 4.1.13. Where the lowest Responsive and Responsible Bid received through a Request for Tenders, Request for Quotations or a Request for Proposals substantially exceeds the estimated cost of the Goods and/or Services.
 - 4.1.14. When no Responsive and Responsible Bids are received and it is impractical to issue a further formal Bid Solicitation.
 - 4.1.15. When the extension or reinstatement of an existing contract would prove most cost-effective or beneficial.

5. Professional and Consulting Services

- 5.1. The Acquisition process described in this Article is restricted to Acquisitions that are predominantly or exclusively for Professional and Consulting services, unless the Purchase has been exempted from this Policy by resolution of Town Council

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- 5.2. Regardless of which Bid Solicitation process is utilized for Professional and Consulting Services, in the event that the goods and services which are to be acquired are (1) in excess of the approved annual budget and/or (2) were not included in the approved annual budget, the Department Head, in consultation with the Finance department and the CAO, will submit a report to Town Council for approval prior to the acquisition of the goods and services.
- 5.3. Less than \$25,000: Where it is estimated that Professional and Consulting Services will cost \$25,000 or less and has been budgeted for, the Department Head, may obtain the services directly without issuing a Bid Solicitation. However an alternate process should be undertaken to ensure a competitive bid or price.
- 5.4. Between \$25,000 and \$75,000: Where it is estimated that Professional and Consulting Services will cost between \$25,000 and \$75,000 and has been budgeted for, the Department Head, may obtain the Services directly without issuing a Bid Solicitation. However a Request for Quote – Informal process should be undertaken to ensure a competitive bid or price.
- 5.5. More than \$75,000: Where it is estimated that Professional and Consulting Services will cost more than \$75,000, the initiating Department Head, in consultation with the CAO, shall
 - 5.5.1. Issue a Request for Proposals and, in order to maximize competition, advertise the requirement on the Town's internet website and any other relevant government agencies' internet website and, where practicable, obtain at least three (3) written Proposals;
 - 5.5.2. Provide a formal analysis of the Proposals in a report to Town Council for approval prior to the awarding the contract.
- 5.6. Sole-Sourcing: Where the events referred to in sections 5.3, 5.4 and 5.5 apply, and where the initiating Department Head, in consultation with the CAO, deems it necessary or in the best interests of the Town to acquire Professional and Consulting Services from a particular supplier, the Department Head may submit a report for approval of Town Council to acquire the services from that supplier rather than to seek Proposals.
6. **Real Property**
 - 6.1. The Purchase of parcels of land, including appurtenant fixtures are not governed by this Policy. The Purchase of construction materials and/or services used to build, renovate, repair, or improve Real Property shall be governed by this Policy
7. **Emergency Purchasing**
 - 7.1. This Article shall apply in case of an Emergency and, where there is any conflict between the provisions of this Article and those in the balance of this Policy, the provisions of this Article shall govern
 - 7.2. Policy: Wherever feasible, even in circumstances of Emergency, the Department Head shall secure any Goods and/or Services required, up to a value of \$10,000 at the lowest responsible obtainable price while satisfying all requirements
 - 7.3. Emergency: In the event that responding to an Emergency situation requires an expenditure of \$10,000 or more, the initiating Department Head shall obtain the prior approval of the CAO before ordering the goods or services. Where the CAO or his/her delegate is unavailable, the approval of the Department Head shall be sufficient for the purposes of this Article.
 - 7.4. Report to Town Council: When an Emergency Purchase has been made pursuant to this Article, and the amount of the purchase is \$10,000 or more, the Town Treasurer shall be advised forthwith and, further, a report of all Purchases made pursuant to this Article shall be prepared by the initiating Department Head and submitted to the next Town Council meeting, explaining the action taken and reasons thereof.
 - 7.5. Purchase Order to Issue: All Emergency Purchases made pursuant to this Article shall be confirmed by issuance of a Purchase Order as requisitioned by the initiating Department Head immediately or as soon as practicable following the commitment.
8. **Disposal of Property**
 - 8.1. Auction or Bids: Unless otherwise provided for in this Article, any Personal Property belonging to the Town which has been declared surplus by the initiating Department Head shall be disposed of only by means of

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auction, trade-in, donation, or Bid Solicitation, provided that any usable equipment or material has first been offered to other departments or Boards.

- 8.2. Bid Solicitation: If it is determined by the Department Head that the highest return for obsolete or surplus Personal Property is by Bid Solicitation, a Request for Quotation may be issued, and advertised on the Town's internet website. All Bids will be submitted in a sealed envelope and the Personal Property may be disposed of to the highest responsible Bidder.
- 8.3. Return to Original Vendor: If it is determined that a higher return net of disposal costs can be achieved by sale of obsolete or surplus Personal Property to the original vendor or vendors in that line of business, the Department Head shall sell such Personal Property at the highest return.
- 8.4. Reserve Prices: Where it is deemed appropriate by the Department Head, a reserve price may be established and,
 - 8.4.1. In the case of Disposal by Tender, published and disclosed; or
 - 8.4.2. In the case of auction or quotation, shall be used as an internal estimate and not disclosed.
- 8.5. Exception: Where Personal Property has been declared surplus by the initiating Department Head, and has been offered to other departments or Boards and are determined by the Department Head to have little or no value, the Department Head shall request the approval of the CAO to dispose of such items in an alternative manner.
- 8.6. Donations: Where Personal Property has been declared surplus by the initiating Department Head, and has been offered to other departments or Boards without acceptance, and the Department Head wishes to donate the item, the initiating Department Head shall prepare a report to Town Council seeking approval to make such donation.

9. Prohibitions

- 9.1. Disclosure of Prices: Subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act, no employee, nor appointed or elected official, shall divulge the prices paid by the Town for Goods and/or Services unless Town Council otherwise directs, with the following exceptions:
 - 9.1.1. That the total price, in the case of public Tenders/Quotations, or details of non-confidential reports recommending contract awards, may be revealed; and
 - 9.1.2. That the unit prices paid by the Town for products and services may be revealed to other public agencies for benchmarking purposes provided confidentiality is maintained.
- 9.2. Employee Purchases on Behalf of the Town: No employee nor elected or appointed official shall Purchase or offer to Purchase, on behalf of the Town, any Goods and/or Services except in accordance with this Policy.
- 9.3. Division of Contracts: Two or more Purchase Orders shall not be issued for individual portions of any items which comprise, in essence, a single transaction, if the total aggregate amount of the Purchase Order exceeds the upper limit for the Acquisition process which would be used to acquire those items separately.
- 9.4. Personal Purchases: No Personal Purchases shall be made by the Town for employees, elected or appointed officials, or members of Boards except through programs which may, from time to time, be expressly and specifically approved by Town Council, CAO or Designate.
- 9.5. Employees restricted from bidding to sell: No employee or any family member within their household, shall Bid to supply the Town with Goods and/or Services, unless Article 10 has been complied with.
- 9.6. Elected and Appointed Officials restricted from bidding to sell: No elected or appointed official of the Town or any family member within their household, shall Bid to supply the Town with Goods and/or Services unless Article 10 has been complied with and a conflict of interest is declared.
- 9.7. Employees, Elected and Appointed Officials restricted from bidding to purchase: No employee or elected or appointed official of the Town, or any family member within their household, shall Bid on the sale of Goods and/or Services except those disposed of by public auction.

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9.8. Preference for Local Suppliers: The Discriminatory Business Practices Act (R.S.O. 1990) has been established to prevent discrimination in Ontario on the ground of race, creed, colour, nationality, ancestry, place of origin, sex, or geographical location of persons employed or engaging in business. Therefore, granting preference to local suppliers to supply Goods and/or Services to the Town cannot be undertaken.

10. **Conflict of Interest**

10.1. The responsible Department Head shall not open and consider any bid, or otherwise acquire any goods or services from an elected official, officer or employee of the Town unless the elected official, officer or employee obtains approval from the CAO and/or Town Council prior to the close of the bid or the acquisition of the goods or services.

10.2. No elected official, officer or employee of the Town shall allow contact with a person, or any officer, employee or agent of the person who has submitted a Bid to the Town unless the Bid call has been awarded or the contact is for the purpose of receiving a complaint.

10.3. All consultants retained by the Town shall disclose to the Town prior to accepting an assignment, any potential conflict of interest. If such a conflict of interest does exist, the Town as recommended by the Department Head may, at its discretion, withhold the assignment for the consultant until the matter is resolved.

10.3.1. If during the conduct of a Town assignment, a consultant is retained by another client giving rise to a potential conflict of interest, then the consultant shall so inform the Town.

Town of LaSalle
Procurement & Purchasing Policy
Appendix A: Compliance with the Ontarians with Disabilities Act, 2001

INTOWN OF ACCESSIBILITY CRITERIA WHEN PURCHASING

Policy Statement

When procuring goods, services and facilities, the Town will incorporate accessibility design criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria. Where it is impractical to incorporate accessibility criteria and features when procuring or acquiring specific goods, services or facilities, the Department Head responsible for the purchase will provide a written explanation on request.

Accessibility Criteria

Equitable - Can someone with a disability use the good, service or facility as quickly and easily as a person without a disability?

Adaptable Flexible - Does the good or service accommodate a wide range of individual preferences and abilities? Can a user configure the item to meet their specific needs and preferences and will it work with common assistive technologies?

Size and Space for Approach and Use - Can someone, regardless of their body size, posture or mobility, approach, reach, manipulate and use the good or facility?

User-friendly - Are the instructions perceptible and intuitive? Can someone with limited physical strength use the good? If someone makes a mistake while using the good, are the adverse consequences minimal?

Criteria to consider with different types of purchases

Type of Purchase	Criteria to Consider
Goods	<p>Can the good be used by someone:</p> <ul style="list-style-type: none">• In a seated position• Using one hand, with limited upper body strength, or limited fine motor skills• With vision loss or low vision• Does the product meet ergonomic standards and can it be customized to meet a variety of needs?• Are support materials, such as manuals, training or service calls, available in accessible formats at no additional charge?
Services	<ul style="list-style-type: none">• Does the firm provide accessible customer service, as required under the Town's Accessible Customer Service Policy?• Can the service provider accommodate the needs of people of all abilities? For example, if you're hiring someone to conduct research, do their surveys and interviews accommodate people with different types of disabilities?• Will the company use accessible signage, audio and/or print materials? For example, if you're hiring an event coordinator, will they use high contrast signage for the event?
Type of Purchase	Criteria to Consider
Facilities	<ul style="list-style-type: none">• Can someone using a mobility aid, like a wheelchair or walker, get around the facility?• Are signs placed at an accessible height?• Does the facility have emergency procedures to assist people with disabilities?

Town of LaSalle
Procurement & Purchasing Policy
Appendix A: Compliance with the Ontarians with Disabilities Act, 2001

Including accessibility in Tenders/Request for Proposals

When writing a Request for Proposal, accessibility criteria are to be added along with any specific features being sought. Accessibility requirements are to be included in the evaluation process so that when bids are scored on cost, quality and timeliness, points are also given for accessibility.

What if an accessible option can't be found?

If a good, service or facility cannot be found that meets accessibility needs, look for ways to make it more accessible. If someone asks, an explanation must be provided on why the option chosen is not accessible.

Example: A printer is being purchased but the accessible version is not compatible with the office computer network. Solution, buy a printer that works with the network and put it on a lower table to make it more accessible to people in wheelchairs. Make a note that when it's time to buy new computers, try to find one that is compatible with other accessible technologies.

Accessible self-service kiosks

Accessibility features make kiosks easy for everyone to use, not just people with disabilities. For example, a self-service checkout that "beeps" when it reads a barcode helps customers scan items faster, including customers who can't read the display screen.

User controls:

- Controls should be visible whether someone is standing or sitting
- Make controls easy to use with one hand, without a lot of force, and without having to grasp tightly, pinch or twist
- Avoid steps, bins or signage that could block someone with a walker or wheelchair

Display screens:

- Use high contrast colors. Try a dark blue and matte white, black and white or yellow and black.
- Avoid flashing images and limit flashes to no more than three times in one second
- Screens should be bright enough to be read under different types of lighting
- Use a material that isn't reflective and position the screen to minimize reflections (from sunlight or overhead lights).
- Make sure touch screens work with prosthetic limbs and pointing devices

Pin pads:

- Use a telephone style pin pad (with 1 in the top left). The 5 should be in the centre and marked with a raised dot and the OK/Enter button should be in the lower right corner.
- Make sure there is space between the keys and the pad's edges are clearly defined.
- Pin pads should be angled (not flat) to accommodate users whether they are standing or sitting.
- Keys should have a low glare surface (sandblasted aluminum or stainless steel are good options).

Card readers:

- Make the card slot easy to find by highlighting it with strong colors or an indicator light.
- If it's a swipe reader, position it vertically and let users swipe up or down. Using a two-headed swipe reader is best, as it doesn't matter which way the card's stripe is facing
- If needed, use a tactile illustration to show how to insert the card.
- Let users know their card was accepted (or rejected) with both audible and visible feedback.

Scanners:

- Users should be able to identify the scan area by touch.
- Handheld scanners should have a cradle that allows customers to move the product past the scanner without having to pinch, twist or grasp the scanner tightly.

Town of LaSalle
Procurement & Purchasing Policy
Appendix A: Compliance with the Ontarians with Disabilities Act, 2001

- Light from the scanner must not shine in the user's eyes.
- Confirm successful scans with both audible and visible feedback.

Instructions:

- Instructions should be available in both a visual and audio format. Allow users to turn the audio off and/or include an earphone jack if your instructions reveal personal information.
- Use mid-frequency tones since some people can't hear high or low pitched sounds.
- Avoid acronyms, abbreviations and jargon. Make instructions simple and easy for all users to understand, including people with learning or cognitive disabilities.
- Use sans serif fonts and make sure it's easy to tell characters apart (e.g. X from K, 1 from l, O from Q, U from V).
- Don't rely on colour alone to guide users (e.g. don't say 'touch the green square'). Use descriptive text or icons as well.
- Avoid time limits if you can; otherwise warn users when the deadline approaches and let them extend it.

Town of LaSalle
Procurement & Purchasing Policy
Appendix B: RFP & RFQ Recommended Procedures

REQUEST FOR PROPOSAL AND REQUEST FOR TENDER

RECOMMENDED PROCEDURES, REQUIREMENTS AND MATERIALS

The following procedures shall apply to the purchase of goods, works and services (except professional and consulting services). For the purposes of Appendix B, the terms Tender, Request for Quote, Request for Tender and Request for Proposal shall be used interchangeably.

1. Advertising

- 1.1. In order to attract as many competent Bidders as possible, for projects with estimated capital costs in excess of \$50,000 advertising, where practicable, shall be placed on the Town's internet website and where practical a major publication and/or the local press. Advertising in this manner is expected to attract the largest number of competent Bidders and increase competition. Coverage may be extended for contracts requiring special techniques or type of work.
- 1.2. Advertisements, where applicable, must appear in the press with sufficient time between advertising and tender closing to permit a contractor to examine the site, obtain the tender documents, complete and submit her/his Tender.
- 1.3. Requests for Tenders and Proposals may be advertised on other government operated internet websites, where practicable, to attract competent Bidders.

2. Release of Information to Bidders

- 2.1. Upon the request of a prospective Bidder the Department Head shall supply the following material for each Bid Solicitation
 - 2.1.1. A copy of the official bid document form
 - 2.1.2. Bid materials – specifications, plans, profiles, etc.
 - 2.1.3. An agreement to bond form (if required)
- 2.2. This procedure may be amended when pre-qualification is a requirement.
- 2.3. When a fee for bid material is required it shall be paid to the Town at the time the bid material is provided to the prospective Bidder. The fee is non refundable.

3. Recording and Control of Tendering Material

- 3.1. Names, addresses, telephone, electronic mail addresses, and facsimile numbers must be recorded when Requests for Tender/Proposals are released to facilitate distribution of addenda and when necessary to provide amendments to bid materials issued or to extend or cancel an outstanding Bid Solicitation.

4. Pre-Qualification Process:

- 4.1. Pre-Qualification is a procedure whereby a Bidder satisfies the municipality that they are capable of performing the work before they are allowed to submit his Tender or Proposal. Where persons are required to be pre-qualified, the Contract, if awarded at all, should be awarded to the lowest Responsive and Responsible Bidder, subject to contrary direction by Town Council.

5. Tender Requirements

- 5.1. All Tenders shall either be mailed or delivered personally to the Director of Council Services. Tenders are required to conform to the conditions listed below and those failing to do so will be dealt with in the manner provided by Section 15 of Appendix B.
- 5.2. The correct Tender Form, as supplied by the Town, must be used and in the possession of the Director of Council Services, or her duly authorized representative on or before the Tender Closing Date and Time. **BIDS RECEIVED AFTER CLOSING TIME WILL NOT BE CONSIDERED.**
- 5.3. The Tender must be legible, written in ink or typewritten and ALL ITEMS MUST BE BID, where stipulated, with the unit price for every item and other entries clearly shown.

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Appendix B: RFP & RFQ Recommended Procedures

- 5.4. Alternative proposals will not be considered unless requested in the tender documents.
- 5.5. The Bid must not be qualified by any statement added to the tender form or a covering letter, or alterations to the tender forms (unless requested or approved by the Town).
- 5.6. Adjustments by telephone, telegram, facsimile, electronic transmission, or letter to a Tender already submitted will not be considered. A Bidder desiring to make adjustments to a Tender must withdraw the Tender in accordance with Section 11 of Appendix B, and supersede it with a later Tender submission.
- 5.7. The tender form must be signed in the space(s) provided with the signature of the Bidder or by a person duly authorized by the organization bidding. If a joint Bid is submitted, it must be signed on behalf of each of the Bidders and if the signing authority for both Bidders is vested in one individual he shall sign separately on behalf of each Bidder.
- 5.8. Erasures, overwriting or strikeouts should be initialled by the person signing on behalf of the organization bidding.
- 5.9. The Tender shall be accompanied by an Agreement to Bond, (when bonding is required) and a bid deposit (when required) in favour of "The Corporation of the Town of LaSalle" equal to or greater than the amount specified in the Request for Tender in the form of: cash, a cheque certified by the bank on which it was drawn; bank draft; money order; or, a Bid Bond from a Surety Company authorized by law to carry on business in the Province of Ontario, AND MUST BE ENCLOSED IN THE SAME ENVELOPE AS THE TENDER.

6. Lease Requirements

- 6.1. Department Heads wishing to acquire or use goods or services via external third party financing lease must receive the approval of the Director of Finance prior to undertaking any competitive bidding process.
- 6.2. Any financing leases executed to acquire or use municipal capital assets must be in compliance with Ontario Regulation 46/94 (as amended) made under the Municipal Act, 2001 , as amended.

7. Deposit Requirements

- 7.1. Each Bidder shall be required to deposit security with the Tender, when specified in the tender documents, the amount of which will vary depending upon the value of the Contract.
- 7.2. Bid deposit requirements for Town contracts shall be equal to ten percent (10%) of the Bid amount up to a maximum deposit of \$1,000,000 unless otherwise approved by the Director of Finance in consultation with the initiating Department Head.
- 7.3. If any of the tender and deposit requirements have not been met the Tender shall be considered to be an "Improper Bid".
- 7.4. The security is held by the Town to ensure that the Bidder will provide all documentation specified in the tender documents, and enter into a formal contract with the Town, and when s/he does so, the security is returned to her/him, without interest. The security of all Bidders, except that of the lowest and the two next lowest Bidders shall be returned immediately after the Tender is awarded. The Tender document shall state that the security will be forfeited to the Town if the accepted Bidder fails to enter into the formal Contract or fails to provide all documentation specified in the tender document. (see also Section 11 of Appendix B regarding withdrawal of Tenders).
- 7.5. When copies of the executed contract and all documentation specified in the tender document are returned and found to be acceptable to the Department Head, the deposit cheques of the successful Bidder and the two next lowest Bidders will be returned by Registered Mail, Courier or Hand delivery.
- 7.6. Tender deposit cheques or other security shall not be cashed or deposited except under the circumstances set out in Section 23 of Appendix B.

8. Bonding Requirements

- 8.1. In order to protect the Town, security to guarantee the completion of the contract is required. It is recommended that this security be in the form of a Performance Bond/Labour and Materials Bond issued by

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Appendix B: RFP & RFQ Recommended Procedures

an Bonding company for 100% of the amount of the Tender, or, in the form of cash or approved equivalents to the Performance/Labour and Materials Payment Bonds as specified in the Tender Document or acceptable collateral, which can readily be converted into cash, totalling 100% of the amount of the Tender. The bond or approved equivalent, or collateral should be furnished by the successful Bidder when the Contract agreement is signed. In cases where the Pre-qualification Procedure is used the Performance Bond requirement may be reduced to 50% of the amount of Tender.

- 8.2. Under the provisions of the Workplace Safety and Insurance Act a municipality is responsible for payments to the Workplace Safety and Insurance Board upon default by the contractor. Where applicable the Town shall obtain from the contractor before payment of the final payment certificate, a clearance in the form of a certificate signed by the Workplace Safety and Insurance Board stating that the contractor is in good standing.

9. Changes to Tender under Call

9.1. Addenda

- 9.1.1. Interpretations should be made in reply to queries from Bidders only in the form of written addenda.
- 9.1.2. When it becomes necessary to revise, delete, substitute or add to tendering material for a contract under call, the Department Head shall approve the issuance of an addendum.
- 9.1.3. Notification of addenda to prospective Bidders shall be processed in the following manner:
 - 9.1.3.1. A copy of each addendum shall be forwarded by either Registered Mail, facsimile, electronic mail, courier or hand delivery to each prospective Bidder who obtained tender forms for the Request for Tender. In every case proof of receipt of all addenda issued to all prospective Bidders must be able to be verified by the Director of Council Services.
 - 9.1.3.2. A copy of the addendum notice shall also be stapled to each tender form not yet distributed.

9.2. Extension

- 9.2.1. When it becomes necessary to extend the closing date for receiving Tenders, appropriate Town departments and outside agencies shall be notified of the extension of time.
- 9.2.2. Each prospective Bidder who received tender documents shall be notified by either Registered Mail, facsimile, electronic mail, courier or hand delivery, of the extension of time. In addition to the above procedure, prior notice of the mailing by telephone may be given.
- 9.2.3. When the closing date for receiving Tenders has been extended, Tenders already received shall be handled as follows:
 - 9.2.3.1. If the extension of time is two weeks or less the prospective Bidders shall be advised that her/his Tender will be returned upon request.
 - 9.2.3.2. If the extension of time is more than two weeks, all Tenders shall be returned unopened.

9.3. Cancellation

- 9.3.1. Each prospective Bidder who received Tender documents shall be notified by Registered Mail, electronic mail, facsimile, via courier or by hand delivery, of the cancellation of the Request for Tender. Appropriate Town departments and outside agencies shall be notified of the cancellation
- 9.3.2. When a Request for Tender is cancelled no Tenders will be accepted. All Tenders received shall be returned unopened to the Bidder via courier or by hand delivery or by Registered Mail with a covering letter.
- 9.3.3. In the event that a Tender is issued with a non-refundable document fee and the Request for Tender is cancelled or not awarded, all document fees must be returned to the persons having obtained tender documents providing the tender documents are returned complete and in reusable condition.

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10. Receiving Tenders

- 10.1. Tenders received in envelopes that are not properly identified as to contents shall not be accepted. When this happens the Town will attempt to contact the Bidder, by telephone if necessary, that her/his Tender cannot be accepted and that they must use a substitute envelope that includes all of the required details.
- 10.2. When a Tender is received, the envelope shall be time and date stamped. If a time stamp is not available, the time received shall be noted in ink and initialled by the receiver.
- 10.3. THE NUMBER OF BIDS RECEIVED AND NAMES OF BIDDERS IS CONFIDENTIAL AND MUST NOT BE DIVULGED PRIOR TO THE TENDER OPENING.
- 10.4. To ensure accurate time, the Director of Council Services (or designate) to receive Tenders shall ensure that the correct time is being used. No other clock or source of time will be recognized when considering the submission date and time of Tenders.
- 10.5. Proposals shall be received and opened by the Director of Council Services (or designate) and a representative from the initiating Department or designates in accordance with Section 13 of Appendix B, receipt acknowledged and Sureties confirmed, where applicable, but Bid prices shall not be read out.
- 10.6. Regardless of the time a Bid is received, the envelope shall be time and date stamped. If the Bid is for a contract already closed it shall be returned unopened to the Bidder at the time of delivery, if possible. If a Tender is to be returned by mail, it shall be accompanied by a covering letter stating that the Tender could not be accepted due to late arrival. The same explanation can be courteously given when refusing Bids delivered in person. If a late Bid is received without a return address on the envelope it shall be opened by the Director of Council Services, address obtained and then returned. The covering letter should state why the envelope could not be returned unopened.
- 10.7. Any correspondence, pertaining to adjustments, corrections or restrictions to a Tender, which is received with a Tender but outside the tender envelope or is received after a Tender has been submitted but prior to closing time, shall not be considered. Depending on the time available the Bidder shall be advised by mail or phone of the withdrawal procedures.

11. Withdrawal Procedures – Prior to tender closing

- 11.1. A contractor who has submitted a Tender may request that her/his Tender be withdrawn. (Adjustments or corrections to a Tender submitted will not be allowed). The withdrawal shall be allowed if the request is made before the closing time for the Request for Tender to which it applies. Withdrawal requests must be directed to the Director of Council Service by letter, facsimile, and telegram or in person. Telephone requests shall not be considered. Any written request for withdrawal must be issued on the company's letterhead and be signed by a Senior Official of the company.
- 11.2. When withdrawals are made in person, the Director of Council Service receiving Tenders shall obtain a signed withdrawal confirming the details.
- 11.3. The withdrawal of a Tender does not disqualify a Bidder from submitting another Tender for the same contract.
- 11.4. Subject to Section 12 of Appendix B, withdrawal requests received after the Request for Tender closing time will not be allowed. The party concerned shall be informed that the withdrawal request arrived too late for consideration.

12. Withdrawal of Tender – During tender opening

- 12.1. In some instances Tenders received from several Requests for Tender are opened at the same tender opening for similar type of work. At such an opening, at the conclusion of the reading out of Bids on a particular Contract, the low Bidder for that Contract may withdraw any of their remaining Tenders in accordance with Section 11 of Appendix B providing the tender instructions provided specific instructions to all prospective Bidders and the Tender(s) withdrawn are for similar work. Tenders withdrawn under this procedure cannot be reinstated.

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- 12.2. If more than one Tender is read out under the same name in response to the same Request for Tender, each Tender was submitted in a separate envelope and no withdrawal notice has been received, the Tender with the latest time stamp shown on the envelope (second envelope) shall be deemed to have superseded the Tender with the earliest time stamped (first envelope) envelope. The bidder shall be bound by the contents of the second envelope and will be eligible to be awarded the contract. In the event surety bonds are required to be submitted with the Tender at the time of closing and the bidder has included the required surety bonds in the first envelope, the surety bonds may be deemed applicable to the Tender submitted in the second envelope.

13. Tendering Opening and Checking Procedures

- 13.1. Tender opening shall take place as soon as possible after closing time, preferably within one or two hours on the same day.
- 13.2. Tender openings shall be open to the public, unless indicated otherwise in the tender documents, and shall be conducted under the chairmanship of the Director of Council Service or designate. A representative from the initiating Department shall be present and act as the witness at the opening of Tenders.
- 13.3. Where the results from two or more Requests for Tender are to be opened at the same time a lottery shall be held to determine the order in which submissions will be dealt with at the opening.
- 13.4. Any correspondence requesting withdrawal of a Tender shall be read by the Director of Council Services who shall state the nature of the correspondence, the name of Bidder and the contract number. S/he shall then attach the withdrawal notice to the tender envelope which shall remain unopened.
- 13.5. When the correspondence has been dealt with, the remaining Tenders shall be opened. Each tender form shall be stapled to the applicable tender envelope, the deposit cheque clipped to the tender form and the Tenders sorted according to the contract number.
- 13.6. Any Tender that does not have the contract number on the envelope shall be opened and placed with the other Tenders for that contract.
- 13.7. If correspondence is found enclosed with a Tender in the tender envelope that Tender shall be considered to be an "IMPROPER BID" and shall be so noted in the Record of Tenders Opened and the Tender read out in the normal manner. This correspondence and the Tender shall be referred to the Department Head for decision as to acceptance or rejection.
- 13.8. When Tenders have been opened and sorted, the Director of Council Services shall check the number of Tenders opened to ensure that all Tenders received are accounted for. If a discrepancy occurs, the tender opening proceedings shall be delayed until all Tenders have been accounted for.
- 13.9. When all Tenders have been accounted for, the Director of Council Services shall announce for each Contract, the contract number, and the number of Tenders received and for each Tender, the name of the Bidder and total Bid amount.
- 13.10. The Director of Council Services and witness shall initial each page where a price appears and shall initial the Form of Tender page.
- 13.11. In the case where the Bidder has changed a Bid price by either crossing out the original price, covering the original price with a corrective material, or any other method of changing a price that is evident to the Director of Council Services, the original price and corrected price are to be highlighted with a transparent coloured highlighter and initialled by the Director of Council Services and the witness prior to the conclusion of the meeting to open the Tenders.
- 13.12. After reading out the Bid amount the Director of Council Services shall have a list prepared recording the name of each Bidder, the amount of the Tender and the deposit cheque amount on the Record of Tenders Opened. The Director of Council Services or delegate and witness shall sign the list certifying that the information on the prepared list is accurate.
- 13.13. When, during the reading out of Tenders, the Director of Council Services receives a Tender that has correspondence requesting withdrawal attached, he shall read out the contract number, and the Bidder's

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name and indicate to those in attendance that the Tender is one previously announced as withdrawn at the request of the Bidder.

- 13.13.1. The Bidder's name for each withdrawn Bid shall be recorded immediately following the names of the Bidders whose Tenders will be considered, noting the method and date of withdrawal.
- 13.13.2. If, during the reading out of Tenders, the Director of Council Services (or designate) receives a Tender with correspondence other than a withdrawal request attached, they shall read out the Tender in the normal manner.
- 13.14. When all Tenders for a Contract have been read out and the information has been recorded by the Director of Council Services, the Department Head or designate shall close off the Record of Tenders Opened by drawing a diagonal line in the unused space under the information listed and sign the form.
- 13.15. During the reading out of Tenders the Director of Council Services shall check for more than one Tender under the same name (without a Notice of Withdrawal). If this situation occurs, it shall be dealt with as in Section 12 of Appendix B.
 - 13.15.1. If two Tenders for the same Contract are received in the same tender envelope, (Contractor's copy included) and only one copy is signed, the signed copy shall be considered the intended Bid, which shall be processed in the normal manner. In the event that both copies are signed and prices are different on each copy, both copies will be rejected.
- 13.16. A contractor whose Bid is read out as low for a previous Contract for similar work who desires to withdraw a Tender(s) during a further opening on the same date shall attest in writing to her/his identity and state the Contract(s) on which he desires to withdraw, providing the tender document specifically permits withdraw in these circumstances. The Notice of Withdrawal of Tender must be signed by the contractor. This Notice must be handed to the Director of Council Services before the reading out of the first Tender for the Contract(s) to which it applies.
 - 13.16.1. The Director of Council Services shall have the completed notice attached to the applicable Tender. The Director of Council Services (or designate) presented with the Tender and withdrawal notice shall read out the Bidder's name and announce that the Tender has been withdrawn in accordance with established procedure.
 - 13.16.2. The Director of Council Services (or designate) shall not open the Tender or reveal the Bid amount of a withdrawn Tender.
 - 13.16.3. A contractor who withdraws a Bid on the strength of being read out as low Bidder on a previous contract does not have the right to "reinstate" the withdrawn Tender if subsequent checking proves that her/his Tender on the previous Contract was not in fact lowest or the Bid being accepted.

14. Reviewing of Bids for Compliance and Accuracy

- 14.1. The purpose of reviewing Bids for compliance and accuracy is to determine whether
 - 14.1.1. All tendering requirements have been met
 - 14.1.2. All unit prices have been correctly extended
 - 14.1.3. The extensions have been correctly totalled
 - 14.1.4. Tenders which do not conform to tender requirements or which require arithmetic correction(s) shall be deemed "Improper Bids"
 - 14.1.5. The review of all Bids shall be completed by the Director of Council Services (or designate) responsible as soon as possible following the opening of Tenders.
- 14.2. All tender documents shall be checked to ensure that:
 - 14.2.1. The Bidder's name and Bid amount shown on the Record of Tenders Opened is correct
 - 14.2.2. The tender form is signed as necessary

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- 14.2.3. The correct tender form has been used
- 14.2.4. Each tender envelope is time and date stamped prior to the contract closing time
- 14.2.5. The deposit (when applicable) is sufficient and in an acceptable form
- 14.2.6. Each item on the Tender has been bid (where applicable)
- 14.2.7. All extensions and the total for each Tender are correct. If an extension or total is incorrect, the checker shall cross out the incorrect figure shown on the tender form, enter the correct figure in red above it and initial the entry. If the extensions and total are correct the checker shall affix a numbered stamp or initial each Tender adjacent to the total certifying that it has been checked.
- 14.2.8. The Tender is free of all qualifications, restrictions or alterations
- 14.2.9. All other tendering requirements have been met

15. Award Procedures

- 15.1. When Tenders have been checked, the Department Head shall review the Bids in order to recommend an award.
- 15.2. Following completion of the checking procedures outlined in Section 13 of Appendix B, bidding infractions, if any, shall be noted on the Record of Tenders Opened. This notation must clearly state the reason the Bid is considered improper. The Director of Council Services shall then decide on the acceptance or rejection of all Tenders noted as improper on the Records of Tenders Opened.
- 15.3. Extreme care must be exercised by the Director of Council Services to ensure that Improper Bids are handled in a manner which is consistent and fair to other Bidders as well as to the public.
 - 15.3.1. Late Bids - must be rejected
 - 15.3.2. Tender Form not used - must be rejected
 - 15.3.3. Bids received on other than supplied tender forms must be rejected.
 - 15.3.4. Tender envelope unclear as to contents, must be rejected
 - 15.3.5. Bids received in an envelope that is not clearly marked as to contents must be rejected
 - 15.3.6. Bids not completed in Ink or by Typewriter - must be rejected
 - 15.3.7. Incomplete Bids (all Items Not Bid) where complete Bids are required - must be rejected. Part Bids must be rejected except when the tender form clearly states that an award may be made for individual items (e.g. contracts such as equipment rental or some material contracts which are in effect several individual contracts combined).
 - 15.3.8. Qualified Bid - must be rejected. If a Bid is restricted by a statement added to the tender form or a covering letter or alterations to a tender form it must be rejected unless the change was requested by the Town (e.g. F.O.B./Freight on Board, point changed, escalator clause, etc.)
 - 15.3.9. Agreement to Bond – If an Agreement to Bond is not submitted when required, the Tender must be rejected.
 - 15.3.10. Bid not Signed - must be rejected
 - 15.3.11. Bid Deposit not submitted – If the Bid Deposit specified or approved equivalent is not submitted with the Tender, the Bid must be rejected.
 - 15.3.12. Erasures, Overwriting or Strikeouts not initialled. Providing the price is legible these Bids may be accepted
 - 15.3.13. Arithmetic Errors - Bids containing arithmetic corrections from the checking procedure will be accepted. Bid unit prices shall ordinarily be used to correct extensions. Where there are obvious errors such as incorrect extensions or misplaced decimals, these may be corrected and accepted.

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- 15.3.14. Bid Deposit of Insufficient Amount. If the Bid Deposit or approved equivalent is submitted in an insufficient amount, the Bidder may be allowed a reasonable time to submit sufficient deposit. If the deposit is not received within the timeframe allotted, the Bid shall be rejected. In the case where the Tender that includes the Bid Deposit in an insufficient amount is the lowest Bid received and the Bidder fails to submit the required deposit in a reasonable time, the Department Head may deem the Bid deposit as being forfeited.
- 15.3.15. Agreement to Bond - If an agreement to bond is not properly executed a Bidder may be allowed a reasonable time to have it corrected. If the corrected agreement is not received within the time allotted the Bid shall be rejected.

16. Action when tie bids are received

- 16.1. In the event that more than one Bidder has submitted a low Bid in the same amount and all else is equal, the Department Head shall enter into negotiations as set out in Section 4 of the Policy. If negotiations fail to break the tie the Bidders shall be advised that the Tender to be accepted will be decided by means of a draw. The names of tied Bidders shall be placed in a container and the Tender to be accepted shall be drawn by a Director of Council Services. The time and location of the draw shall be set by a Director of Council Services and the Bidders shall be so advised in order that they may be present. The following shall be present at the draw: Director of Council Services, Department Head, any of the Bidders, or their authorized representatives.
- 16.2. Should any Bidder elect not to be represented at the draw, the draw will proceed regardless.

17. Decisions of improper bids

- 17.1. When an improper Bid must be rejected as outlined in Section 15 of Appendix B, the amount of the Tender shall not be recorded on the Record of Tenders Opened but the words "Rejected Bid" shall be recorded instead.
- 17.2. When an improper Bid is one that may be accepted as outlined in Section 15 of Appendix B, it shall be noted as an "Improper Bid" on the Record of Tenders Opened along with the amount of the Tender. All Tenders shall then be referred to the Department Head for review. In the report to Town Council the Department Head shall include all Bids that are improper, he shall recommend acceptance or rejection of any Bid, and recommend the award to the successful Bidder, or if necessary, the cancellation of the Request for Tender. Where Bids are recommended for rejection, the Bid amount shall not be provided in the report but shall be noted as "Rejected".

18. Disposition of withdrawn tenders

- 18.1. Following the tender opening, the Director of Council Services (or designate) responsible, shall return withdrawn Tenders and the deposit cheques (when applicable) to the Bidders by Registered Mail, Courier or by hand delivery. If a Tender and deposit cheque is returned by hand delivery, a letter acknowledging receipt must be signed by the Bidder or by an official identified as a representative of the bidding organization.

19. Disposition of deposit

- 19.1. Immediately following the opening of tenders, all deposit cheques other than the three low Bidders shall be returned to the applicable Bidders by Registered Mail, Courier or by hand delivery.
- 19.2. The tender deposit cheques that are retained, shall NOT, under any circumstances, be cashed except as noted in Section 23 of Appendix B.

20. Notification of acceptance of tender

- 20.1. Upon the award of the contract the Director of Council Services (or designate) shall immediately send a Notification of Acceptance to the successful Bidder advising that this Tender has been accepted, and if applicable, advising that documents will follow for execution. (Notification of Acceptance and award of an agreement can be in the form of a Town purchase order)

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- 20.2. The acceptance of Tender and award of the Contract shall be carried out as quickly as possible. This is especially important if the Tender contains a time limit for acceptance (usually 60 days) and it is necessary to obtain the approval of another authority before the Tender can be formally accepted.

21. Execution of contract

- 21.1. When the Tender has been accepted the formal Contract agreement shall be submitted to the contractor for execution. The contractor shall be allowed ten working days from the date of mailing the agreement to return the executed contract to the Director of Council Services.
- 21.2. If the Bidder is a private individual her/his signature must be witnessed.

22. Action on acceptance of contract

- 22.1. As soon as copies of the executed contract and bonds, etc., if any, are returned and found acceptable to the Director of Council Services the deposit cheques of the successful Bidder and the next two low Bidders shall be returned by Registered Mail, by courier or by hand delivery.

23. Action when successful bidder does not finalize contract

- 23.1. If a Contract has been awarded and the successful low Bidder fails to sign the Contract Agreement or provide a contract bond, cash or other acceptable collateral within the specified time, the Department Head may grant the successful low Bidder additional time to fulfil the necessary requirements or may recommend one of the following:
- 23.1.1. That the Contract shall be awarded to the next lowest Bidder
- 23.1.2. That the Request for Tender shall be cancelled
- In the case of 23.1.1 or 23.1.2 above, the deposit of the low Bidder shall be forfeited. If a Contract is to be awarded to the second low Bidder her/his deposit cheque shall be retained until s/he has actually signed the contract.
- 23.1.3. If the second low Bidder fails, or declines, to execute the Contract if awarded to her/him, her/his deposit shall be forfeited.
- 23.1.4. This process will continue until the contract is executed.

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Quick Reference Guide

Methods of Procurement of Material, Supplies and Services

The following is a Summary of the Methods of Acquisitions available for the Town of LaSalle. Please note that this Quick Reference Guide is intended to provide guidance to users and is for convenience only. Should any ambiguities or uncertainty exist the language in the body of the policy will take precedence.

Direct Acquisition	Request for Quote (Formal and Informal)
<p>A process for obtaining competitive pricing from the competitive market where possible and practical. Procurements are generally minor or operational in nature, and are made in an expeditious and cost effective manner through phone, fax, e-mail, other similar communication method, vendor advertisements or vendor catalogues.</p>	<p>A process for obtaining competitive Bids (Quotes) based on precisely defined requirements for which a clear or single solution exists for lower value purchases. Wherever possible a minimum of 3 quotes should be obtained</p> <p>Using the Informal Request for Quote method, bid solicitation is done primarily on an invitational basis from a pre-determined Bidders list. Informal Bids are sought from known suppliers. Informal pricing is acceptable (i.e. Fax, letter, E-mail, telephone, supplier pricing guides).</p> <p>Using the Formal Request for Quote method bid solicitation is done primarily with public advertising of the procurement opportunity.</p>
Request for Tender	Request for Proposal
<p>A process for obtaining competitive Bids based on precisely defined requirements for which a clear or single solution exists when a high dollar value commodity is required. Generally, a contract is awarded to the lowest priced Bidder satisfying all specifications/requirements included in the Tender document unless otherwise directed by Town Council.</p>	<p>A process for obtaining unique proposals designed to meet broad outcomes to a complex problem or need for which there are no precisely defined technical requirements and where there is no clear or single solution. Proponents are invited to submit their unique solution to an often complex problem or need and all proposals are scored on the evaluation criteria included in the Request for Proposal where price is only one of the factors taken into consideration. Generally, a Proposal is selected that earns the highest score and meets the requirements specified in the competition, based on qualitative, technical and pricing considerations unless otherwise directed by Town Council.</p>

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Pre-Qualification	Sole or Single Source Purchases
<p>Pre-Qualification is a procedure whereby a Bidder satisfies the municipality that they are capable of performing the work or assignment based on a number of predetermined qualifications and criteria. Generally, proponents are selected to proceed to the Request for Quote, Request for Tender or Request for Proposal stage that earn a predetermined minimum score.</p>	<p>The following are situations where goods/services could be acquired without a competitive bidding process.</p> <ul style="list-style-type: none"> ▪ When the transaction/process is specifically authorized by resolution of Town Council. ▪ When an unforeseeable condition of urgency exists, for emergency, protection and security concerns and the goods or services cannot be obtained in time through a competitive process. ▪ When the required item is covered by an exclusive right such as a patent, copyright or exclusive licence. ▪ When it is necessary to ensure compatibility with existing products or to avoid violating warranty/guarantee requirements when service is required. ▪ When bidders or proponents have specialized knowledge or past experience which would reduce the cost or time required, generally with respect to Consulting and Professional Services. ▪ When the required item is in short supply due to market conditions. ▪ When competitive sourcing for low value procurement would be uneconomical or would not attract Bids.
Expression of Interest	
<p>A process for determining the availability of suppliers of any good, service or construction and for the purposes of keeping a list of available suppliers (which shall be deemed to be the "goal" of the Request for Expression of Interest form of procurement). The submission of an Expression of Interest does not create any contractual obligation between the Town and the interested supplier. The submission of an Expression of Interest may be made a specific pre-condition of any other procurement procedure utilized by the Town.</p>	

Items in Excess of Budget or Unbudgeted Items
<p>Regardless of which Bid Solicitation process is utilized, in the event that the goods and services which are to be acquired are (1) in excess of the approved annual budget and/or (2) were not included in the approved annual budget, the Department Head, in consultation with the Director of Finance and the CAO, will submit a report to Town Council for approval prior to the acquisition of the goods and services.</p>

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Limits and Authorization Matrix

Acquisition Value	Method of Acquisition	Type of Contract or Agreement	Advertising Requirement	Minimum Authorization Level	Budgetary Control	Reporting Requirement
Materials, Services & Supplies - One time or Multiple Purchases						
Less than \$1,000	Direct Acquisition	Cheque Requisition or Invoice	Discretionary	Supervisor	None - provided within budget provisions	No report to Council required
\$1,001 to \$10,000	Request for Quote - Informal	Cheque Requisition, Invoice or Agreement Letter	Discretionary	Supervisor	None - provided within budget, is the lowest quote and/or is not sole sourced	No report to Council required
\$10,001 to \$50,000	Request for Quote - Formal	Cheque Requisition, Invoice or Agreement Letter	Recommended (where possible & practical)	Manager	None - provided within budget, is the lowest quote and/or is not sole sourced	No report to Council required
\$50,001 to \$150,000	Request for Quote - Formal, Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
\$150,001 to \$500,000	Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head & CAO	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
In excess of \$500,000	Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head & CAO	Sign off from Finance prior to agreement or purchase	Report to and Approval from Council required prior to purchase

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Acquisition Value	Method of Acquisition	Type of Contract or Agreement	Advertising Requirement	Minimum Authorization Level	Budgetary Control	Reporting Requirement
Supply Agreements (Based on unit costs, Continuous Supplies and /or Services)						
Any Amount	Request for Quote, Request for Proposal or Request for Tender	Agreement or Contract	Recommended (where possible & practical)	Manager	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
Prescriptive, Legislative or Agreement based payments						
Any Amount	Payroll Timesheets & Payroll related expenditures	Not Applicable	Not Applicable	Supervisor	None - provided within budget provisions	No report to Council required
Consulting & Professional Services						
Less than \$25,000	Direct Acquisition	Agreement or Contract	Recommended (where possible & practical)	Department Head	None - provided within budget provisions	No report to Council required
\$25,001 to \$75,000	Request for Quote - Informal	Agreement or Contract	Recommended (where possible & practical)	Department Head	Sign off from Finance prior to agreement or purchase	Informational report to Council (pre or post purchase)
Greater than \$75,000	Request for Proposal or Request for Tender	Agreement or Contract	Required	Department Head	Sign off from Finance prior to agreement or purchase	Report to and Approval from Council required
Single or Sole Sourcing (for Materials, Services & Supplies and Consulting & Professional Services)						
Less than \$1,000	Direct Acquisition	Cheque Requisition, Invoice or Purchase Order	Not Applicable	Supervisor	None - provided within budget	No report to Council required
\$1,001 to \$10,000	Request for Quote	Cheque Requisition, Invoice or Purchase Order	Not Applicable	Department Head	Sign off from Finance prior to agreement or purchase	No report to Council required
Greater than \$10,000	Request for Quote, Tender, or Proposal	Cheque Requisition, Invoice or Purchase Order	Not Applicable	Department Head & CAO	Sign off from Finance prior to agreement or purchase	Report to and Approval from Council required



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Finance - General	F-GEN-005
POLICY NAME:	AUTHORITY:
Sale of Municipally Owned Property	745/94
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
March 15, 1994	Finance CAO Office
REVISION DATES:	REVIEW DATE:
	March 2019
STATUS:	
Active	

PURPOSE:

The purpose of the policy is to outline how the proceeds from the sale of Municipally owned property (MOP) are accounted for.

SCOPE:

This policy applies to the sale of all municipally owned property.

POLICY:

In order to provide a funding source for the acquisition of green or environmental significant/sensitive property Council directed that the proceeds from the sale of municipally owned property will be placed in a reserve (Woodlot/Green Spaces reserve) to assist in financing projects as determined by Council, unless otherwise directed by Council.

RESPONSIBILITIES:

The Director of Finance & Treasurer and Chief Administrative Officer (or designate for Town Property matters) are responsible to ensure that this policy is adhered to.



POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Finance - General	POLICY NUMBER: F-GEN-006
POLICY NAME: Water and Wastewater Billing and Collection	AUTHORITY: July 26, 2016 Water & Wastewater Minutes
DATE APPROVED: July 26, 2016	DEPARTMENT RESPONSIBLE: Finance Department
REVISION DATES:	REVIEW DATE: July 2019
STATUS: Active	

PURPOSE:

The purpose of this policy is to outline the billing and collection process of water and wastewater billing for Town of LaSalle residents and businesses.

POLICY STATEMENT:

To establish a set of billing and collection practices that are fair and equitable and to ensure consistent processes are followed.

SCOPE:

The Water and Wastewater Billing and Collection Policy applies to all water and wastewater service accounts within the geographic boundaries of the Town of LaSalle. Town staff assigned to the administration of water and wastewater accounts shall adhere to the policy and procedures detailed below.

POLICY:

METER READING

Meters are read directly by the Town based on water consumption as registered on your water meter. The meter reads are collected from an antenna located on the Town's tower.



The antenna automatically receives meter reads from transmitters attached to each water meter throughout the Town.

BILLING

Who will be billed

Bills will be issued to property owners only. The Town will accept payments from tenants / other non-owners, however it will be the property owner's responsibility to ensure that bills are paid on time. Bills can be mailed to any address that the owner chooses if the request is received by the Town in writing.

Paper bill, emailed bill and e-billing

Customers will have the option to have a paper bill mailed to them, electronic bill emailed to them or an e-bill provided to their Vadim open account (customer must create a user ID and password to login to their Vadim Open account). In order to receive their bills through email, customers will have to provide their email address to the Town's Customer Service Representatives. Customers are responsible to inform the Town if their email address changes. If an email comes back as "undeliverable" to the customer's email address, a paper bill will be mailed to the customer.

Billing cycles

Residential water and wastewater customers will be billed quarterly in January, April, July and October based on the following schedule:

Usage Period	Bill Issued	Bill due date
January 1 through March 31	First week of April	Last Friday of April
April 1 through June 30	First week of July	Last Friday of July
July 1 through September 30	First week of October	Last Friday of October
October 1 through December 31	First week of January	Last Friday of January

Commercial, industrial, institutional and multi-residential water and wastewater customers will be billed monthly for the previous month's usage. The due date will fall on the last Friday of the month that the bill was issued.

PAYMENT OF ACCOUNTS

Payments received will be allocated to the customer's account to pay off various charges in the following order: miscellaneous fees, NSF fees, interest charges, principal balances. For



each of these categories, the payment will be allocated to the oldest outstanding balances first.

Methods of payment

- Pre-authorized payments (Payments will be automatically deducted from customer's bank account on the due date of each bill)
- Pay at your bank
- Pay online
- Post dated cheques
- Payments at counter via cash, cheque or debit
- Equal monthly payments (See below for details)

Equal Monthly Payments

Residential customers may register for equal monthly payments. Customers registered for equal monthly payments will receive a notice indicating their monthly payment for the year, which is calculated based on the average usage history over the past year. There will be a catch-up notice each fall indicating a surplus or deficit balance on the customer's account. The surplus or deficit will be rolled into the following year's equal monthly payment calculation (surplus balances will result in lower monthly payments and deficits will result in higher monthly payments in the following year). Payments for customers who wish to register for the equal monthly payment plan must be pre-authorized. Payments will be automatically deducted from customer's bank account on the 11th of each month or the following business day if the 11th falls on a weekend or holiday.

Late payment charges

Late payments will receive a penalty of 1.25% per month. After a payment is missed for two months, a reminder notice will be mailed out. If payment is missed for two bills in a row, the total balance due will be transferred to the property owner's tax bill along with a \$50 processing fee one month after the second bill is issued. The outstanding balance must be paid in full to prevent the transfer to the tax bill.

The outstanding balance on a payment that has not been received in full will be considered a missed payment for the outstanding amount.

Late payment charges are adjusted only if it was charged as a result of the Town's error or omission. The Supervisor of Revenue, or designate, will review the situation to determine if the error was a result of action taken by the municipality.



Dishonoured Payments

If the Town receives a dishonoured payment, a \$50 charge will be processed on the customers account.

If during any calendar year the Town receives two (2) or more dishonoured payments, the customer will be notified in writing that the Town will only accept payment on the subject amount in the form of cash, certified cheque, money order or debit, until the customer has established a good payment record for one (1) year.

OWNERSHIP CHANGES

Where the municipality has been notified in writing that a final meter reading is required as a result of a property sale, the final meter reading shall be done on the day requested. The Town requires the request a minimum of two business days prior to the requested meter read date. Water certificates to identify water bills in arrears will be issued for \$75 in advance of the final bill.

Final bills will be mailed to the address provided with the request for final meter reading.

Where a property has been sold, payment must be made within 30 days of the final bill being issued.

Previous home owners are responsible to provide the Town's customer service representatives with the new home owner's name in order for the name to be updated in the utility billing system.

TEMPORARY WATER TURN OFF AND ON

A minimum of five (5) business days' notice is required for the temporary water turn off and turn on unless it is an emergency. The customer designate must be in attendance while the service is turned off or on.

During the period that the water is turned off, the customer is responsible for the fixed monthly charges.

Fees will be charged based on time and material used to turn the water on or off.

SCHEDULE OF FEES

Fees in relation to the water and wastewater bills are established by by-law and are approved annually during the adoption of the budget.



WATER AND WASTEWATER USAGE AND BILLING DISPUTES

When a customer has contacted the Town concerning a high water/sewer bill, the account will be reviewed to determine if the high bill was the result of a billing error, faulty meter, or a leak.

Billing Error

If the contested bill is a result of a billing error, an adjustment will be made to the account, and a new bill will be issued.

If the problem is not a billing error, a work order will be prepared and Town staff will visit the property to investigate the high consumption. Town staff will first confirm the outside and inside meter readings match. Should the meter and outside reader vary from the billed amount, reflecting an error during the meter reading process, an adjustment will be made to the account, and a new bill will be issued. Should the meter and the outside reader reflect increased consumption, Town staff will notify the owner to further investigate for internal leaks.

Faulty Meter

The account holder may request for a meter to be tested to resolve a contested bill. A new meter will be installed during the period while the meter in question is being tested by an independent party. The meter being tested will not be reinstalled. Should the meter be found to register accurately or in favour of the account holder, the account holder will be responsible for the expense of removing and testing the meter. If the meter is found to register in favour of the Town or if the meter is deemed to be a faulty meter, steps will immediately be undertaken to rectify the problem, and a new bill will be issued based on the average of the previous four (4) billing periods for the service address.

The Town reserves the right to replace any meter, with no cost to the property owner, whether for upgrade purposes or not, without testing of the original meter.

Leak

If the contested bill is the result of a leak after the meter, the responsibility for water consumed after passing the meter is that of the property owner. A request in writing, to be considered for a water bill adjustment can be made. Only residential properties will be considered for an adjustment.

The level of relief to be granted will be the result of reducing the usage rates in block 2 and block 3 to the Town's block 1 rate, unless otherwise deemed appropriate to reduce usage to the Town's bulk rate.



Negligence on behalf of the account holder may result in a decrease of the adjustment or complete denial of the adjustment.

The adjustment shall be in the form of a credit applied to the account for amounts less than \$500. For adjustments greater than \$500, a cheque will be issued.

No rebates will be made within 60 months of a previous rebate for an individual property unless ownership changed within the 60 month period.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – General	POLICY NUMBER: G-GEN-001
POLICY NAME: Accountability & Transparency	AUTHORITY: 8192/07
DATE APPROVED: December 11, 2007	DEPARTMENT RESPONSIBLE: CAO Office
REVISION DATES:	REVIEW DATE: December 2019
STATUS: Active	

PURPOSE:

The Municipal Act, 2001 (the Act) requires that all municipalities adopt and maintain a policy with respect to the manner in which the municipality will try to ensure that it is accountable to the public for its actions, and the manner in which the municipality will try to ensure that its actions are transparent to the public. The purpose of this policy is to provide guidance for the delivery of the Town of LaSalle's activities and services in accordance with the principles as outlined herein. This policy has been developed in accordance with the Act to comply with section 270.

POLICY STATEMENT:

The Council of the Town of LaSalle acknowledges that it is responsible to provide good government for its stakeholders in an accountable and transparent manner by:

- Encouraging public access and participation to ensure that decision making is responsive to the needs of its constituents and receptive to their opinions;
- Delivering high quality services to our citizens
- Promoting the efficient use of public resources

Accountability, transparency and openness are standards of good government that enhance public trust. They are achieved through the Town adopting measures ensuring, to the best of its ability, that all activities and services are undertaken utilizing a process that is open



and accessible to its stakeholders. In addition, wherever possible, the Town will engage its stakeholders throughout its decision making process which will be open, visible and transparent to the public.

SCOPE:

The principles of accountability and transparency shall apply equally to the political process and decision making and to the administrative management of the Town.

POLICY:

Accountability: The principle that the Town will be responsible to its stakeholders for decisions made and policies implemented, as well as its actions or inactions.

Transparency: The principle that the Town actively encourages and fosters stakeholder participation and openness in its decision making processes. Additionally, transparency means that the Town's decision making process is open and clear to the public.

Financial Matters

The Town will be open, accountable and transparent to its stakeholders in its financial dealings as required under the Act. Some examples of how the Town provides such accountability and transparency are as follows:

1. External audit
2. Reporting/statements
3. Long term financial planning
4. Asset management
5. Purchasing/procurement
6. Sale of land
7. Budget process

Internal Governance:

The Town's administrative practices ensure specific accountability on the part of its employees through the following initiatives:

1. Code of Conduct for staff
2. Performance management and evaluation
3. Hiring policy
4. Health and safety
5. Compensation/benefit



6. Delegation of authority
7. Responsibility for ensuring that administrative practices and procedures recognize Council's commitment to accountability and transparency
8. Acceptable Use policy for computers

Public Participation and Information Sharing:

The Town ensures that it is open and accountable to its stakeholders through implementing processes outlining how, when and under what rules meetings will take place. The municipality's meetings will be open to the public when and as required under the Act. The Town has adopted policies which ensure that participation by the public can be meaningful and effective, through timely disclosure of information by various means including print media and websites. Some specific examples include:

1. Procedure By-law
2. Code of Conduct for Mayor and Councillors
3. Delegation rules
4. Records retention
5. Planning processes
6. Public Notice Policy
7. Community Page information
8. Conference/Seminar Policy for Council

RESPONSIBILITIES:

CAO Office is responsible for this Policy.

POLICY REVIEW:

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #127

Procedure By-law

Delegation Policy

Planning processes

Community Page information

Council Code of Conduct

Records Retention

Public Notice Policy

Conference/Seminar Policy for Council

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – General	POLICY NUMBER: G-GEN-002
POLICY NAME: Committee Appointments	AUTHORITY: 435/12
DATE APPROVED: October 9, 2012	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES:	REVIEW DATE: October 2019
STATUS: Active	

PURPOSE:

To provide rules for the appointment of lay representatives to Town of LaSalle Committees.

POLICY STATEMENT:

This policy governs the length of time and the rules to appoint a lay representative to sit on a Town of LaSalle committee.

SCOPE:

Applies to the appointment of lay representatives to Town of LaSalle Committees.

POLICY:

The maximum length of time that a lay representative may sit on a committee is 8 years (two consecutive terms of Council). No resident, appointed to municipal committees, either by the Town or Provincially legislated, shall sit on more than one (1) committee serving the residents of the Town of LaSalle. Exceptions may be made by Council when a resident with a particular background or having particular knowledge of a committee has been identified as being appropriate to sit on more than one committee. An exception may also be made in instances where there is an insufficient number of applicants for membership to a particular committee.

**RESPONSIBILITIES:**

The Clerk is responsible to administer this policy and to provide it to Council when it considers appointments.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #88

Replaces and rescinds resolutions 6010/03, 6012/03, 5559/02, 7822/07 and 435/12.

ATTACHMENTS:

None



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – General	POLICY NUMBER: G-GEN-003
POLICY NAME: Council Code of Conduct	AUTHORITY: 6897/07
DATE APPROVED: December 11, 2007	DEPARTMENT RESPONSIBLE: CAO Office
REVISION DATES:	REVIEW DATE: December 2019
STATUS: Active	

PURPOSE:

The Code of Conduct sets minimum standards for the behavior of Council members in carrying out their functions. It has been adopted to assist Council to:

1. Understand the standards of conduct that are expected of them and the law that applies in relation to these standards;
2. Fulfill their duty to act honestly and exercise reasonable care and diligence;
3. Act in a way that enhances public confidence in local government; and
4. Identify and resolve situations which might involve a conflict of interest or a potential misuse of position and/or authority

POLICY STATEMENT:

A written Code of Conduct for Council, local boards and all other appointments to Town committees helps to ensure that the members share a common basis for acceptable conduct. This Code is designed to provide a reference guide and a supplement to the legislative parameters within which the members must operate.



SCOPE:

This Code applies to all members of Council, including the Mayor and Deputy Mayor. This code of conduct also applies, subject to any necessary modification, to Council appointments to local boards as defined in section 1(1) of the Municipal Act and to all other appointments to Town committees.

POLICY:

GENERAL INTEGRITY

1. Members of Council shall at all times seek to advance the common good of the community which they serve.
2. Members of Council shall truly, faithfully and impartially exercise the office to the best of their knowledge and ability.
3. Members of Council shall refrain from behavior that could constitute an act of disorder or misbehavior. Specifically, Council shall refrain from conduct that:
 - contravenes Federal or Provincial statutes or legislation, municipal by-laws, associated regulations and the Municipality's Code of Conduct and specifically, the Municipal Act, the Municipal Conflict of Interest Act, the Municipal Elections Act, 1996 and the Municipal Freedom of Information and Protection of Privacy Act.
 - is an abuse of power or otherwise amounts to discrimination, intimidation, harassment, verbal abuse, or adverse treatment of others.
 - may prejudice the provision of a service or services to the community

RELEASE OF INFORMATION

Confidential information includes information in the possession of the Town, that the Town is either prohibited from disclosing, or is required to refuse to disclose, under the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* or other legislation. Generally MFIPPA restricts or prohibits disclosure of information received in confidence from third parties of a corporate, commercial, scientific or technical nature, information that is personal, and information that is subject to solicitor-client privilege. The *Municipal Act* allows information that concerns personnel, labour relations, litigation, property acquisitions, security of the property of the Town or a local board, and matters authorized in other legislation, to remain confidential. For the purposes of the Code of Conduct, "confidential information" also includes this type of information.

Members of Council have a duty to hold in strict confidence all closed meeting information. No member shall disclose or release by any means to any member of the public, any



confidential information acquired by virtue of their office, in either oral or written form, except when required by by-law or authorized by Council. Members shall not use confidential information for personal, family or private gain.

ACCEPTANCE OF GIFTS

Members should not directly or indirectly solicit any gift or accept or receive a gift, whether it be money, services, loan, travel, entertainment, hospitality, promise, or any other form, under the following circumstances: (a) it could be reasonably inferred or expected that the gift was intended to influence them in the performance of their official duties; or (b) the gift was intended to service as a reward for any official action on their part. The prohibition of unsolicited gifts should be limited to circumstances related to improper influence. It is not intended to isolate members from normal social practices where gifts among friends, associates, and relatives are appropriate for certain occasions or conventional hospitality.

Tokens, mementoes, souvenirs or such gifts or benefits that are received as an incident of protocol or social obligation that normally accompanies the responsibilities of office are exempt from this prohibition.

No member shall seek or obtain by reason of his or her office any personal privilege or advantage with respect to Town services not otherwise available to the general public and not consequent to his or her official duties.

USE OF TOWN PROPERTY

Where a member makes use of Town property, equipment, supplies, or services of consequence other than for the purpose connected with the discharge of Town duties it is incumbent upon the member to make restitution for any additional expenses which are incurred by the Town for use of said equipment, supplies or services.

Members shall not obtain financial gain from the use of Town-developed or sponsored intellectual property, computer programs or technological innovations while an elected official or thereafter. All such property remains the exclusive property of the Town of LaSalle.

No member shall use information gained in the execution of his or her duties that is not available to the general public, for any purposes other than his or her official duties.

WORK OF A POLITICAL NATURE

No member shall use Town facilities, services or property for his or her re-election campaign. No member shall use the services of Town employees for his or her re-election campaign during hours in which the employees are in the paid employment of the Town.



REPRESENTING THE TOWN

Members shall make every effort to participate diligently in the activities of the agencies, boards and committees to which they are appointed.

INFLUENCE BY STAFF

Members shall be respectful of the fact that staff work for the Town as a corporate body and are charged with making recommendations that reflect their professional expertise and corporate perspective, without undue influence from individual member or group of members of Council.

ENCOURAGEMENT OF RESPECT FOR THE TOWN AND ITS BY-LAWS

Members shall encourage public respect for the Town and its by-laws.

HARASSMENT

The Ontario Human Rights Code defines harassment as engaging in a course of vexatious comment or conduct that is known, or ought to be known, to be unwelcome. It is the policy of the Town of LaSalle that all persons be treated fairly in the workplace in an environment free of discrimination and of personal and sexual harassment. Harassment may be defined as any behavior by any person that is directed to or is offensive to another person on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, handicap, sexual orientation, marital status, or family status and any other grounds under the provisions of the *Ontario Human Rights Code*.

Bullying is the ongoing health or career endangering mistreatment of an employee, by one or more peers or persons in positions of authority and may take the form of psychological abuse/harassment. Verbal and strategic insults that are intended to prevent targets from being successful in their job are considered bullying and unacceptable behavior.

Harassment and bullying are considered breaches of this Code.

CONDUCT AT COUNCIL MEETING

The decorum of members of Council at Council meetings is contained in Procedure By-law #6647 which reads as follows:

No member of Council shall:

- a) *use offensive words or inappropriate language in Council meetings or in reference to another Council member;*
- b) *speak on any subject other than the subject in debate;*



- c) *disobey the decision of the Presiding Officer or Council on questions of order or procedure as set out in this by-law or in a resolution of Council, or upon the interpretation of the rules of Council;*
- d) *speak more than once to the same motion, without leave of the Presiding Officer and in doing so is not to introduce a new matter;*
- e) *speak to the same motion, or in reply, for longer than then minutes;*
- f) *be permitted to hold discourse with another Member, which may interrupt the Member who is speaking. Any Member violating this rule may be called to order by the Presiding Officer; and*
- g) *where a matter has been discussed in the Committee of the Whole, and where the matter remains confidential, disclose the substance of deliberations of the Committee of the Whole meeting.*

CONFLICT OF INTEREST

Members of Council will recognize their obligation to follow and respect both the letter and spirit of the provisions of the *Municipal Act, 2006* and the *Municipal Conflict of Interest Act, 1994* as amended from time to time, and will disclose pecuniary and other interests. Pecuniary is defined as monetary, or of or relating to money. When considering whether or not a conflict exists, it is important to consider whether there are any grounds for a reasonable person to think that a conflict may exist.

RESPONSIBILITIES:

The CAO's Office will oversee this Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #129

By-law 6897 be approved being a By-law to establish a Code of Conduct for the Town of LaSalle.

Council Procedure By-law #6647.

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance - General	POLICY NUMBER: G-GEN-004
POLICY NAME: Council Compensation & Travel	AUTHORITY:
DATE APPROVED:	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES:	REVIEW DATE:
STATUS: For Council Approval	

PURPOSE:

The purpose of the Council Compensation & Travel Policy is to define compensation and eligible expenses for the Mayor and members of Council of the Town of LaSalle.

POLICY STATEMENT:

Section 283 of the Municipal Act states that a municipality may pay any part of the remuneration and expenses of the members of a local board of the municipality and of the officers and employees of the local board.

Section 284(1) of the Municipal Act requires that the Treasurer of a municipality in each year on or before March 31 shall provide an itemized statement on remuneration and expenses paid in the previous year to each member of Council in respect of his or her services as a member of the Council or any other body, including a local board, to which the member has been appointed by Council or on which the member holds office by virtue of being a member of Council.

SCOPE:

This policy applies to all elected Council members during their term.
It is understood that the authority for the expenditure of funds for any and all expenses covered by this Policy is limited to those amounts allocated by the annual budget.

POLICY:

1. MILEAGE

- a) Mileage for travel outside of Essex County shall be reimbursed pursuant to the rate as established from time to time by Revenue Canada.
- b) Members of Council are not eligible for mileage for travel within Essex County.

2. STIPENDS - COUNCIL MEETINGS

- a) Council shall not be paid a stipend for attendance at regular meetings of Council starting after 5:00 p.m.
- b) A Council meeting that commences prior to 5:00 p.m. shall provide for a stipend of \$75.00 payable to each member of Council present at the meeting.

3. STIPENDS - SPECIAL COUNCIL MEETINGS

- a) A special meeting of Council is defined as a meeting not regularly scheduled and for the hearing of special business. A special Council meeting shall provide for a stipend of \$150.00 for full day, or \$87.50 for a half day meeting. payable to those members of Council present at the meeting.
- b) A meeting held that could be constituted as either a half day or full day stipend, shall be declared at the end of the applicable meeting by the Mayor/Chair, and who will then submit an expense sheet for all members attending the meeting.

4. STIPENDS - MEETINGS (Non-Council Meetings)

- a) A \$75.00 stipend is applicable to a Council member who attends meetings, events, or announcements if the meeting, event or announcement is held outside of Essex County. A stipend is not provided for meetings, events, or announcements held within Essex County.

5. STIPENDS - BOARD OR COMMITTEE APPOINTMENTS

- a) Each member of Council appointed to any of the following internal Boards or Committees, shall be paid a stipend for attendance at the rate of \$2,000.00 per annum, per Committee.

Citizen of the Year
Fire Committee
Accessibility Advisory
Personnel
Planning Advisory
Police Services

Remembrance
Festival and Events
Water/Waste Water
Recreation
By-law Enforcement Review
Strategic Plan

6. STIPENDS - ATTENDANCE AT TRAINING, EDUCATIONAL WORKSHOPS

- a) The following stipends shall be paid to Council members for attendance at training, or educational workshops as follows:

Full Day	\$ 175.00
Half Day	\$ 87.50
Less than half day	\$ 75.00

*includes training and workshops either within or outside of Essex County

7. ATTENDANCE AT SOCIAL/NETWORKING EVENTS

- a) A social/networking event is defined as any special event, one day or less, usually with lunch or dinner where tickets are usually purchased in advance (e.g. Warden's Luncheon, Community Services Luncheon, Chamber Events).
- b) A Council member is not eligible for the stipend nor any portion of a stipend for attendance at social/networking events.

8. CONFERENCES/SEMINARS

- a) Conferences and seminars are defined as any type of educational session organized by any person or group intended to educate and train on a specific topic and include educational workshops.
- b) The annual conference/seminar limit for a Council member shall be established during the annual budget deliberations and approved through the approval of the Town's Annual Budget.
- c) One spousal registration shall be paid for per year.
- d) A Council member shall not exceed the annual allotted amount. In the event that the member of Council does exceed the prescribed amount, the same shall be deducted from the annual stipend/salary/remuneration of the applicable Council member.
- e) A stipend shall be paid to a Council member who attends a conference or seminar at a rate of \$175.00 per day or part thereof (including travel days).
- f) The actual amount of overnight accommodation for room rental shall be allowed, excluding room charges or room services. A receipt for room rental shall be obtained and attached to the Expense Summary Report.

- g) No hotel expenses will be allowed for conferences/seminars held in the City of Windsor.
- h) A daily meal allowance may be claimed by members of Council attending a conference/convention in the amount of \$65.00 per day (including travel days) for meals (breakfast, lunch and dinner).
- i) Administration will make arrangements for the registration and accommodations for workshops training courses and conferences.

9. TRANSPORTATION

- a) Council members will be reimbursed for reasonable travel expenses incurred on authorized Town business. All travel expenses must be properly documented in the required format for approval and reimbursement (Expense Summary Report form attached as Appendix "A" to this Policy).
- b) All corporate transportation will be conducted in the most economical manner possible.
- c) Whenever possible, tickets should be booked at least ten (10) days in advance to benefit from any discounts offered by the carrier.
- d) Private Vehicles:
 - Council members may use their own vehicle for business travel purposes.
 - Parking, tolls, and ferries required will be reimbursed provided appropriate receipts are submitted with expense claim. Loss or damage to the vehicle while parked shall not be the responsibility of the Town.
 - When one or more members of Council are travelling in the same vehicle, only the owner of said vehicle is entitled to reimbursement for mileage expenses.
 - Commuting expenses are not reimbursable.
 - Any costs associated with the maintenance, fuel, vehicular breakdown, or damage incurred while driving a personal vehicle are covered in the mileage rate, and will not be reimbursed.
- e) Rental Cars:
 - When vehicles are rented, compact or economy models will be used in order to realize cost-savings.
 - Exceptions may be made regarding vehicle size in the event of two or more passengers, or load requirements.
 - All accidents must be reported in writing immediately upon return, or earlier with trips lasting more than 3 days after damage has occurred. A police report is also required.
 - Council members will be reimbursed for damage rider insurance purchased at the time of vehicle rental.
 - Pre-purchase of gas at the rental counter is discouraged.

- f) Public Transportation:
 - The cost of public transportation, i.e. taxis, buses or subways, will be reimbursed provided appropriate receipts are submitted with expense claim. Expenses related to personal travel will not be reimbursed.
- g) Rail Travel:
 - All reservations will be made in coach class.
 - Council members may be reimbursed for first class accommodation when travelling by rail provided the trip extends over a normal meal period (Breakfast/lunch/dinner).
- h) Air Travel
 - Coach class shall be used as the standard in the interests of costs-savings.
 - Business class may be authorized by the Mayor in the event that less expensive seats are not available or the departure time is not acceptable.
- i) Reimbursement Cap
 - When travelling out of province, Council members shall be reimbursed for the amount of air fare regardless of which method of travel is selected.

10. EXPENSE CLAIMS/REPORTS

- a) Expense claims for eligible expenses are to be submitted by individual members of Council to the Mayor for approval.
- b) Expense claims for eligible expenses for the Mayor are to be submitted to the Deputy Mayor for approval.
- c) Following the return from attendance at a conference or seminar, an Expense Summary Report shall be completed and submitted to the Mayor for approval in the form attached as Appendix "A" to the Policy.

RESPONSIBILITIES:

This Policy shall be reviewed once every term of Council by the current Council.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Ontario Municipal Act.

Policy #7 and corresponding amendments (PO-616-90) 162/93, PO-1320/95, 3909/99, 5072/01, 6328/03, 9110/10 to be rescinded and B/L 6648 to be repealed.

ATTACHMENTS:

Travel Expense Voucher-Conferences and Seminars- Appendix "A"
Per Diem-Meetings, Conferences and Seminars- Appendix "B"

**TOWN OF LASALLE
TRAVEL EXPENSE VOUCHER
CONFERENCES AND SEMINARS**

Delegates Name _____

Function _____

Location _____

Dates _____

Delegates Signature _____ **Date** _____

Authorized By _____ **Date** _____

Conference Expenses

Registration _____

Transportation (after 5000 km's \$0.48) **Plane/Train Fare**
_____ 0 Km @ \$ 0.54 -

Accommodation Nights _____ @ _____
HST _____ -

Meals \$ 65.00 X _____ Days -

Misc. Expenses \$ 5.00 X _____ Days -

Parking/Taxi _____

TOTAL PAID THROUGH ACCOUNTS PAYABLE -

Taxis and Parking will be paid with presentation of receipts

**TOWN OF LASALLE
PERDIEM
MEETINGS, CONFERENCES AND SEMINARS**

Delegates Name _____

Function _____

Location _____

Dates _____

Delegates Signature _____ **Date** _____

Authorized By _____ **Date** _____

Remuneration	per meeting	\$	75.00	X	<input type="text" value="0"/> Days	-
Full Day Per Diem		\$	175.00	X	<input type="text" value="0"/> Days	-
Half Day Per Diem		\$	87.50	X	<input type="text" value="0"/> Days	-

PERDIEM PAID THROUGH PAYROLL

-



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Governance – General	G-GEN-005
POLICY NAME:	AUTHORITY:
Healthy Meetings	102/13
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
March 26, 2013	Council Services
REVISION DATES:	REVIEW DATE:
	March 2019
STATUS:	
Active	

PURPOSE:

The Town of LaSalle is committed to promoting and supporting healthy lifestyle habits at all meetings and events.

POLICY STATEMENT:

The Town of LaSalle is committed to promoting and supporting healthy lifestyle habits at our meetings, events and conferences.

We understand that the food and beverages we serve and the opportunities we provide for physical activity can positively affect the health and well-being of the people who work here and the people who participate in our meetings, events, and conferences. Accordingly, the following policy has been adopted by the Town of LaSalle.

SCOPE:

1. Whenever meetings, events and conferences are 2 hours or longer, we will include a voluntary physical activity break of at least 10 minutes for every 2 hours of sitting.
2. Whenever food and beverages are served at our meetings, and conferences we will:



POLICY:

3. Serve balanced meals and snacks that feature vegetables and fruit by:
 - Offering at least 2 of the 4 food groups from Canada's Food Guide when snacks are served, including:
 - the Vegetables and Fruit food group
 - the Milk and Alternatives or Meat and Alternatives food groups
 - Offering at least 3 or 4 food groups from Canada's Food Guide when meals are served, including:
 - at least two choices from the Vegetables and Fruit food group
3. Promote whole grains by:
 - Ensuring at least 50% of the Grain Products served are whole grain
4. Promote lean, protein-rich foods by:
 - Offering lower fat option(s) when milk or milk alternatives are served (i.e. 2% M.F. or less for milk and yogurt; 20% M.F. or less for cheese)
 - Offering meat alternatives more often, including beans, lentils, or tofu
 - Offering lean or extra lean cuts of meat (e.g. chicken breasts, inside round roast, pork tenderloin)
 - Limiting processed meat. If processed meats are served, choose leaner meats (e.g. ham, turkey, chicken)
 - Making sure all meat and alternatives are prepared with little or no added fat or salt
5. Promote sensible beverage choices by:
 - Serving water at every meeting
 - Not serving sugar sweetened beverages (e.g. pop, fruit flavoured drinks, iced tea)
 - Providing decaffeinated or herbal options when caffeinated tea or coffee is served)
 - Supplying lower fat milk (i.e. 2% M.F. or less) in place of creamers, flavoured creams and coffee whiteners
6. Reduce the amount of added salt, sugar and unhealthy fats that are served by:
 - Requesting food be prepared with little or no added salt, sugar, or unhealthy fats
 - Asking for sauces, condiments and salad dressings to be served on the side
 - Requesting that lower sodium sauces, condiments, salad dressing be offered, when possible
 - Ensuring all food is free from added partially hydrogenated oils (i.e. Trans fats)
 - Choosing reduced sodium broth or tomato-based sauces and soups, rather than cream-based
 - Asking for sandwiches to be prepared without margarine or butter
 - Limiting cakes, pastries, cookies and squares. If these foods are served, offer bite-sized versions or slice traditional sized portions in two



7. Ensure all food is handled according to safe food guidelines by:
 - Making sure cold foods are kept cold (i.e. < 4°C or 40°F) and hot foods are kept hot (> 60°C or 140°F) throughout the entire serving period
 - Making sure food service areas are cleaned
 - Encouraging participants to wash their hands before eating
 - Making sure utensils such as tongs are provided to prevent direct hand contact with food
 - Visiting the Safe Food Counts health inspection reporting site www.safefoodcounts.ca before choosing a caterer to review their inspection status and Food Safety Star Rating
8. Ensure all meeting venues are smoke-free and that alcohol is not provided by:
 - Advising participants that smoking is not permitted during events held at outdoor venues (all indoor venues in Ontario are smoke-free)
 - Not providing alcohol at workplace events

RESPONSIBILITIES:

All departments

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #150
Meet Smart Certified

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance - General	POLICY NUMBER: G-GEN-006
POLICY NAME: Municipal Complaints	AUTHORITY: 85/17
DATE APPROVED: March 14, 2017	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES:	REVIEW DATE: March 2019
STATUS: Active	

PURPOSE:

This policy is intended to enable the Town of LaSalle to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the municipality in providing excellent service to the public and contribute to continuous improvement of operations. The Town of LaSalle strives to increase customer satisfaction by:

- Providing a fair complaint procedure which is clear and easy to use for anyone wishing to make a complaint; and
- Providing a timely and accurate response to complaints; and
- Using complaints as an opportunity to improve program and service delivery issues.

POLICY STATEMENT:

Section 270(1)5 of the *Municipal Act, 2001, as amended*, and the *Public Sector and MPP Accountability and Transparency Act, 2014* require a municipality to be accountable to the public for its actions. The policy supports the municipality's commitment to the accountability and transparency of the operations of the municipality.

SCOPE:

This policy applies to all employees and volunteers of the Town of LaSalle



POLICY:

Definition

A complaint is an expression of dissatisfaction related to a municipal program, service, facility, staff member or volunteer, where a citizen believes that the municipality has not provided a service experience to the customer's satisfaction at the point of service delivery and a response or resolution is expected. A general complaint may be received verbally, by phone, by email or in writing. Anonymous complaints will not be addressed except in circumstances where the subject matter of the complaint creates a health and safety situation or other serious effect.

A complaint is different from:

- A request for service made on behalf of a citizen for a specific service, or to notify the municipality that a scheduled service was not provided on time. (Example of a Request for Service: reporting a burnt out street light, snow removal, trail system, reporting a by-law infraction)
- A general inquiry or specific request for information regarding a municipal service;
- An opinion or feedback, comment and expression of interest in a program or service process;
- A suggestion or idea submitted by a customer with the aim of improving services, programs or processes.

This policy does not apply to complaints regarding:

- A decision of Council or a decision of a committee of Council;
- Internal employee complaints;
- Matters addressed by legislation or an existing municipal by-law;
- Matters that are handled by tribunals, courts of law, quasi-judicial boards etc.

Informal Resolution:

The complainant is encouraged to attempt to resolve concerns by dealing with municipal employee(s) directly involved with the issue where appropriate.

All employees are responsible to resolve concerns by dealing with issues or concerns before they become complaints.



Process for Filing a Complaint

Where a mutually agreed upon resolution between the citizen and the employee cannot be achieved, complaints shall be submitted to the appropriate department, on the form attached as Schedule "A". All information must be completed.

All complaints received will be logged and forwarded to the appropriate department head or designate. The complainant will receive notification that the complaint has been received and is assigned a tracking number.

The employee assigned to investigate the complaint shall acknowledge receipt of the complaint within 2 business days.

Decision

The employee assigned to investigate the complaint shall provide a response to the complainant within 10 business days of the department receiving the complaint to advise of the outcome, or provide an estimated timeline for the resolution of the complaint.

The response shall include:

- Reasons for the decision;
- Actions the municipality has taken or will take as a result of the complaint;
- If the department is unable to provide a response within (10) business days, they shall notify the complainant of the delay and provide an estimate of when a response will be provided.

Record Keeping

The department shall file a copy of the complaint and resolution for record keeping purposes only.

Appeal Process

There is no appeal process at the municipal level once the municipality has communicated the decision to the complainant.

RESPONSIBILITIES:

As outlined in the Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.



REFERENCES AND RELATED DOCUMENTS:

Section 270(1)5 of the *Municipal Act, 2001, as amended*
Public Sector and MPP Accountability and Transparency Act, 2014

ATTACHMENTS:

Appendix "A" Complaint and Compliment Form

Complaints and Compliments



Use of this form

A complaint is an expression of dissatisfaction related to a municipal program, facility, service or staff member, where a citizen believes that the Municipality has not provided a service experience to the customer's satisfaction at the point of service delivery and a response or resolution is expected.

This form does not pertain to a decision or Council of a decision of a committee of Council, internal employee complaints, matters addressed by legislation or an existing municipal by-law, matters that are handled by tribunals, courts of law, quasi-judicial boards etc.

Name*

Email Address*

Phone Number*



xxx-xxx-xxxx


Department*

Subject*

Description

All complaints will be dealt with in a confidential manner according to the Municipal Freedom of Information and Protection of Privacy Act. Information will be collected, used and disclosed in accordance with the Act.



Submit



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance - General	POLICY NUMBER: G-GEN-007
POLICY NAME: Records and Information Management Policy	AUTHORITY:
DATE APPROVED:	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES:	REVIEW DATE: March 2018
STATUS: For Council Approval	

1. PURPOSE

The purpose of the Records and Information Management Policy is to establish a framework for efficiently and effectively managing records of all formats. The records and information management program will ensure that the Town of LaSalle maintains, preserves and disposes of records in accordance with fiscal, operational, legal and regulatory requirements and in accordance with historical/archival needs. This policy will be a means of facilitating good record keeping practices and aims to foster accountability and transparency in records and information management.

2. POLICY STATEMENT

The Town of LaSalle is dedicated to proper maintenance, preservation and disposition of records created, captured, received and maintained by the Town of LaSalle. The Town of LaSalle recognizes that records are valuable corporate assets and that access, preservation and security must be ensured throughout the records life cycle. Effective records management contributes to the overall operation and decision making of the municipality by maintaining records deemed to have fiscal, legal, regulatory, administrative, operational, evidentiary or historical value.

3. SCOPE

This policy applies to all municipal records created, captured, received and maintained by the Town of LaSalle, regardless of format. This policy applies to all Town of LaSalle employees who create, capture, receive or maintain records and information for the Town of LaSalle.



4. DEFINITIONS

Active Records	Records that are consulted regularly. These records are stored in the departmental area or at an employee workstation for convenience.
Archival Records	Records that have been appraised and deemed to have enduring historical value.
Archival Review	An evaluation of records for potential archival value conducted by Records Management.
Archive	A repository of archival records that have been appraised for permanent retention.
Classification System	A systematic means of coding, categorizing and arranging records for use, retrieval and retention purposes.
Copy	Refers to a duplicate copy of an original record.
Destruction	Refers to the permanent deletion or obliteration of records, regardless of format. Methods for physical destruction of records include shredding and recycling. Records containing personal or sensitive information shall be destroyed in a secure manner.
Digitization	The process of converting physical documents into electronic form, by scanning or imaging of physical records such as paper documents, photographs, drawings, plans, etc.
Disposition	The final stage of the records life cycle. Records may be destroyed, retained permanently, or archived for preservation.
Inactive Record	A record that is no longer consulted on a regular basis, but is retained to fulfil legal, regulatory and operational requirements, or historical need.
Official Record	A record providing documentary evidence of the activities, rights, obligations and responsibilities of the Town on LaSalle. Recorded information that was created, received, distributed or maintained by the company in compliance with a legal obligation.
Permanent Record	A record with permanent retention due to its ongoing administrative, historical, fiscal, legal or operational value.
Record	All recorded information, regardless of structure or form, created, captured, received or maintained by the municipality and which serves as documentary evidence of daily activities. Records are valuable corporate assets of the Town of LaSalle. Records may include, but are not limited to: correspondence, email, memoranda, invoices, minutes, photographs, maps, plans, drawings, microforms, books, reports, etc.



Records Life Cycle	The life span of a record from creation, receipt or capture, through active, semi-active and inactive stages, to final disposition.
Records Liaison	A designated individual within each department serving as a liaison between the department and records management.
Records Management	The planning and systematic control of the creation, capture or receipt, maintenance, use and final disposition of records.
Records Series	A group of related documents that are filed together for retrieval and retention. This group is assigned an identifying code and title.
Retention Period	The period of time that records must be kept to fulfill operational, legal, regulatory, fiscal or other requirements before they are eligible for final disposition.
Retention Schedule	A control document defining the record series (categories) and the period of time each series must be kept. This document will be used to classify records and establishes legal authority of the destruction of records after the retention period has expired.
Signing Authority	Refers to the Department Head or designate.
Transitory Records	Records having only temporary or limited usefulness or have been used in the preparation of a record. Often maintained for the completion of a routine task or in preparation of other records and are not required for operations or statutory obligations. Examples include working papers, external publications, duplicate copies, etc.
Vital Records	Records essential to resumption or continuation of operations after an emergency or disaster; those necessary to recreate the corporation's legal and financial position; and/or those necessary to preserve the rights of the corporation, its employees, customers, and ratepayers. Examples of vital records include accounts receivable / accounts payable records, tax rolls, contracts and agreements, By-Laws, policies and procedures, etc.

5. POLICY

5.1 RECORDS OWNERSHIP AND CUSTODY

- i. All records created, captured, received and maintained in the course of Town business are property of the Town of LaSalle and subject to all policies and By-Laws governing records and information.
- ii. Employees leaving their position at the Town of LaSalle will leave all Corporate Records to their successor or supervisor including, but not limited to, physical, electronic and email records. This also applies to transfers within the organization and temporary leave.



5.2 RECORDS AND INFORMATION MANAGEMENT PROGRAM

The *Municipal Act, 2001* outlines that municipalities are responsible for maintaining and preserving records in a secure and accessible manner (2001, c. 25, s. 254 (1)). The establishment of a formal records and information management program will ensure Corporate-wide application of procedures and legal defensibility of records practices.

The objectives of the Records and Information Management Program shall be to:

- i. Establish and maintain a framework of good record keeping practices to support the operational, fiscal, legislative, regulatory and historical needs of the Town of LaSalle.
- ii. Establish clear and consistent procedures for records and information management.
- iii. Educate departments and divisions on the importance of proper records management, Corporate-wide consistency and availability of assistance.
- iv. Ensure that creation, management, storage and disposition of records is carried out in accordance with established procedures and in accordance with the Records Retention and Disposition By-Law.
- v. Ensure legal and regulatory compliance.
- vi. Ensure the preservation of the authenticity and integrity of records.
- vii. Identify and preserve records deemed to have permanent or archival value and those deemed to be vital records.
- viii. Establish accountability and responsibility for records management at all levels.
- ix. Provide input on topics effecting the management of information.

5.2.1 Records Management Procedures

A Records Management Manual will be developed to provide guidelines for the creation, capture, management, retrieval, storage, access and security of records throughout the records lifecycle.

5.2.2 Departmental Training and Assistance

Departmental training sessions and assistance will be offered as time permits. The records management manual, training aids, and the records retention schedule will be made available to each department.

Assistance will be available in the following areas:

- i. Records and information management basics
- ii. The records retention schedule, classification and destruction of records
- iii. Records and information management policies and procedures
- iv. Security and access of records and information
- v. Laserfiche software and workflow assistance
- vi. Records storage
- vii. Digitization of records
- viii. Departmental records and information solutions



5.2.3 Compliance Audits

Periodic scheduled and un-scheduled compliance audits will be conducted to ensure the application of established records and information policies, by-laws and procedures.

5.3 RECORDS CLASSIFICATION

- i. All Corporate Records will be classified and disposed of in accordance with the current Records Retention By-Law.
- ii. When records cannot be classified according to the Records Retention Schedule, the records management clerk will perform a records analysis in order to obtain information on operational needs, legislative requirements and potential historical value. The records management clerk will then provide guidance and make any necessary amendments to the Records Retention Schedule, subject to approval.

5.4 RECORDS RETENTION AND DESTRUCTION

Municipalities can destroy records, provided that a retention/classification schedule is in place, that the specified retention has expired, or if it is a copy of the original record (*Municipal Act*, 2001, c. 25, s. 255 (2); 2006, c. 32, Sched. A, s. 109 (1)). The retention periods set out in the Town of LaSalle's Records Retention By-Law are based on The Ontario Municipal Records Management System (TOMRMS). Retention periods also take into account current usage, legal and regulatory requirements, operational, fiscal and archival needs.

5.4.1 Records Storage

- i. The Town of LaSalle maintains a decentralized records storage system, meaning that each department is responsible for the storage of records within their care.
- ii. Where records are transferred to departments or off-site storage facilities for storage, a Records Transfer Form must be completed (**See Appendix B**).

5.4.2 Destruction of Records

- i. The Town of LaSalle Records Retention By-Law sets retention periods and governs the destruction of records. The current Retention Schedule is available in the Clerk's Department. Departmental Retention Schedules will be developed based on our Retention By-Law and in consultation with the department.
- ii. Records that have been categorized according to the Records Retention Schedule may be destroyed if:
 - a. the retention period has expired
 - b. the record is a copy of the original record, provided there are no notations on copy retention for that record series



- iii. Records must be destroyed promptly upon expiration of the retention period. Records that have expired, but have not been destroyed, put the Town of LaSalle in a position of risk. If records are destroyed promptly and routinely, we can establish legal defensibility of records destruction practices at the Town of LaSalle.
- iv. The following procedure shall apply for destruction of records:
 - a. Records destruction, in compliance with the Records Retention By-Law, requires a completed Records Destruction Form signed by the Department Head or signing authority and the Records Management Clerk prior to the destruction of the records (**See Appendix A**). This form shall be retained permanently by the Records Management Clerk.
 - b. A certificate of destruction, provided by the secure records destruction vendor, must be forwarded to the records management clerk for storage with the Records Destruction Form. Stored together, the records destruction form and certificate of destruction provide legal proof that a record has been destroyed.
 - c. All records containing personal information must be destroyed in a secure and confidential manner. This includes physical, electronic and transitory records.
- v. Destruction of physical records after digitization is governed by processes which ensure the authenticity and integrity of records (See Section **5.6.1 Digitization Programs**)
- vi. Back-up copies may not be used to fulfill long-term or permanent retention requirements.

5.4.2.1 Retention after retention expiration date

- vii. In the event of litigation or investigation, routine destruction of records related to the matter will be suspended.
- viii. Where retention of a record for a further period after expiration is required, a Records Retention Authorization Form must be approved (**See Appendix C**).

5.5 TRANSITORY RECORDS

- i. Transitory records have only temporary or short term usefulness, and are often used in the preparation of another record. Transitory records are often used for the completion of a routine task and are not required for operations or statutory obligations. These records are not considered Official Records.
- ii. The records retention schedule shall not apply to transitory records. These can be destroyed when no longer needed and in the course of regular business.
- iii. For example, a report for Council is prepared and saved on the COM (I :) drive. When the report is signed and submitted for the agenda, the copy of the report on the COM (I :) drive is considered transitory and can be destroyed when no longer needed. See below table for more examples.



Official vs. Transitory Records

Official Records	Transitory Records
Correspondence, <i>including Email</i>	Duplicate copies
Original Minutes	Convenience Copies
Reports	Drafts with limited importance
Agendas	Reference Material
Permits	Personal files
Maps/Plans	Working Papers
Memoranda	External Publications
Policies	
Financial Transactions	
By-Laws	
Personnel Records	

5.6 ELECTRONIC RECORDS

- i. Electronic records are subject to the same legal, fiscal, regulatory and operational requirements and policies as physical records. Electronic records may be word documents, pdf documents, emails, text messages sent on a mobile device issued by the Town, Town related documents on any computer used by employees to complete work, etc.
- ii. Emails are records and are therefore subject to the legal, fiscal, regulatory and operational guidelines for records retention.
- iii. Digitization programs will be established to ensure proper standards are adhered to in the digitization of records.

5.6.1 Digitization Programs

There are requirements for the digitization of records, storage and retention in electronic form. Digitized records are required to meet certain criteria if they are intended to become the authoritative copy of the record. These criteria will ensure the authority, integrity and thereby legal defensibility of electronic-only records.

Physical records which have been digitized are not to be destroyed unless:

- i. The proper authorization for digitization and is obtained, as required by the *Canadian General Standards Board 72-11-93*.
- ii. Established digitization procedures are adhered to.
- iii. Quality control of digitization is completed.
- iv. Proper authorization for destruction is obtained.



5.7 ARCHIVAL RECORDS

- i. Archival records will be preserved and stored for long-term preservation.
- ii. Archival records will be created and preserved in formats suitable for the retention period to ensure long-term usability.
- iii. Records subject to archival review will be submitted to the Records Management Clerk for evaluation when the retention period has expired.

5.8 VITAL RECORDS

- i. The Town of LaSalle is committed to the identification and preservation of vital records.
- ii. A vital records program will be established to identify and preserve these valuable corporate assets.

5.9 RECORDS SECURITY AND ACCESS

- i. Records shall be made available internally only to those who require access.
- ii. Records containing personal information shall be securely stored, preventing unauthorized access.
- iii. The Town of LaSalle will endeavour, where possible, to make records available to the public.

6. RESPONSIBILITIES

6.1 DUTIES OF THE DEPUTY CLERK

- i. Provide leadership and support for the Records and Information Management Program.
- ii. Authorize the destruction of records in compliance with the Records Retention and Disposition Schedule.
- iii. Authorize changes to the records retention schedule.
- iv. Authorize new procedure supporting the Records and Information Management Program.

6.2 DUTIES OF RECORDS MANAGEMENT CLERK

- i. Administer the Records and Information Management Program, providing assistance in implementation and maintenance.
- ii. Maintain and update the records retention schedule and information management policies.



- iii. Develop and maintain procedures to support the Records and Information Management Program.
- iv. Authorize the destruction, archiving, extended retention and transfer of records.
- v. Conduct departmental assessments and offer training, assistance and recommendations.
- vi. Perform compliance audits.
- vii. Establish goals and timelines for records management initiatives and projects.
- viii. Provide consultation in purchase of software or filing equipment which will effect the storage, retrieval and maintenance of records and information.

6.3 DUTIES AND RESPONSIBILITIES OF DEPARTMENT HEADS

- i. Shall be responsible for the records in the care of the department.
- ii. Department Heads or Signing Authorities are responsible for approving departmental records destruction requests.
- iii. Will work with the Records Management Clerk to ensure policies and procedures are applied.
- iv. Will assign a records liaison in each department/division.

6.4 DUTIES OF THE RECORDS LIASION

- i. Assist in the implementation of policies, procedure and recommendations at the departmental level.
- ii. Participate in records management training sessions.
- iii. Co-ordinate records storage space, physical and electronic, at the departmental level.
- iv. Arrange for transfer or archiving of records at the departmental level.
- v. Discuss any gaps or omissions in the retention schedule, policies or procedures with the Records Management Clerk for prompt assessment, schedule amendments and changes in policy/procedure.

6.5 DUTIES OF ALL EMPLOYEES

- i. Create and maintain complete and accurate records which will serve as evidence of decisions, transactions and business activities.
- ii. Comply with all records management policies, By-Laws and procedures.
- iii. Comply with the file classification systems and retention periods as specified in the current Retention Schedule.
- iv. Ensure records in their custody are properly classified, maintained, preserved and disposed of according to the established retention periods.
- v. Ensure that transitory records in their care are destroyed when no longer required.
- vi. Ensure the security and access of records in their care.
- vii. Ensure that records in their custody are protected from inadvertent damage or destruction.
- viii. Ensure that upon exit or transfer, all records in their custody are transferred to supervisor or predecessor. This includes all physical, electronic and email records.



7. POLICY REVIEW

This policy will be periodically updated to reflect the current Records and Information Management Program. This policy must be reviewed by the stated review date and approved by the responsible department.

8. REFERENCES AND RELATED DOCUMENTS

By-Laws

Records Retention By-Law No.7738

User Fees By-Law No. 7852 and amendments

Legislation

Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31

Municipal Act, 2001

Municipal Freedom of Information and Protection of Privacy Act, R.S.O 1990

Standards

CAN/CGSB-72.34-2005 – Electronic Records as Documentary Evidence

CAN/CGSB-72-11-93 – Microfilm and Electronic Images as Documentary Evidence

Canada Revenue Agency – IC05-1R1 – Electronic Record Keeping

ISO 15489-1:2016(E) – Information and documentation – Records Management, Part 1:
Concepts & Principles

ISO 15489-2:2001(E) – Information and documentation – Records Management, Part 2:
Guidelines

Related Procedures

Procedure for Processing FOI Requests

Related Documents

Archived Records Index

Controlled Vocabulary Index

Destroyed Records Index

Freedom of Information Request Form


9. ATTACHMENTS

Appendix A: Records Destruction Form


Appendix B: Records Transfer Form

Appendix C: Records Retention Authorization Form


Appendix A – Records Destruction Form

 RECORDS DESTRUCTION FORM TOWN OF LASALLE			Date (YYYY-MM-DD)		1.3 AUTHORIZATION FOR DESTRUCTION I certify that the retention period of the records listed below has expired, that there are no legal holds, audits, claims or open requests pertaining to these records. I authorize the destruction of the records listed below. _____ Signing Authority Signature _____ Date (YYYY-MM-DD)				
			Department						
			Contact						
			Telephone/Email						
1.1 RECORDS FOR DESTRUCTION									
Series	File #	File Name	Inclusive Dates		Reason for Destruction	Elec. Only Y/N	Elec. Copy Y/N	PII Y/N	Secure Destruction Method: Iron Mountain Bin, Laserfiche Destruction, Secure Electronic Destruction
			From	To					
Vendor: Iron Mountain					Date of Destruction: (YYYY-MM-DD)				
1.2 RECORDS MANAGEMENT AUTHORIZATION					Pursuant to the Municipal Records and Information Management Policy please forward completed original copy of this form to Records Management for signature and storage. Records on this form will included in the Town of LaSalle's DESTROYED RECORDS INDEX .				
_____ Records Management Signature		_____ Date (YYYY-MM-DD)							

Appendix B – Records Transfer Form

<div><p>RECORDS TRANSFER FORM TOWN OF LASALLE</p></div>					Date (YYYY-MM-DD):			
					Department:			
					Contact:			
					Telephone/Email:			
1.1 RECORDS FOR TRANSFER:					Records Management Use Only			
Box #	Series	Box Contents (File Names)	Inclusive Dates		Date of Transfer (YYYY-MM-DD):	Transfer Location	Disp. Date (YYYY-MM-DD):	Disp. Method
			From:	To:				
1.2 TRANSFER AUTHORIZATION								
Reason for Transfer:			Signature:			Date (YYYY-MM-DD):		
1.3 RECORDS MANAGAMENT AUTHORIZATION								
Name: Lauren Uszynski			Signature:			Date (YYYY-MM-DD):		
1.4 TRANSFER INFORMATION								
Accepting Name:			Accepting Signature:			Accepting Date (YYYY-MM-DD):		
Location:			Contact Information:			Issued code / #: 2017-002		

Appendix C – Records Retention Authorization Form

 RECORDS RETENTION AUTHORIZATION FORM TOWN OF LASALLE	Date (YYYY-MM-DD)		1.2 REQUEST FOR RETENTION This is a formal request for an extension of the retention period of the below files. This form applies to any records that are requested to be kept past the period of expiry, according to the current records retention schedule.			
	Department					
	Contact					
	Telephone/Email					

1.1 RECORDS FOR RETENTION						
Series	File #	File Name	Inclusive Years		Reason for extension request	Review Date (YYYY-MM-DD)
			From	To		

1.2 RECORDS MANAGEMENT AUTHORIZATION	
Signature:	Date (YYYY-MM-DD):



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Governance – General	G-GEN-008
POLICY NAME:	AUTHORITY:
Proclamations	DC-1557/95, PO-2515/96
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
May 23, 1995	Council Services
REVISION DATES:	REVIEW DATE:
November 5, 1996	November 2019
STATUS:	
Active	

PURPOSE:

The purpose of a Proclamation Policy is to provide a standard to govern requests for proclamations in recognition of individuals, events, organizations, or community groups of significance to the Town of LaSalle. This policy provides directives on how to address requests for proclamations.

POLICY STATEMENT:

Municipalities issue proclamations in recognition or to raise public awareness campaigns, charitable fundraising campaigns, and arts and cultural celebrations of significance to Town of LaSalle. A proclamation may recognize a particular day, week or month.

SCOPE:

This policy applies to all organizations, or community groups and individuals seeking proclamation from the Town of LaSalle.

POLICY:

Town of LaSalle Council will no longer be declaring or proclaiming days/weeks/ /months/commemorating various groups and/or activities either at a local, provincial, or national level within the limits of the Town of LaSalle and further, provincial or national level



within the limits of the Town of LaSalle and further, the Mayor and Council shall issue no proclamations save and except those that are explicitly identified in governing legislation as within the authority of Town Councils for the common good, and each request addressed to Council, shall be placed on the public agenda, for the general public's information.

Administration is authorized, that pursuant to municipal policy, that proclamation requests not be placed on the published agenda, and that the administrator simply inform those groups or associations requesting proclamations, that it is contrary to municipal policy.

RESPONSIBILITIES:

The Clerk's office will oversee this Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #45

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – General	POLICY NUMBER: G-GEN-009
POLICY NAME: Travel and Transportation	AUTHORITY: 8751/09 9110/10
DATE APPROVED: March 24, 2009	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES: March 23, 2010	REVIEW DATE: March 2019
STATUS: Active	

PURPOSE:

The purpose of the Travel and Transportation Policy is to define compensation and eligible expenses for employees of the Town of LaSalle.

POLICY STATEMENT:

The town of LaSalle is committed to ensuring that Town employees continue to receive education and training through attendance at seminars, conferences and training sessions.

SCOPE:

This policy applies to all employees of the Town of LaSalle. It is understood that the authority for the expenditure of funds for any and all expenses covered by this Policy is limited to those amounts allocated by the annual budget. Any exceptions to the policy must be submitted to the Department Head or CAO for approval.

POLICY:

1. TRAVEL EXPENSES



- a) The Town of LaSalle will reimburse employees for reasonable travel expenses incurred on authorized company business. All travel expenses must be properly document in the required format for approval and reimbursement.
- b) All Corporate transportation will be conducted in the most economical manner possible.
- c) Whenever possible, tickets should be booked at least ten (10) days in advance to benefit from any discounts offered by the carrier.

2. TRANSPORTATION

a) Private Vehicles

- Employees may use their own vehicle for business travel purposes.
- Mileage shall be reimbursed pursuant to the rate as established from time to time by Revenue Canada.
- Parking, tolls and ferries required will be reimbursed provided appropriate receipts are submitted with expense claim. Loss or damage to the vehicle while parked shall not be the responsibility of the Town.
- When one or member of administration are travelling in the same vehicle, only the owner of the said vehicle is entitled to reimbursement for mileage expenses.
- Commuting expenses are not reimbursable.
- Any costs associated with the maintenance, fuel, vehicular breakdown, or damage incurred while driving a personal vehicle are covered in the mileage rate and will not be reimbursed.
- Any traffic violations, including parking tickets, will not be reimbursed by the Town.

b) RENTAL CARS

- When vehicles are rented, compact or economy models will be used in order to realize cost-savings.
- Exceptions may be made regarding vehicle sizes in the event of two or more passengers, or load requirements.
- All accidents must be reported in writing immediately upon return, or earlier with trips lasting more than 3 days after damage has occurred. A police report is also required.
- Administration will be reimbursed for damage rider insurance purchased at the time of vehicle rental.



- Pre-purchase of gas at the rental counter is discouraged.
- Any traffic violations, including parking tickets, will not be reimbursed by the Town.

c) PUBLIC TRANSPORTATION

- The cost of public transportation, i.e. taxis, buses or subways, will be reimbursed provided appropriate receipts are submitted with expense claim. Expenses related to personal travel will not be reimbursed.

d) RAIL TRAVEL

- All reservations will be made in coach class.
- Administration may be reimbursed for first class accommodation when travelling by rail provided the trip extends over a normal meal period (Breakfast/lunch/dinner)

e) AIR TRAVEL

- Coach class shall be used as the standard in the interest of cost-savings.
- Business class may be authorized by the CAO in the event that less expensive seats are not available or the departure time is not acceptable.

f) REIMBURSEMENT CAP

- When travelling out of province, administration shall be reimbursed for the amount of air fare regardless of which method of travel is selected.

RESPONSIBILITIES:

All departments to administer the Policy. Council Services shall oversee this policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.



REFERENCES AND RELATED DOCUMENTS:

Policy 136 (8751/09) and (9110/10)

ATTACHMENTS:

Town of LaSalle Travel Expense Voucher Conferences and Seminars. Appendix "A"
Town of LaSalle Perdiem Meetings, Conferences and Seminars. Appendix "B"

**TOWN OF LASALLE
TRAVEL EXPENSE VOUCHER
CONFERENCES AND SEMINARS**

Delegates Name _____

Function _____

Location _____

Dates _____

Delegates Signature _____ **Date** _____

Authorized By _____ **Date** _____

Conference Expenses

Registration _____

Transportation (after 5000 km's \$0.48) **Plane/Train Fare**
_____ 0 Km @ \$ 0.54 -

Accommodation Nights _____ @ _____
HST _____ -

Meals \$ 65.00 X _____ Days -

Misc. Expenses \$ 5.00 X _____ Days -

Parking/Taxi _____

TOTAL PAID THROUGH ACCOUNTS PAYABLE -

Taxis and Parking will be paid with presentation of receipts

**TOWN OF LASALLE
PERDIEM
MEETINGS, CONFERENCES AND SEMINARS**

Delegates Name _____

Function _____

Location _____

Dates _____

Delegates Signature _____ **Date** _____

Authorized By _____ **Date** _____

Remuneration	per meeting	\$	75.00	X	<u>0</u> Days	-
Full Day Per Diem		\$	175.00	X	<u>0</u> Days	-
Half Day Per Diem		\$	87.50	X	<u>0</u> Days	-

PERDIEM PAID THROUGH PAYOLL

-



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – Communications & Promotions	POLICY NUMBER: G-CP-001
POLICY NAME: Advertisements	AUTHORITY: CR/6016/03 CR/7084/05
DATE APPROVED: January 14, 2003 March 22, 2005	DEPARTMENT RESPONSIBLE: CAO Office
REVISION DATES:	REVIEW DATE: March 2019
STATUS: Active	

PURPOSE:

The Town of LaSalle will utilize various means of advertising efficiently to effectively provide information to residents and external audiences while meeting any legislated requirements.

POLICY STATEMENT:

The Town of LaSalle will place advertisements and/or public notices in newspapers when necessary taking into account cost effectiveness.

SCOPE:

The policy applies to all Town of LaSalle employees and departments, members of Council, members of committees, volunteers, and any person who has been retained and/or engaged to act on behalf of the Town of LaSalle, save and except LaSalle Police Services, who are responsible for the placement of advertisements on behalf of the Town.

POLICY:

1. Advertisements and/or Public Notices are to be placed in the Windsor Star newspaper only when necessary as per legislated requirements re timing and circulation.



2. Rates i.e. cost effectiveness (by Finance Department annually) will be reviewed in January of each year, to determine which local newspaper is most cost effective for that year; the yearly publishing schedule of the most cost effective newspaper is to be circulated to all Departments in January of each year.
3. All advertising and/or Public Notices from all Departments are to be placed in the most cost effective newspaper, unless special timing requirements prohibit doing so, and in such cases only, advertisements and/or public notices will then be placed in the next most cost effective newspaper.
4.
 - (a) Any variations from this policy that may be deemed necessary by any Department must be approved by the C.A.O. prior to commitment.
 - (b) A duplication of advertisements and/or public notices is a case of variation cited in Item No. 4(a) requiring approval by the C.A.O. prior to commitment.

RESPONSIBILITIES:

The CAO Office is responsible for the Policy.

POLICY REVIEW:

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy # 97

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – Communications & Promotions	POLICY NUMBER: G-CP-002
POLICY NAME: Municipal Digital Signs and Lobby Screens	AUTHORITY: 07/16
DATE APPROVED: January 12, 2016	DEPARTMENT RESPONSIBLE: Administration
REVISION DATES:	REVIEW DATE: January 2019
STATUS: Active	

PURPOSE:

To provide government and community information to residents, ratepayers and visitors to the Town of LaSalle by displaying events, functions and messages that informs and enriches the LaSalle community, while establishing the rules regarding information to be placed on municipal digital signs and lobby screens.

POLICY STATEMENT:

The Town of LaSalle will ensure open, honest and clear channels of communication including use of the digital signs and lobby screens at the LaSalle Civic Centre and Vollmer Culture and Recreation Complex. The digital signs and lobby screens shall be used for the dissemination of information to residents, ratepayers and visitors to the Town of LaSalle by displaying information about events, meetings and public messages.

SCOPE:

To facilitate effective communication tools for important community messaging.



POLICY:

The municipal digital signs and lobby screens are viewed by the general public as representative of the municipality, and therefore will be operated in a manner that represents LaSalle positively.

The municipality offers no guarantee with respect to the appearance of any message on the digital signs or lobby screens, or length of time that the message will be displayed. Prospective users are encouraged to use a variety of communication means for announcements rather than relying solely on the digital signs or lobby screens.

The number of messages at any given time is limited and precedence will be given to the messages advertising the earliest event.

Appearance of messages is subject to constraints of priorities, as well as electronic and mechanical limitations.

Messages may be edited for clarity and conformity to the requirements of the digital sign or lobby screen.

The municipality may use messages on the digital signs and/or lobby screens to thank sponsors for supporting town events.

Messages unrelated to municipal affairs shall not state and/or imply Town of LaSalle, Fire Department or Police Department endorsement and/or approval.

The following priority system shall be used in selecting messages to be posted on the digital signs and/or lobby screens:

- a. Emergency messages (in the event of an emergency, the Town has the right to suspend all messages and use the digital signs and/or lobby screens for emergency purposes only);
- b. Messages from the Town of the LaSalle;
- c. Safety related messages, such as fire prevention, education and notices;
- d. Messages from other government agencies that have a local impact or significance; and
- e. Community events and messages hosted and/or sponsored by a non-profit organization.

The following messages shall not be permitted to be posted on the digital signs and/or lobby screens:

- a. Private sector messages, whether from an individual, group, organization or business;



- b. Promotion of political, factional or religious viewpoints;
- c. False, misleading or deceptive messages;
- d. Messages expressing discriminating viewpoints pursuant to the Ontario Human Rights Code; and/or
- e. Events and/or functions open only to members of an organization.

Vollmer Culture and Recreation

Paid advertising or commercial messaging may be permitted only on the digital sign located at the Vollmer Culture and Recreation Complex with permission (a fee may be imposed) from the Culture and Recreation Department Supervisor of Programming. Requests for displaying messages shall be submitted in writing to the Culture and Recreation Department Supervisor of Programming at least three weeks prior to an event/posting date. Messages for the digital sign at the Vollmer Culture and Recreation Complex shall be approved by the Culture and Recreation Department Supervisor of Programming and/or Director of Culture and Recreation.

LaSalle Civic Centre

Paid advertising or commercial messaging is not permitted on the digital sign or lobby screens at the LaSalle Civic Centre. Requests for displaying messages shall be submitted in writing to the Corporate Communication and Promotions Officer and/or Administration Department at least three weeks prior to an event/posting date. Messages for the digital sign and/or lobby screens at the LaSalle Civic Centre shall be approved by the Communication and Promotions Officer and/or C.A.O.

RESPONSIBILITIES:

The Corporate Communication and Promotions Officer is responsible for this document.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #93

ATTACHMENTS:

None



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – Communications & Promotions	POLICY NUMBER: G-CP-003
POLICY NAME: Public Notice	AUTHORITY: CR/5992/02 CR/8192/07
DATE APPROVED: November 29, 2002	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES: December 11, 2007	REVIEW DATE: December 2019
STATUS: Active	

PURPOSE:

In accordance with the provisions contained in the Municipal Act, this policy sets out the minimum notice requirements, a list of matters for which public notice is required, the form and the manner in which notice is to be given, with the minimum time for providing such notice.

POLICY STATEMENT:

The Town of LaSalle is an accountable and transparent organization that believes that its residents should be made aware of the business of the municipality. Section 270 of the Municipal Act 2001 affirms that the municipality shall adopt and maintain a policy with respect to the circumstances in which the municipality shall provide notice to the public and, if notice is to be provided, the form, manner and times notice shall be given.

SCOPE:

This policy applies to all forms of public notice, except where: notice is otherwise prescribed by an applicable statute or regulation; the matter is deemed minor in nature and Council provides authorization that public notice is not required; or, if Council directs staff to provide an alternative form of public notice which meets the provisions of this policy or any applicable statute or regulation.



POLICY:

1. Where notice of intention to pass a by-law or notice of a public meeting is required to be given pursuant to the provisions of the Municipal Act 2001, such notice shall be provided in the time frame prescribed in the Act or its regulations, and if not so prescribed, shall be given at least once, at least 14 days prior to the proposed action being taken.
2. Unless otherwise prescribed in the Act or its regulations, where notice of intention to pass a by-law or notice of a public meeting is required to be given, notice shall include the following information:
 - i. A description of the purpose of the meeting, or the purpose and effect of the proposed by-law;
 - ii. The date, time and location of the meeting;
 - iii. Where the purpose of the meeting or proposed by-law is related to specific lands within the municipality, a key map will be provided showing the affected lands;
 - iv. The name and address of the person who will receive written comments on the issue and the deadline for receiving such comments shall be provided;
 - v. Shall be in the form substantially similar to the one which is attached hereto as Schedule "A" to the Public Notice Policy;
 - vi. Notice of meetings of Council in Committee of the Whole in closed session will be issued concurrent with the public agenda on the Friday preceding the regularly scheduled meetings. The notice will include a description of the nature of items to be considered in closed session;
 - vii. Notice of Committee meetings will continue to be included on the Council agenda and posted to the Town's website. Notice does not necessarily mean that the public will be able to attend all meetings of the Committee if the meeting, or portion thereof, is held in closed session; and
 - viii. Notice of council budget deliberations is given 14 days before the Council meeting and the budget is tabled and available for public review on the Town's website.
3. In addition to item 1 above, notice of the intention of Council to consider the passing of a by-law for a proposed closure and/or sale of an alley or street shall be sent by prepaid first class mail to all of the owners of land shown on the latest revised



assessment roll abutting the said alley or street, which notice shall be mailed at least 14 days prior to the date of the meeting at which the by-law will be considered by Council.

4. Nothing in this policy shall prevent the Clerk and /or designed from using a more comprehensive method of notice or for providing a longer notice.
5. If a matter arises which in the opinion of the Clerk, in consultation with the C.A.O., is considered to be of an urgent or time sensitive nature, or which could affect the health or wellbeing of the residents of the Town of LaSalle, or if a state of emergency is declared, or if so advised by a Provincial Ministry, the notice requirements as set out in this policy may be waived by the Clerk and best efforts shall be made to provide as much notice as is reasonable under the circumstances.

RESPONSIBILITIES:

Clerk's Office is responsible for this Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #96.

ATTACHMENTS:

Sample Notice Form.



Schedule "A" to Public Notice Policy - (Sample Notice form)

Notice
(*insert by-law topic*)

TAKE NOTICE that the Council for the Corporation of the Town of LaSalle intends to consider passing a (*insert by-law name*) By-law at its regular public Council meeting to be held in the Council Chambers located at 5950 Malden Road on Tuesday (*date*), at 7:00 pm or as soon thereafter as Council determines, which By-law proposes to (*insert By-law topic*).

(*Body of description*)

Any document in the possession of the Town relating to this matter will be made available for public inspection at the (name of department) office located at 5950 Malden Road during regular working hours.

If you wish to make written submission regarding the passing of this By-law, those submissions must be received by the office of the Clerk no later than (*insert date*) at the address noted below.

At this meeting, Council will also hear any person who wishes to make oral submissions regarding the proposed By-law.

Clerk (*insert name and address*)



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – Communications & Promotions	POLICY NUMBER: G-CP-004
POLICY NAME: Use of Social Media	AUTHORITY: 144/15
DATE APPROVED: April 14, 2015	DEPARTMENT RESPONSIBLE: Administration
REVISION DATES:	REVIEW DATE: April 2019
STATUS: Active	

PURPOSE:

The Town of LaSalle is aware of the importance of using social media to communicate with and engage members of the community. This policy is in place to protect the Town's identity and to ensure accuracy and transparency in online social media sites. This policy also outlines the responsibility of the Town's employees, members of Council and/or volunteers who may utilize social media on behalf of the Town.

POLICY STATEMENT:

The Town of LaSalle will ensure open, honest and clear channels of communication including through the use of social media. The key objectives are to engage the community through two-way communication, increase the awareness of the Town's services, and to improve accountability through accurate and timely information posted on the Town's social media sites.

SCOPE:

The policy applies to all Town of LaSalle employees and departments, members of Council, members of committees, volunteers, and any person who has been retained and/or engaged to act on behalf of the Town of LaSalle, save and except LaSalle Police Services, who use social media to interact with the public on behalf of the Town.



POLICY:

DEFINITIONS

Social Media

Social media is the use of internet websites that allow users to interact with other people to share information, provide feedback and bring people together who share the same interests. Examples of social media sites include, but are not limited to: Facebook, Twitter, YouTube, LinkedIn, Pinterest etc.

Traditional Forms of Communication

Traditional forms of communication include newsletters, brochures, newspapers, radio and television etc.

Website (town.lasalle.on.ca)

The Town's website is considered to be the primary online source for information about the Town's services, programs, events etc. The Town's social media sites are intended to complement the website's information and engage the community with instantaneous two-way communication. The town's social media sites, where possible, will link to the town's website.

PROCEDURES & PRACTICES

The Town of LaSalle will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The use of social media should add value to the Town's traditional forms of communication and website (town.lasalle.on.ca).
- The Corporate Communication and Promotions Officer and/or CAO will explore the tools that will allow residents to better communicate and become engaged with the Town. Town social media sites will be introduced and monitored by the Corporate Communication and Promotions Officer and/or CAO.
- Town employees and departments, members of Council, members of committees, volunteers, and any person who has been retained and/or engaged to act on behalf of the Town of LaSalle who have been granted permission to post to the Town's social media sites must, at all times, conduct themselves in the best interest of the Town.
- Town employees and departments, members of Council, members of committees, volunteers, and any person who has been retained and/or engaged to act on behalf of the Town of LaSalle communicating on behalf of the Town through any external non-town social



media sites must provide appropriate and timely information that represents the Town's policies, services and programs in the best possible manner.

- Use of social media will comply with the law and codes of practice surrounding local government publicity, the *Municipal Freedom of Information and Protection of Privacy Act* and copyright laws.
- Town employees and departments, members of Council, members of committees, volunteers, and any person who has been retained and/or engaged to act on behalf of the Town of LaSalle may not disclose confidential or sensitive information related to the Town, its business and/or affairs, elected officials, employees, volunteers, vendors, suppliers, residents or other stakeholders without prior written approval on the Town's social media sites or any external non-town social media sites.
- Town employees and departments, members of Council, members of committees, volunteers, and any person who has been retained and/or engaged to act on behalf of the Town of LaSalle are encouraged to like/follow official Town social media sites, and to share content that has already been posted on those social media sites. Members of Council should identify where they are expressing personal views, and not the views of the corporation. Members of Council should adhere to the Town's *Council Code of Conduct* when posting to any social media sites.
- At the discretion of the Corporate Communication and Promotions Officer and/or CAO, any information, photos or videos that are shared or posted to the Town's social media sites may be used by the Town for promotional and/or other marketing purposes with the appropriate permissions from the person posting/commenting.
- The Town's social media sites will be updated regularly and will share timely and accurate information with the public including, but not limited to, official Corporation of the Town of LaSalle business, Council decisions, public statements, information about services, programs and/or events and other information related to the municipality etc.
- The Town's social media sites may be used to conduct surveys and/or questionnaires as deemed appropriate by the Corporate Communication and Promotions Officer and/or CAO.
- Comments, posts and/or messages solicited by the Town and collected for the public record using the Town's social media sites will be treated like any other form of communication, and as such will be subject to the *Municipal Freedom of Information and Protection of Privacy Act*.
- Department Heads and/or their designate will be responsible for creating and updating the Town's social media sites with departmental, service and/or program based information. Any posts/comments received from the public, when a response is required,



should be responded to within 24 hours or on the next business day. If a response is not possible in that timeframe, the Town will advise the person who made the post via that social media site.

- Town employees and departments, members of Council, members of committees, volunteers, and any person who has been retained and/or engaged to act on behalf of the Town of LaSalle who will be posting to the Town's social media sites will be trained regarding the terms of this policy and appropriate content and writing style.

- The Town's social media sites may be used to relay information to the community in emergency situations.

Personal Use of Social Media

- Town employees and departments, members of Council, members of committees and volunteers are free to use social media as private citizens, but are not authorized to comment on social media sites on behalf of the Town unless they have been appointed to do so by the Corporate Communication and Promotions Officer and/or CAO and/or Mayor.

- Use of online communication is never private. Disparaging or inflammatory comments and/or unprofessional remarks made about the Town of LaSalle, its employees, members of Council, members of committees, volunteers, municipal affairs or business could be considered detrimental to the Town of LaSalle, and may result in disciplinary action.

- Public service is a public trust, and as such, it is critical that every municipal employee, member of Council, member of committee and volunteer be committed to the highest standards of ethical behavior, including while posting and/or commenting on any social media sites. Disciplinary action may be considered should any social media posts and/or comments be considered to negatively affect the public's perception of the Town of LaSalle or its employees, members of Council, members of committees and/or volunteers.

TERMS OF USE

- All Town social media sites will be monitored Monday to Friday from 8:30 am to 4:30 pm. The Town intends to respond to posts within 24 hours, or on the next business day. If a response is not possible in that timeframe, the Town will advise the person who made the post via that social media site.

- Comments from the public will be allowed on the Town's social media sites, but will be closely monitored by the Corporate Communication and Promotions Officer and/or CAO for appropriateness. The Town's social media sites will include a "Terms of Use" statement that specifies what will be considered acceptable/unacceptable content. Those who post unacceptable content may be blocked, and will be contacted via that social media site to be



asked to contact the Corporate Communication and Promotions Officer and/or CAO by phone or in-person to discuss the post. Inappropriate comments may be deleted and/or hidden without notice. Inappropriate content includes, but is not limited to:

- Profane language and/or content and/or defamatory statements;
 - Personal attacks on individuals, groups, events or ideas;
 - Content that infringes on another's intellectual property rights (i.e. copyright, trademarks, design and patents);
 - Content of a religious nature that might be deemed prejudicial;
 - Content that can be considered a commercial endorsement, advertisement or solicitation of business;
 - Content that promotes, fosters or perpetuates discrimination or harassment under the Ontario Human Rights Code;
 - Content with the intent to inflict harm;
 - Sexual content, dangerous and/or illegal activity of any kind;
 - Content of a confidential nature pertaining to the Town;
 - Personal information about an identifiable individual other than the person posting the comment;
 - Content that promotes any candidate and/or materials for federal, provincial or municipal elections or for Council appointments;
 - Derogatory comments about members of Council and/or Town employees and/or Town services and/or other levels of government;
 - Any content that is determined to be inappropriate in the opinion of the Corporate Communication and Promotions Officer and/or CAO.
- The Town of LaSalle logo and/or name will be included on all social media sites to clearly indicate that the site is maintained by the Corporation of the Town of LaSalle. The Town's *Brand Identity Standards Guide* will be followed for use of the Town logo.
 - The Town's social media sites will include a link to the Town's website (town.lasalle.on.ca) to provide the public a location to review all information, forms and documents related to the Corporation of the Town of LaSalle.

RESPONSIBILITIES:

The Corporate Communication and Promotions Officer is responsible for this document.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Town of LaSalle Brand Identity Standards Guide



Town of LaSalle Employee Code of Conduct
Town of LaSalle Council Code of Conduct
Town of LaSalle Customer Service Standards
Municipal Freedom of Information and Protection of Privacy Act
Ontario Human Rights Code

ATTACHMENTS:

None



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Governance – Culture & Recreation	G-CR-001
POLICY NAME:	AUTHORITY:
Naming of Parks and Recreation Facilities	P/R-106-90, CR-6901/04
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
February 27, 1990	Culture & Recreation
REVISION DATES:	REVIEW DATE:
November 9, 2004	November 2019
STATUS:	
Active	

PURPOSE:

To provide consistent criteria and a process for the naming of public parks and recreation facilities in the Town of LaSalle.

POLICY STATEMENT:

This policy governs how the names of municipal parks and recreation facilities are chosen.

SCOPE:

Applies to Town of LaSalle parks, indoor and outdoor recreation facilities and rooms within facilities.

POLICY:

Town of LaSalle parks, recreation facilities (or rooms within facilities) and outdoor recreation facilities shall be named or re-named in accordance with the following criteria:

- Name of the street on which the park or recreation facility is located:
- The name of the community area that the park or recreation facility will serve.



- A historically significant name in terms of famous pioneers, settlements, establishments of incidents applied to the area in which the park facility is located.
- Topographical or unique characteristics of the site.
- In certain circumstances consideration may be given to naming a park, or facility, or rooms within a facility after a person, group or corporation. In such circumstances the following criteria will apply:
 - The contribution of the individual, group or corporation has made to the public life or well-being of the Town of LaSalle;
 - The contribution made to the acquisition of the parkland or facility in question and/or its subsequent development;
 - Direct relationship or association that existed between the place of residence of an individual and the park or facility to be named;
 - Where a park or facility is named after a sports celebrity the entity being named shall be of a type associated with the celebrity;
 - Where the name of an individual is so used, approval shall be obtained from the individual or his or her next of kin for such naming;
 - Where the name of a group or corporation is so used, approval shall be obtained from the group or corporation;
 - Where the name of a group or corporation is so used, the name shall be reflective of the "community values" of the Town of LaSalle;
 - The person or persons submitting such name for consideration shall provide background information outlining the reasons supporting the request.
- Names of parkland, recreation facilities and rooms within recreation facilities shall be submitted to the Culture & Recreation/Parks Advisory Committee. The Committee shall consider each request using the aforementioned criteria. The Director of Culture & Recreation will submit a report to the C.A.O.'s office with a recommendation to Town Council who shall have final approval of such selections.

**RESPONSIBILITIES:**

The Director of Culture and Recreation is responsible for the administration of this policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #76

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance – Culture & Recreation	POLICY NUMBER: G-CR-002
POLICY NAME: Prohibition of Roller Shoes	AUTHORITY: 8374/08
DATE APPROVED: March 11, 2008	DEPARTMENT RESPONSIBLE: Culture & Recreation
REVISION DATES:	REVIEW DATE: March 2019
STATUS: Active	

PURPOSE:

This policy is to ensure safety, prevent injury and minimize property damage due to the use of skateboards, roller skates, inline skates, roller shoes ("Heelys") and other similar wheeled devices in Town of LaSalle facilities.

POLICY STATEMENT:

This policy will clearly define and communicate prohibitions and appropriate use or areas for the use of skateboards, roller skates, inline skates, roller shoes ("Heely's") and other similar wheeled devices in Town of LaSalle facilities.

SCOPE:

This policy applies to anyone who may use Town of LaSalle facilities.

POLICY:

1. Skateboards, roller skates, inline skates, roller shoes ("Heelys") and other similar wheeled devices are prohibited inside all Town of LaSalle facilities;
 - a. Skateboards, roller skates, inline skates, roller shoes ("Heelys") and other similar wheeled devices are permitted outdoors ONLY where/if expressly permitted.
 - b. Patrons who violate the preceding will be instructed by employees to immediately remove their skateboards, roller skates, inline skates, roller shoes ("Heelys") or other similar wheeled devices or to immediately leave the facility.



RESPONSIBILITIES:

Culture & Recreation

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #133

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Governance - Election	POLICY NUMBER: G-EL-001
POLICY NAME: Use of Corporate Resources for Election Purposes	AUTHORITY: 9093/10 04/14
DATE APPROVED: March 9, 2010	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES: January 14, 2014	REVIEW DATE: January 2019
STATUS: Active	

PURPOSE:

The purpose of this Policy is to clarify that all candidates, including Members of Council are required to follow the provisions of the Municipal Elections Act, 1996 and that:

- No candidate shall use the facilities, equipment, supplies, services, staff or other resources of the municipality for any election campaign or campaign related activities;
- No candidates shall undertake campaign-related activities on municipal property during regular working hours.
- No candidate shall use the services of persons during hours in which those persons receive any compensation from the municipality.

POLICY STATEMENT:

The Municipal Elections Act, 1996, establishes the election campaign finance rules for Candidates running in a municipal election. Public funds are not to be used for any election related purposes, including the promotion of, or opposition to, the candidacy of a person for elected office. The Municipal Elections Act also sets out rules relating to campaign finance rules, prohibits the municipality from making contributions in any form, which includes its assets, resources, and employees.



SCOPE:

This policy applies to all municipal election and school board election candidates, including the Mayor and Members of Council.

POLICY:

That in accordance with the provisions of the Municipal Elections Act, 1996:

- 1a. Corporate resources and funding may not be used for any election related purposes: Resources include but are not limited to:
 - Telephone, Voicemail
 - Blackberries
 - Computer
 - Printer
 - E-mail
 - Scanner
 - Cell Phone
 - Fax Machine
 - Copier
 - Consumables related to the above equipment such as paper, toner etc.
 - Town Logo
- b. Staff may not canvass or actively work in support of a municipal candidate or third party during normal working hours unless they are on a leave of absence without pay, lieu time, float day or vacation leave.
- c. Candidates may not use municipally-provided facilities for any election-related purpose, which includes displaying of any campaign related signs in the window or on the premises, as well as displaying any election-related material in the office.
- d. Members of Council may not:
 - i. print or distribute any material paid by municipal funds that illustrate that a Member of Council or any other individual is registered in any election or where they will be running for office;
 - ii. profile (name or photograph), or make reference to, in any material paid by municipal funds, any individual who is registered as a candidate in any election;



- iii. print or distribute any material using municipal funds that makes reference to, or contains the names or photographs, or identifies registered candidates for municipal elections; and that Minutes of municipal Council and Committee meetings be exempt for this policy;
 - iv. web sites or domain names that are funded by the municipality may not include any election-related campaign material;
 - v. members of Council may not use the municipality's voice mail system to record election related messages; and
 - vi. the above recommendations also apply to an acclaimed Member or a Member not seeking re-election.
2. That the Clerk be authorized and directed to take the necessary action to give effect to this policy.

LIMITATION

Nothing in this policy shall preclude a Member of Council from performing their job as a Councillor, Mayor or Deputy Mayor, nor inhibit them from representing the interests of the constituents who elected them.

IMPLEMENTATION

This policy shall become effective immediately upon approval by Council.

RATIONALE AND LEGISLATIVE AUTHORITY

It is necessary to establish guidelines on the appropriate use of corporate resources during an election period to protect the interests of both Members of Council and the Corporation of the Town of LaSalle. The *Municipal Elections Act, 1996* prohibits a municipality from making a contribution to a candidate. The Act also prohibits a candidate or someone acting on the candidate's behalf, from accepting a contribution from a person who is not entitled to make a contribution.

As a contribution may take the form of money, goods or services, any use by a Member of Council of the Corporation's resources for his or her election campaign would be viewed as a contribution by the municipality to the Member, which is a violation of the *Municipal Elections Act, 1996*

RESPONSIBILITIES:

The Clerk is responsible for overseeing this Policy.



POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #139

Municipal Elections Act.

Report of the Director of Council Services/Clerk dated December 12, 2013.

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Governance – Fire Service	G-FI-001
POLICY NAME:	AUTHORITY:
Car washes conducted at the Fire Station	6755/04
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
June 22, 2004	Fire Service
REVISION DATES:	REVIEW DATE:
	June 2019
STATUS:	
Active	

PURPOSE:

To establish transparent and consistent Policy permitting car washes conducted at the Fire Station subject to the provisions contained herein

POLICY STATEMENT:

The primary function of the LaSalle Fire Service is providing for public safety through emergency response and public fire safety education. As such the Fire Service and its members through the LaSalle Firefighters Association have traditionally raised funds to assist in various public service & community oriented endeavors.

SCOPE:

This Policy applies to all members of the LaSalle Fire Service.

POLICY:

- (a) LaSalle Fire Service and the Association shall continue to hold car washes at the Fire Station. Members of the immediate family of the personnel, can assist with the car washes.
- (b) The funds acquired by the car washes shall be utilized in a number of different ways, but are not limited to these:



- training and equipment needs
 - assist in fundraising for a special project or individual
 - as funding for the Association to provide donations to worthy community groups
- (c) Any deviation from this policy shall be at the sole discretion of the Town Council in consultation with the Fire Chief.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

RESPONSIBILITIES:

Fire Service is responsible for this policy.

REFERENCES AND RELATED DOCUMENTS:

Policy #115

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Governance – Fire Service	G-FI-002
POLICY NAME:	AUTHORITY:
Persons Riding on Fire Apparatus	6789/04
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
July 27, 2004	Fire Service
REVISION DATES:	REVIEW DATE:
	July 2019
STATUS:	
Active	

PURPOSE:

To establish a Policy for the use of the LaSalle Fire Service vehicles, as may be requested from time-to-time, to participate in public education and public relations events such as parades and demonstrations.

POLICY STATEMENT:

The primary function of the LaSalle Fire Service is providing for public safety through emergency response and public fire safety education. As such the Fire Service and its members through the LaSalle Firefighters Association have traditionally participated in various community events and hosted public demonstrations of emergency vehicles, equipment and capabilities of the fire service. While typically conducted in controlled environments and under non-emergency conditions, these events are not exempt from applicable regulatory and health and safety concerns.

SCOPE:

This Policy applies to civilians and fire personnel, where applicable.

POLICY:

- (a) Civilians shall not ride on the exterior of the fire apparatus;



- (b) Fire personnel riding in fire apparatus shall be seated and have seat belts fastened;
- (c) Civilians with prior approval of the Fire Chief or Deputy Fire Chief may ride inside the fire apparatus ensuring the civilians are seated and have seat belts fastened;
- (d) Any deviation from this policy shall be at the sole discretion of the Fire Chief.

RESPONSIBILITIES:

Fire Service is responsible for this policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #116
Highway Traffic Act

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services – General	M-GEN-002
POLICY NAME:	AUTHORITY:
Block Party Requests	6288/03
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
July 8, 2003	Council Services
REVISION DATES:	REVIEW DATE:
	July 2019
STATUS:	
Active	

PURPOSE:

To provide a policy to respond to requests to close streets for block parties.

POLICY STATEMENT:

Provides that requests for road closures and/or temporary use of municipal roads, road allowances and rights of way for the purpose of block parties or neighbourhood or community gatherings be denied.

SCOPE:

Applies to all requests for the temporary use of municipal roads, road allowances and rights of way for block parties and neighbourhood/community gatherings.

POLICY:

From time to time the Town has been approached about the possibility of temporarily closing a road to facilitate a block party. Administration was asked to comment on the ramifications should roads be temporarily closed and concerns were raised regarding liability, risk, access for emergency vehicles, damage, barricades, “no parking” signs, noise and alcohol consumption. For these reasons, Council in 2003 passed resolution 6288/03 providing that all future requests be denied. Administration confirms that the concerns



raised in 2003 remain valid. The attached form letter in response to requests will be issued by the Clerk.

RESPONSIBILITIES:

The Director Council Services/Clerk or designate is responsible to post this policy on the Town website and to respond to inquiries from residents.

POLICY REVIEW:

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy # 103

ATTACHMENTS:

Denial letter – road closings/block parties- Appendix “A”



Date

Name/Address of
Requestor

Re: Request to hold block party on

The Town is in receipt of your request to temporarily close _____ to facilitate a block party on _____.

Council policy provides that requests to close roads for block or neighbourhood parties not be entertained due to liability, risk and emergency access issues. Accordingly, your request is denied.

You may wish to consider booking one of LaSalle's parks for this purpose and I would encourage you to visit the Town's website www.lasalle.ca to view availability.

Regards,

Director Council Services/Clerk



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services - General	M-GEN-003
POLICY NAME:	AUTHORITY:
Customer Service Standards	8910/09
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
August 25, 2009	Council Services
REVISION DATES:	REVIEW DATE:
	August 2019
STATUS:	
Active	

PURPOSE:

Customer Service Standards provide standards by which citizens and internal contacts can expect their service to be when interacting with the Town of LaSalle and with each other.

POLICY STATEMENT:

The Town is committed to providing a high level of service to all of its citizens, visitors, community partners, and to one another.

SCOPE:

All Town employees, regardless of what department they work in or what their duties are, are to provide service to the public. Interactions with co-workers (internal customers) are also customer service situations.

POLICY:

1. All telephone calls must be responded to within 2 business days.
2. All e-mail inquiries must be responded to within 2 days, even if simply to acknowledge the inquiry.



3. All written correspondence should be responded to within 5 business days. Depending on the nature/complexity of the correspondence, the initial response may be an acknowledgement of receipt of the correspondence and expectation as to duration of time to complete or formally answer the service request.
4. Staff should use their “Out of Office Assistant” if they are going to be away for one full day or more. The message should be brief, include an alternate contact and must identify the date they are returning to the office.
5. Staff should change their voice mail message if they are going to be away for one full day or more. The message should be brief, include an alternate contact and identify the date they are returning to the office.
6. Staff should identify their department and name when answering the phone.
7. Staff should greet customers in person at the earliest opportunity with a smile and the following phrase: “hello, how may I help you”. If staff are already on the phone with a customer and also responsible for in-person inquiries, staff should indicate to the caller that they require a moment to acknowledge a customer at the counter. Listen carefully to their needs by asking questions, taking notes and confirming details.
8. When taking messages for another staff member, record as much information as possible about the nature of the request, the full name of the requestor and his/her contact number. If staff are certain about where the message will be re-directed, advise the customer of the staff member’s name, position and contact information. Customers will feel more empowered if they have this information. (Note: One caveat to this relates to by-law enforcement where the names and personal information of complainants are kept confidential in accordance with the Municipal Freedom of Information and Protection of Privacy Act).
9. Be pleasant, courteous, respectful and helpful.
10. Handling difficult situation or abusive customers: (“Abusive behavior” is displayed when customers shout, display extreme bullying behavior, use abusive or obscene language or make a personal threat). Staff are not expected to tolerate abusive behavior. If a staff member feels threatened, he or she is to advise their supervisor of the incident and request assistance if necessary.
11. General complaints – if a customer has a complaint about the service we have provided we will ensure an appropriate investigation and considered response. We will acknowledge a complaint within 3 working days and try to resolve complaints within 15 days (subject to legislative requirements). If we have made a mistake the customer will receive a written apology and advice concerning actions to be taken.

**RESPONSIBILITIES:**

Council Services shall oversee this Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #137

Council Report CL-29-09 - Director of Council Services/Clerk dated August 16, 2009.

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services - General	M-GEN-004
POLICY NAME:	AUTHORITY:
Flag Raising	361/16
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
September 27, 2016	Council Services Public Works
REVISION DATES:	REVIEW DATE:
	March 2019
STATUS:	
Active	

PURPOSE:

To provide guidelines and regulations for:

- the authorization of requests for community organizations and special event flag raisings;
- national, provincial and municipal flag standards.

POLICY STATEMENT:

This policy governs the circumstances under which flags will be flown on municipal flag poles.

SCOPE:

The policy applies to the flying of flags on municipal flag poles located at the Civic Centre, Vollmer Culture and Recreation Complex, Front Road Park and Senator Paul Lucier Park.

POLICY:

The following guidelines shall be satisfied to approve the raising of a community organization's banner or flag in place of the Town of LaSalle flag:

- a) The organization requesting to use the municipal flagpole will:
 - be a charity or non-profit organization that benefits the residents of the town, or has provincial or national significance;
 - endorse civic pride



- submit the request for a flag raising a minimum of two weeks in advance

The Town will not permit flags in recognition of:

- political parties
- religious affiliations
- other national flags with the exception of the British Flag at Cenotaph Park

The Clerk has the authority to determine the eligibility of each organization.

- b) The raising of an organization/group's flag will not violate any previously established Town of LaSalle by-laws or policies.
- c) The Town of LaSalle will refuse an application to raise the flag of a group or organization that has the potential to negatively reflect the Town's image. The Town has the right to reject an organization/group's flag which:
 - Promotes any form of discrimination, including that based upon race, national origin, religion, sex, gender, sexual orientation or age;
 - Degrades/slanders any individual, group, Town service, event or program;
 - Promotes unlawful behavior including violence or hate.
- d) Requests for flag raisings will be permitted once per calendar year, for a maximum of one week.
- e) The Town reserves the right to schedule a flag raising based on the availability of flag poles

The following protocols distributed by Canadian Heritage are to be satisfied at all times:

The national flag of Canada should always be flown on its own mast ; flag protocol states that it is improper to fly two or more flags on the same mast (for example, one beneath the other). Where there are two masts, the national flag will be displayed to the left.

A common combination of flags is the national flag of Canada with a provincial and municipal flag or other organization's banner. In this case, the national flag should be in the center with the provincial flag to the left and the municipal flag/organization's banner to the right (to an observer facing the display).

The Town of LaSalle will fly all flags at half-mast in accordance with dates and occurrences established by the Canadian Government. Other circumstances resulting in half-masting will be at the discretion of the Mayor and/or Chief Administrative Officer.

RESPONSIBILITIES:

The Clerk is responsible for the administration of this policy. Public Works staff are responsible for the physical raising and lowering of flags.

The Mayor, CAO and Clerk have the authority to accept or deny applications.



Council will be responsible for the authorization of and any revisions to this policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

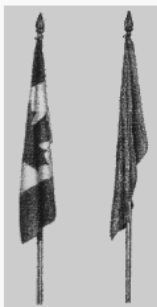
REFERENCES AND RELATED DOCUMENTS:

Government of Canada's website (<http://canada.pch.gc.ca/eng/1444133232532#a4>)
Other municipal flag raising policies used as references.

ATTACHMENTS:

Configurations

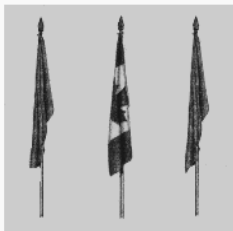
With the flag of one other nation, the National Flag of Canada should be on the left of the observer facing the flags; both should be at the same height.



Sharing the same base – three flags

When only three flags are displayed, the National Flag of Canada should be at the centre. To an observer facing the display, the second-ranking flag is placed to the left of centre, and the other to the right.

A common combination of flags is the National Flag of Canada with a provincial or territorial flag, and a municipal flag or an organization's banner. In this case, the National Flag should be in the centre with the provincial/territorial flag to the left and the municipal flag/organization's banner to the right (to an observer facing the display).





THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services – General	M-GEN-005
POLICY NAME:	AUTHORITY:
Municipal Alcohol Risk Management	242/15
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
June 23, 2015	Culture & Recreation
REVISION DATES:	REVIEW DATE:
Rescinds 7005/05	June 2019
STATUS:	
Active	

PURPOSE:

This Municipal Alcohol Risk Management Policy is intended to promote a safe, enjoyable environment for those who use these facilities. By managing and enforcing this policy, the Town of LaSalle reduces the potential for alcohol related problems and reduces the risk of liability action.

POLICY STATEMENT:

The Town of LaSalle's Municipal Alcohol Risk Management Policy provides for responsible management practices at functions or events held at Town of LaSalle facilities, properties or areas where alcohol is available under the authority of a Special Occasion Permit or a Caterer's Endorsement.

SCOPE:

This policy is designed to meet the needs of the Corporation of the Town of LaSalle and shall be applied without prejudice to all Special Occasion Permit functions, events and activities hosted on, or within municipally owned properties.



POLICY:

SECTION 1: FACILITIES WHERE SPECIAL OCCASION PERMITS ARE PERMITTED

The following facilities have been designated by the Town of LaSalle as suitable facilities for Special Occasion Permit functions, providing that the event host obtains a Special Occasion Permit from the Liquor Control Board of Ontario and agrees to all conditions as set out by the Town of LaSalle:

- | | |
|--|-----------------------|
| - Vollmer Culture and Recreation Complex | - Gil Maure Park |
| - Atrium at the Civic Centre | - Front Road Park |
| - Riverdance Building | - Millennium Gardens |
| - Brunet Park | - Vince Marcotte Park |

No other Town-owned facility shall be used for Special Occasion Permit functions without the express written consent of the Town.

SECTION 2: CONDITIONS FOR SPECIAL OCCASION PERMITS

2.1 GETTING A SPECIAL OCCASION PERMIT/BOOKING FACILITY

- Anyone who is interested in serving alcohol at a particular site must complete an agreement form (**see APPENDIX A**) that stipulates the conditions under which alcohol may be served. In addition, the event host must obtain a Special Occasion Permit for any facility rental where alcohol will be served. This can be obtained from the Liquor Control Board of Ontario.
- The Special Occasion Permit holder must ensure that all of the conditions of the *Liquor Licence Act*, the *Smoke-Free Ontario Act*, (1994), and the Town of LaSalle are adhered to.
- The Town of LaSalle reserves the right to refuse any applicant permission to run a licenced event on its property, and may impose on the event any and all restrictions the Town deems appropriate.
- The Town of LaSalle may, in its sole discretion, direct the termination of a Special Occasion Event. The Town of LaSalle shall not be liable to the event host for any costs, damages, loss of profit or any other loss for terminating the event.
- Proof of the Special Occasion Permit must be presented to the **Director of Council Services and Clerk** at least two (2) weeks prior to the event.



- The Town of LaSalle reserves the right to require an event deposit in the amount of \$500.00 or 50% of the cost of the rental, whichever is less.

2.2 PRIVATE EVENTS

A private event is an event where only those persons who were invited to attend will be permitted entry to the events. Examples of private events are weddings, anniversary or birthday celebrations, bridal or baby showers, wine and cheese receptions and family gatherings. The Host of a private event where alcohol will be served must obtain a Special Occasion Permit, and must comply with all of the conditions imposed on that Permit.

In recognition of the fact that a number of requirements of this Policy may not be necessary or appropriate for a private event, the Town of LaSalle may waive compliance with some of the requirements of this Policy. It shall be the obligation of the Special Occasion Permit holder to comply with all of the requirements imposed by the Town of LaSalle for that private event.

NOTE:

1. **TO QUALIFY AS A PRIVATE A PRIVATE EVENT, THERE MUST BE NO INTENTION TO GAIN OR PROFIT FROM THE SALE OF ALCOHOL AT THE EVENT, THE EVENT CANNOT BE ADVERTISED TO THE PUBLIC IN ANY WAY, AND TICKETS CANNOT BE SOLD TO GET INTO THE EVENT.**
2. **EVENTS SUCH AS STAGS OR STAG AND DOE PARTIES SHALL NOT BE PERMITTED ON ANY TOWN-OWNED FACILITY.**

2.3 DEVELOPING YOUR SAFETY AND SECURITY PLAN

A Safety and Security Plan must be developed and submitted to the LaSalle Police Service, the Fire Department, Building Department, Culture and Recreation Department and Public Works Department at least 4 weeks prior to the scheduled event. The elements of the Plan will provide information to these Departments about:

- Type of event being held.
- Expected number of people attending the event.
- Reason for the event.
- Number of adults that will be working at or supervising the event.
- The number of persons that are Smart Serve Certified, and where they will be stationed.
- Type of entertainment at and during the event.
- Audience composition (adults only, or adults and minors).



- The location of the alcohol service area, and its layout to prevent patrons from serving themselves.
- Location of the event.
- Confirmation from the Town of LaSalle that the facility has been booked for the event.

For events open to the public, the event host must have at least have at least one meeting with a Town of LaSalle representative from each affected Department, and to obtain the approval from each Department as to the sufficiency of the Safety and Security Plan.

NOTE: For events open to the public, a security guard licenced under the *Private Security and Investigative Services Act, 2005* shall be posted at every entry and exit point during the entirety of the event.

SECTION 3: CONTROLS DURING EVENTS

3.1 CONTROLS FOR EVENTS SERVING ALCOHOL

- The Special Occasion Permit holder will accept only photo identification before allowing alcohol purchase or consumption. All photo identification must be current, issued by a government, and include the person's birthdate. Examples of acceptable identification include:
 - Driver's Licence
 - Passport
 - Canadian Citizenship Card
 - Permanent Resident Card (Canadian)
 - Military Card with photo
 - Secure Indian Status Card
 - LCBO BYID Card
 - Photo Card issued under the *Photo Card Act*
- All workers and volunteers at the event shall be at least 19 years of age.
- Event workers must wear highly visible identification at all times. Suggestions include shirts, hats and/or badges that are easily seen.
- The Special Occasion Permit ("the Permit") holder will provide to the Town, 2 weeks prior to the event, a list of the Smart Serve Certified persons (bartenders, servers, monitors etc.) that will be working the event, together with a photo copy of each person's Smart Serve Card or computer readout. The Permit Holder must ensure that only persons who are Smart Serve Certified will serve alcohol.
- Those who have previously over-served, served minors and/or served intoxicated patrons will not be permitted to participate in the event.
- The Permit holder will ensure that the bartenders and servers do not serve alcohol to underage, intoxicated, rowdy or unauthorized people at the event.



- The Permit holder will provide the Town of LaSalle with a list of monitors who will monitor all of the entrance and exit points, sell tickets to allow the purchase of alcohol, or generally supervise the event, which list shall be provided 2 weeks prior to the event. All monitors must be Smart Serve Certified. Monitors will supervise the event, encourage legal and moderate drinking behaviour, and ensure that any problems that arise are dealt with efficiently and appropriately.
- The monitors, bartenders and servers will not consume alcohol or any other substance that may impair a person's judgment during the event, nor will they be under the influence of any such substance consumed before the event.
- The Permit holder will be responsible for recognizing the need for assistance during the event, and shall be responsible for obtaining such assistance.
- The Special Occasion Permit signatory must attend the entire event and be responsible for making decisions regarding the operation of the event. He or she must not consume alcohol before or at the event. In an emergency situation where the Permit signatory is unable to attend the event, the Permit signatory must designate, in writing, someone to attend the event and assume all responsibilities of the Permit signatory.
- The Special Occasion Permit must be available for inspection at any time.

3.2 CONTROLS FOR ALL EVENTS:

a) Youth Admittance (under 19 years of age)

Adult Events

- It is recommended that if minors are attending a public event, they must be distinguished from other participants by a visible means, for example by a hand stamp, while participants of drinking age be distinguished by a wrist band. It is unlawful to allow anyone under the legal age of 19 to consume alcohol at your Special Occasion Permit event. All necessary precautions must be taken by event hosts to ensure that this is being enforced.

Youth Events

- Youth events include events where the majority of attendees are less than 19 years of age.
- No alcohol will be permitted at youth events. As the main focus is youth, the consumption of alcohol would not be appropriate.

b) Masquerade Events



- Participants at Masquerade events must be prepared to unmask and identify themselves with acceptable photo ID.

SECTION 4: CONSEQUENCES FOR FAILURE TO COMPLY WITH POLICY

Any violation of this Policy, the *Liquor Licence Act* or any condition imposed on a Special Occasion Permit will be treated as a very serious matter. Any consequence or penalty for any such violation shall be in the sole discretion of the Town of LaSalle.

An Officer from the LaSalle Police Service, and/or an Inspector from the Alcohol and Gaming Commission of Ontario (AGCO) may also intervene, and may or may not lay charges against the offending individual(s), as he or she may deem appropriate.

SECTION 5: OTHER EVENT REQUIREMENTS

5.1 INSURANCE:

- Groups hosting events open to the public must provide proof of a minimum of \$5,000,000.00 per occurrence in public liability insurance, or such other amount as may be approved by the Town, with the Town of LaSalle listed as an Additional Named Insured, with a cross liability clause and a 30-day prior notice cancellation clause. Proof of this insurance must be provided to the Town of LaSalle at least 2 weeks prior to the event.

5.2 SIGNAGE:

Intoxication and Event Information

Required signage must be displayed at the bar area and at every entrance and exit point to the facility/event. Required signage is included in APPENDIX F.

5.3 SAFE TRANSPORTATION POLICY:

- The Permit holder is solely responsible for the safety of attendees at the event, and must ensure that no one becomes intoxicated.
- In the event a person becomes intoxicated at the event, the Permit holder(s) is responsible for promoting safe transportation options for all the drinking participants. Suggested options for safe transportation, if required, include:



- Call the LaSalle Police to attend at the event to deal directly with the intoxicated person and to arrange for the appropriate transportation for that person.
- Call a responsible person who is a friend or relative of the intoxicated person to come to the event to pick up the intoxicated patron.
- Have a designated driver program in effect. Provide identification for designated drivers, (for example, a wrist band of a different colour than drinking participants) and provide non-alcoholic beverages free of charge to the designated drivers.
- The risk of liability is high when an intoxicated driver leaves an alcohol related event. The Permit holder is solely responsible for promoting safe transportation for all drinking patrons. Safe transportation options are essential since the only way to sober up an intoxicated person is with time. Coffee provided at the end of an event only turns a sleepy drunk into a wide-awake drunk who is still unsafe to drive.

5.4 FENCING AND OTHER MATTERS:

The event host and/or Permit holder may be required to provide other things such as fencing, portable washroom facilities, lighting and other matters, depending on the nature and location of the event. The Town of LaSalle, in its sole discretion, may impose any one or more of these obligations as a condition of allowing the event to occur at a Town-owned facility.

RESPONSIBILITIES:

Culture & Recreation will oversee this Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

None.

ATTACHMENTS:



APPENDIX A:

SPECIAL OCCASION PERMIT HOLDER AGREEMENT

Special Occasion Permit Number: _____

Name of Team/Group/Event: _____

Public or Private Event: _____

Name of Contact Person
and telephone number: _____

Name of Facility: _____

In consideration of the Town of LaSalle permitting our organization to hold an event licenced for the sale of alcohol on Municipal premises, it is hereby agreed and acknowledged that:

1. I have received and reviewed a copy of the Alcohol Risk Management Policy.
2. I have read and agree to the guidelines for Special Occasion Permit Holders (Appendix B).
3. I personally, and my organization, agree to adhere to the conditions of this Policy, the *Liquor Licence Act*, and all conditions listed on the Special Occasion Permit.
4. I understand that if an infraction of the Policy occurs, the Town of LaSalle may warn or suspend my organization from using Town of LaSalle facilities.
5. I understand that I personally, and my organization, may be held liable for injuries and damages arising from failing to adhere to the *Liquor Licence Act*, from otherwise failing to take action that will prevent foreseeable harm from occurring, or from any negligent act or omission.
6. I understand that the LaSalle Police Service and/or a Liquor Licence Board Inspector can lay charges for infractions of the *Liquor Licence Act* or other relevant legislation.
7. I/my organization agree(s) to indemnify and save harmless The Corporation of the Town of LaSalle from all claims for injuries or losses of any kind whatsoever that may arise as a result, directly or indirectly, of this event being held.

Date: _____

Name:
Position:



APPENDIX B:

REQUIREMENTS FOR SPECIAL OCCASION PERMIT HOLDERS

As the holder of a Special Occasion Permit, you and your group can be held liable for, among other things, injuries and damages arising from failing to adhere to the *Liquor Licence Act*, including serving someone to intoxication, serving someone who is already intoxicated, serving minors, and failing to prevent impaired individuals from driving. In order to help reduce your group's risk of liability, the following guidelines must be adopted.

1. Monitor the entrance with at least one person aged 19 or over. This allows staff to screen for identification and to ensure underage, intoxicated, rowdy or potentially troublesome patrons are not allowed entrance.
2. Monitor each exit with at least one person aged 19 or over. This allows you to take reasonable steps to prevent impaired people from driving. These reasonable steps can include using a designated driver either from the non-drinking participants at the event or from your group of helpers. Alternatively, it can consist of a taxi paid by either your group or the participants. If these efforts fail, staff may attempt to detain impaired drivers and call the police.
3. Provide adequate monitors to supervise the event, encourage legal and moderate drinking, and ensure that any problems that arise are dealt with appropriately for the duration of the event.
4. In order to reduce the levels of intoxication and the rate of consumption, staff should encourage patrons to consume food, low alcohol beverages, and non-alcoholic beverages.
5. In order to reduce the risk of intoxication, you must not serve oversize drinks, double shots of spirits, or beer in pitchers. Do not allow drinking contests, volume discounts, or other marketing practices that encourage increased alcohol consumption. No person shall be served more than two (2) drinks at any one time.
6. If tickets are sold for alcoholic drinks, a maximum of four (4) tickets per person may be sold, unless the Town of LaSalle provides a special exemption for the sale of a higher number of tickets. Unused tickets must be refunded for cash on demand, which refunds shall be made available for at least fifteen (15) minutes after the bar has closed to serving alcohol.
7. Ensure the facility is adequately lighted, signs are visible and stairs are clear. As the occupier of the premises, your group is required to ensure the physical setting is safe for both drinkers and non-drinkers. Your group may be held liable if an accident occurs due to the physical set-up of the facility or area.



8. Do not contravene the *Liquor Licence Act* by serving minors, intoxicated patrons, or by serving to intoxication. Ensure that all staff and volunteers know the signs of intoxication and are prepared to cut off patrons. You may wish to offer discounts on food or non-alcoholic beverages.
9. If any alcohol-related violation occurs, act promptly to rectify the situation and restore adherence to the *Liquor Licence Act*. Whenever the *Act* is violated at your event, you are at risk of being charged and of having a liability action launched against you.
10. All bartenders are responsible to see that no beer/liquor bottles be allowed to leave the bar facility for consumption. Bartenders are responsible for enforcing the liquor regulations as set by the *Liquor Licence Act*. All bartenders, servers and monitors must be Smart Serve Certified.
11. The bar will close no later than 12:00 a.m. and all lights will be turned on. Ticket sales will not be permitted beyond 11:30 p.m., and no "LAST CALL" will be permitted.
12. All spirits, wine and beer must be removed from the tables by 12:45 a.m.
13. All spirits, wine and beer must be removed from the facility immediately after 12:45 a.m. All spirits, wine and beer left in the facility are the responsibility of the event host.
14. Persons must vacate the facility no later than 1:00 a.m. If the building is not vacated by 1:00 a.m., an additional charge may be levied.
15. No alcohol shall be served or consumed outside of any areas designated by the Special Occasion Permit.
16. You are responsible for providing and paying for (if required) the ticket taker and seller, and for crowd control and policing as determined by the approved Safety and Security Plan.
17. You are responsible to clean up the facilities used. This will include the wiping of tables, counter tops, washing and drying of any utensils used and the removal of all decorations. You must supply all detergent, tea towels, dish clothes, etc., necessary for proper kitchen clean up.
18. You are responsible for any damage to the facility and/or property during contracted times.
19. You are responsible for all additional costs the Town of LaSalle incurs resulting from special set-ups, or additional clean-up resulting from incomplete clean-up, which costs will be billed to you.
20. Food services to be offered at special events must be approved by the Windsor-Essex County Health Unit.



21. All bartenders, servers, monitors and volunteers must be aware of the signs of intoxication, which may include:

- Fumbling
- Decreased motor control
- Slurred speech
- Red eyes
- Decreased alertness
- Noticeably shallow breathing
- Talking too fast or too slow
- Change in speech volume
- Sleepiness or tiredness
- Excess sweating
- Stumbling or weaving

NOTE: If any patron shows one (1) or two (2) of the above signs, that patron must be monitored carefully.

If a patron displays three (3) or more of the above signs, service of alcohol to this patron must stop immediately.



APPENDIX C:

GUEST TO EVENT WORKER RATIO FOR PUBLIC EVENTS ON MUNICIPALLY OWNED PROPERTY

NOTE: *These numbers may increase at the discretion of the LaSalle Police and the Town of LaSalle.*

# of Guests	Bartenders (all to be Smart Serve Certified) (minimum)	# of Floor Monitors (minimum)	# of Door Monitors	# of Uniformed Police
Up to 100	2	3	Monitor at each access point	All prospective users will be required to submit a detailed security plan to LaSalle Police Services 4 weeks prior to the event for their approval.
101-200	2	6	Monitor at each access point	
201-300	2	9	Monitor at each access point	
301-400	3	12	Monitor at each access point	
401-500	3	15	Monitor at each access point	
801-1000+	To be determined	To be determined	Monitor at each access point	



APPENDIX D:

VOLUNTEER JOB DESCRIPTIONS AND RESPONSIBILITIES

Permit Holder:

Signs the alcohol permit, is the general manager of the event and assumes responsibility and liability for the operation of the event.

Event Host:

She/he must attend the event, ensure that adequate Smart Serve Certified staff are available, co-ordinate and help staff, ask for help from security if necessary.

Bartenders or Servers:

Accept tickets for the purchase of alcohol drinks, serve drinks, monitor for intoxication, refuse service when patron appears to be intoxicated or near intoxication and offer no-alcohol substitutes. Must be Smart Serve Certified.

Floor Monitor:

Chats with participants, monitors patron behaviour, monitors for intoxication, responds to problems and complaints, refuses service, removes intoxicated persons, suggests safe transportation alternatives. Must be Smart Serve Certified.

Door Monitor:

Checks identification and for signs of intoxication, keeps out intoxicated and troublesome individuals, monitors for those showing signs of intoxication when leaving the event, recommends safe transportation options, and arranges for coat checking. Must be Smart Serve Certified.

Ticket Seller:

Sells tickets to purchase alcoholic beverages, monitors for intoxication, refuses sale to patrons at or near intoxication, refunds tickets on request. Must be Smart Serve Certified.

Security:

Patrols the room, scans for potential trouble, notifies event staff and Permit holder of potential incidents, helps event staff in handling disturbances, and shall be stationed at entrances or exists to the event. All security personnel shall be licenced as a security guard under the *Private Security and Investigative Services Act, 2005*.



APPENDIX E:

SPECIAL OCCASION PERMIT HOLDER CONTACT LIST

Department of Culture & Recreation:	5950 Malden Rd. LaSalle, ON N9H 1S4 (519) 969-7770 EXT. 1235
LaSalle Police Department:	1880 Normandy Street LaSalle, ON N9H 1P8 (519) 969-5210
LaSalle Fire Department:	1990 Normandy Street LaSalle, ON N9H 1P8 (519) 966-0744
LaSalle Building Department:	5950 Malden Rd. LaSalle, ON N9H 1S4 (519) 969-7770 EXT. 145
Windsor-Essex County Health Unit:	1005 Ouellette Avenue Windsor, ON N9A 4J8 (519) 258-2146
Alcohol and Gaming Commission of Ontario:	1-800-522-2876



**APPENDIX F:
REQUIRED SIGNAGE**

Must be displayed at the bar area and at every entrance and exit point to the facility/event

**Town of LaSalle
Responsible Alcohol Management**

It is against the law to serve anyone under 19 years of age, to serve anyone to intoxication and/or to serve someone who appears to be intoxicated. Servers in our facilities are required to obey the law.

Intoxication is not permitted to occur on this premise at any time, whether service occurred on this premises or elsewhere.

Intoxicated persons shall be removed from this event and facility.

Proper ID must be presented to Event Staff when requested.

A maximum of two (2) alcoholic beverages per person may be served at one time.

At any time during the event, any unused tickets may be redeemed for cash.

We support the R.I.D.E. program.

**Town of LaSalle
Responsible Alcohol Management**

Name of Permit Holder & Rental Group: _____

LaSalle Police/Fire Services: **519-969-5210**

Alcohol and Gaming Commission of Ontario: **1-800-522-2876**



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services - General	M-GEN-006
POLICY NAME:	AUTHORITY:
Visitor Sign-in/Out	CR-309/13
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
August 27, 2013	Council Services
REVISION DATES:	REVIEW DATE:
	August 2019
STATUS:	
Active	

PURPOSE:

The purpose of this policy is to ensure the safety of visitors and employees and to prevent or minimize personal injury or illness through adherence to the Corporation's Occupational Health and Safety Program and safe work practices. Where necessary, the use of Personal Protective Equipment (PPE) may be required.

POLICY STATEMENT:

The Town of LaSalle would like to ensure the safety of employees and visitors that enter Town of LaSalle employee or restricted areas.

SCOPE:

All visitors must sign in at facilities and workplaces to ensure all visitors abide by any relevant safety rules while on Town of LaSalle premises.

POLICY:

This Policy is in compliance with the Town of LaSalle's Corporate Occupational Health and Safety Policy



DEFINITIONS

Visitor: a Person who does not have officially authorized access to Town of LaSalle employee areas or a particular area of facilities. (Employees and contractors may be treated in the same manner as visitors to Town of LaSalle facilities where they do not normally work, or areas of facilities where they work, but for which they do not have authorized access.) A visitor must be accompanied by an authorized escort in all non-escort free areas or areas in which he or she is not permitted independent access.

PROCEDURE

1. Logging In. All visitors to the Town of LaSalle accessing employee areas shall come to the reception desk of the facility and sign the visitors log immediately upon arrival.
2. In the event of an emergency, the host department/employee must provide the visitor instructions and or directions to the designated assembly area. The visitor must remain at the designated assembly area until given further instructions.
3. All visitors, if necessary, must wear the required personal protective equipment in areas that require protection while visiting city facilities.
4. Rules of Conduct. All visitors must obey the following rules of conduct at all times:
 - Follow all verbal instructions and signs;
 - Remain with your designated host;
 - Don't touch or attempt to operate any machine, device or equipment unless told to do so;
 - Don't talk to or distract workers operating machines, devices or equipment or engaging in safety-related functions like traffic control;
 - Don't engage in any pranks, horseplay, contests, feats of strength, running or rough and boisterous conduct;
 - Stay out of restricted areas;
5. Logging Out. Visitors must be encouraged to leave through the same reception area in which they entered and log out.
6. Non-Compliance. Visitors who fail to follow these policies will have their visiting privileges revoked and be asked to leave. The Town of LaSalle shall not be responsible for injuries visitors suffer as a result of violating these rules.

TRAINING

All Directors/Managers will be responsible for ensuring their staff is familiar with this procedure.



All training shall be documented with copies filed with Human Resources.

VISITOR SIGN IN LOG

By signing this log, you are acknowledging that you have read, understood and will abide by the visitor health and safety responsibilities.

DATE	PRINT NAME	PERSON VISITING	TIME IN	TIME OUT

IMPORTANT: This form must be taken by the receptionist during an evacuation to ensure all visitors have been evacuated and accounted for.

VISTOR HEALTH & SAFETY RESPONSIBILITIES

- Follow all verbal instructions and signs;
- Remain with your designated host at all times;
- DO NOT touch or attempt to operate any machine, device or equipment unless told to do so;
- DO NOT talk or distract workers operating machines, devices or equipment or engaging in safety-related functions like traffic control;
- DO NOT engage in any pranks, horseplay, contests, feats of strength, running or rough and boisterous conduct;
- Stay out of restricted areas;
- Report all injuries or problems immediately to your host, no matter how minor.

**RESPONSIBILITIES:**

All employees are required to enforce this procedure.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Director, Council Services/Clerk Council report CL-38-13 dated June 20, 2013
Town of LaSalle's Corporate Occupational Health and Safety Policy

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services – Culture & Recreation	M-CR-001
POLICY NAME:	AUTHORITY:
Ice Use Allocation	86/17
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
March 14, 2017	Culture & Recreation
REVISION DATES:	REVIEW DATE:
Rescinds PR/3382/98	March 2019
STATUS:	
Active	

PURPOSE:

It is recognized and understood that the Municipality has a responsibility to provide ice time to meet the needs of the entire community. It is further recognized that these needs vary and that a system should be established to determine the best utilization of the ice time available to the community. Ice time allocation should also represent a balance of activities, which may change as trends, and demands for other activities develop in the community.

POLICY STATEMENT:

This policy will clearly define and communicate how ice will be managed, allocated and distributed as well as serve as a guide for the ice allocation process conducted by the Town.

SCOPE:

This policy applies to all requests and assignment of use of the ice located at the Vollmer Culture and Recreation Complex.

POLICY:

Rental Categories

The Town of LaSalle will allocate ice using the following definitions:

**Community Youth (Minor Sports Groups):**

Organizations providing youth activities with an elected volunteer executive, constitution and by-laws and are not for profit. Minor sports groups are defined as persons 3 to 19 years of age inclusive.

Competitive Junior Hockey - The LaSalle Vipers Junior B Hockey Club

Municipal Programs:

Includes public skating, parent and tot, adult skating etc.

Adult:

Includes all groups or individuals whose participants consist of participants 19 years and older.

Time Categories

Prime Time:

Monday to Friday from 4:00 pm to 11:00 pm

Saturday and Sunday from 7:00 am to 11:00 pm

Non-Prime Time:

Monday to Friday from 6:00 am to 4:00 pm

Time Block Bookings

Ice will be allocated in blocks of time (50 minutes).

Ice Time Allocation

Ice Allocation will be completed using the following priority listing:

Priority #1: Municipal Activities such as public skating, parent and tot program, etc

Priority #2: Municipal Minor Sports Groups

Priority #3: Junior 'B' Hockey (as per agreement)

Priority #4: Adult groups

Ice Allocation For Minor Sport Groups

The following factors will be considered in determining the base ice allocation for the existing minor sport groups. It is also recognized that other factors influence the suitability of ice time hours for certain groups.

- age of participants
- availability of coaching staff
- hours that best suit after school program
- game times vs practice times
- best utilization of ice time
- total minor sport prime and non-prime hours available
- total registration for minor sport groups
- total registration for each minor sport group



- residency within the municipality

Historical Precedent

It is recognized that it is advantageous to maintain a reasonable amount of consistency in ice time scheduling from year to year and therefore due consideration will be given to the allocation of ice according to previous years. Significant changes to ice allocations shall be based on significant changes to registration levels and composition or other emerging trends and needs.

Contracts and Payment

All ice rentals will require a signed Ice Arena Rental Permit. All ice users will be charged ice rental fees as outlined in Schedule F of the Town of LaSalle User Fee By-law. All ice users must provide a Certificate of Insurance naming the Town of LaSalle as an additional insured in the amount of two million dollars (\$2,000 000.00). Full payment of ice rental time, a copy of insurance certificate, and a signed copy of the Ice Arena Rental Permit must be provided to the Department of Culture and Recreation before the first scheduled date or access to the ice arena may be denied.

Ice Use and Flood Schedules

The maintenance of ice will be completed by the Town of LaSalle. One hour of ice rental time consists of 50 minutes; the additional 10 minutes will be used for ice maintenance. In the event that both Rink A and the Gary L. Parent C.A.W. Arena need to be flooded at the same time, Rink A will be flooded first, followed by the Gary L. Parent C.A.W. Arena. Should this occur, the users time on the ice may start a few minutes late, and their ice time will be extended in the same amount due to the late start. In some occurrences, the ice may be maintained on a different schedule, as agreed upon by the Town of LaSalle and the user.

Sub-Letting of Ice Time

No group or individual may sub-let any ice.

Cancellation Policy

Ice use cancellations are not permitted during the regular season (September – March). Permit holders are required to pay for all reserved ice, regardless of use.

Ice use cancellations will be permitted during the off-season (April – August), provided that the user provides two (2) weeks written notice to the Facility Booking Office. The municipality may then in turn try to rent the ice; however, in the event this is not possible, the user is responsible to pay the full cost for unsold hours.

Public Skating

The municipality will encourage public skating (family skate and open skate) during the regular ice season and will schedule such activities for both facilities. Times may vary at the discretion of the municipality.



Tournaments and Special Events

Requests for the allocation of ice time for tournaments and special events shall only be considered if received in writing from the sponsoring group. The exact dates for these events should be submitted with the ice time request of each group by March 31st of each year and will be confirmed before the beginning of each season. Requests for tournaments and special events will be considered on an individual basis and will take into consideration the following criteria:

1. Sponsoring Group
2. Time and Date of Event
3. Amount of Ice Time Required
4. Activity
5. Benefit to the Community
6. Purpose of Event
7. Designation of proceeds or profits from event

If a Special Occasion Permit is requested as part of a tournament, the user must comply with The Town of LaSalle Alcohol Risk Management Policy.

Curfewed Ice

It is the responsibility of user groups to inform the Facility Booking Office of any special requirements regarding curfews at the time the schedules are submitted.

Ice Re-Allocation

This refers to the re-allocation of ice-time that is no longer required by a seasonal contract rental group (ie: an Oldtimers hockey team folds, Skating Club registrations decrease). Ice time that becomes available shall be re-allocated based on the requests received, current needs of all groups, and in accordance with criteria as outlined in this policy. All non-contracted ice time will be booked on a first come first serve basis to any rental category.

Ice Rental Rates

Ice rental rates will be reviewed on an annual basis and recommendations for any changes or adjustments made to Council for approval through the User Fee By-law.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Municipal Services – Culture & Recreation	POLICY NUMBER: M-CR-002
POLICY NAME: Outdoor Sport Surface Use Allocation Policy & Procedure	AUTHORITY: 87/17
DATE APPROVED: March 14, 2017	DEPARTMENT RESPONSIBLE: Culture & Recreation
REVISION DATES:	REVIEW DATE: March 2019
STATUS: Active	

PURPOSE:

It is recognized and understood that the Municipality has a responsibility to provide outdoor sports surfaces to meet the needs of the entire community. It is further recognized that these needs vary and that a system should be established to determine the best utilization of outdoor sports surfaces. Outdoor sports surface allocation should also represent a balance of activities, which may change as trends, and demands for other activities develop in the community.

POLICY STATEMENT:

This policy will clearly define and communicate how outdoor sports surfaces will be managed, allocated and distributed as well as serve as a guide for the allocation process conducted by the Town.

SCOPE:

This policy applies to all requests for and use of outdoor sports surfaces located in the Town of LaSalle.



POLICY:

1. Exemptions

Tennis, volleyball, pickleball and basketball surfaces do not require a permit and are open for casual use. Pickleball users must purchase an annual key to the courts.

Commercial use of outdoor sports surfaces without a permit is prohibited. (i.e. structured classes or programs)

2. Rental Categories

The Town of LaSalle will allocate outdoor sports surfaces using the following definitions:

Community Youth (Minor Sports Groups):

Organizations providing youth activities with an elected volunteer executive, constitution and by-laws, are not for profit, and may be required to provide financial statements, and that they meet a 40% residency requirement. Minor sports groups are defined as persons 3 to 19 years of age inclusive.

Adult:

Includes all groups or individuals whose participants consist of participants 19 years and older.

3. Time Block Bookings

Sports surfaces will be allocated in two (2) hour blocks with the exception of the "B" and "G" soccer fields, which will be booked in one (1) hour blocks.

4. Sports Field Time Allocation

Outdoor sports surface allocation will be completed using the following priority listing:

Priority #1: Municipal Minor Sports Groups

Priority #2: Adult Groups

Outdoor Sports Surface Allocation for Minor Sport Groups

The following factors will be considered in determining the base sports field allocation for the existing minor sport groups. It is also recognized that other factors influence the suitability of sports field time hours for certain groups.

- age of participants
- availability of coaching staff
- hours that best suit after school program
- game times vs practice times
- best utilization of sports field time
- total hours available
- total registration for minor sport groups
- total registration for each minor sport group
- residency within the municipality



5. Historical Precedent

It is recognized that it is advantageous to maintain a reasonable amount of consistency in sports surface scheduling from year to year and therefore due consideration will be given to the allocation of sports surfaces according to previous years. Significant changes to sports surface allocations shall be based on significant changes to registration levels and composition or other emerging trends and needs.

6. Contracts and Payment

All sports surface rentals will require a signed rental permit. All sports surface users will be charged rental fees as outlined in Schedule F of the Town of LaSalle User Fee By-law. All sport surface users must provide a Certificate of Insurance naming the Town of LaSalle as an additional insured in the amount of two million dollars (\$2,000 000.00). Full payment of sports surface rental time, a copy of insurance certificate, and a signed copy of the rental permit must be provided to the Department of Culture and Recreation before the first scheduled date or access to the surface may be denied.

7. Sports Surface Season

Town of LaSalle sports surfaces generally open the last weekend of April, and closed mid-October annually. When the first day of May falls on a weekend, that shall be considered the opening weekend. Exact opening and closing dates will be confirmed each year by the end of February and will be based on factors such as current weather conditions and staffing.

This is to allow much needed time for sports fields to rest, especially during the wettest time of year when the most damage can occur. This also gives municipal staff an opportunity to provide routine maintenance to all fields, undertake repairs, improvements and renovations for selected sites on an annual rotating basis. Should the use of specific fields be required before the opening dates or after the closure dates, a written request must be made to the Town of LaSalle. Decisions of field use before opening dates or after closure dates will depend on the established maintenance schedule and field conditions at that time.

8. Maintenance

The maintenance of sports surfaces will be completed by the Town of LaSalle. Users may not make any alteration, change, addition or repair to the sports surfaces, without written consent from the Town of LaSalle.

i. Softball/Hardball Diamonds

User groups are able to line the infield base lines, on the skinned surfaces only, of a rented diamond if they wish to do so. This may be done with a walk behind cart only. All materials and equipment for this are to be supplied by user groups. This lining should be done no more than 30 minutes prior to rental of diamond. Lining should be done after grooming work is complete. User groups must advise Town of LaSalle staff at the time of booking if they intend to line the infield base lines. Any lining done by user groups is at their own risk.



The Town of LaSalle will complete the following basic maintenance of baseball diamonds:

Vollmer Culture and Recreation Complex Baseball Diamonds:

- Diamond infields will be groomed daily (weather dependent)
- Outfield grass will be cut weekly (weather dependent)
- Outfield foul lines will be painted weekly (on grass only)
- Diamond Setup:

Softball diamonds

- Pitching rubber (permanent location)
- Home plate with strike mat
- Bases set at 70 feet with safety first base

Hardball diamonds

- Pitching mound with rubber (permanent location)
- Bases set at 90 feet

Front Road Baseball Diamonds:

- Diamond infields groomed twice per week (weather dependent)
- Outfield grass will be cut weekly (weather dependent)
- Only home plate is provided - all bases and pitchers rubbers are provided by user groups

River Canard Baseball Diamonds:

- Diamond infields groomed twice per week (weather dependent)
- Outfield grass will be cut weekly (weather dependent)
- Only home plate is provided - all bases and pitchers rubbers are provided by user groups

In some occurrences, baseball diamonds may be maintained on a different schedule. During special events and tournaments, additional grooming and baseline chalking may be done. Prior arrangements and approval through the Town of LaSalle is required.

ii. Soccer

Grass mowing is performed once a week. Inclement weather may alter mowing schedules.

Requests to modify or improve any Town of LaSalle sports surface shall be submitted in writing for review and if approved by Town staff, will be submitted to Council for consideration.

The Town of LaSalle observes the following holidays during the summer season: Victoria Day, Canada Day, Civic Day and Labour Day. User groups may use outdoor sports surfaces on holidays that fall within their regularly assigned allocation, however, maintenance will not be done on holidays.



In addition to the above schedule, the Front Road Baseball Diamonds will be closed one week prior and one week after the annual Town of LaSalle Strawberry Festival in June.

9. Sub-Letting of Sports Field Time

No group or individual may sub-let sports fields.

10. Cancellation Policy

Sports field use cancellations will be permitted provided that the user provides two (2) weeks written notice to the Facility Booking Office. The municipality may then in turn try to rent the field; however, in the event this is not possible, the user is responsible to pay the full cost for unsold hours.

11. Inclement Weather/Poor Field Conditions

- i. The Town of LaSalle reserves the right to cancel or suspend permits for games, practices or other uses whenever sports surface conditions could result in damage to the surface or injury to players
- ii. Play is not permitted on surfaces that have been closed. If play does take place, the Town may bill the user for damages.
- iii. During periods of changeable, adverse weather conditions, where surfaces remain open, team officials will be responsible for pre-game inspections to determine field safety and surface damage potential.
- iv. Only authorized Town of LaSalle staff can re-open a previously closed field.

12. Tournaments and Special Events

Requests for the allocation of sports fields for tournaments and special events shall only be considered if received in writing from the sponsoring group. Requests for tournaments and special events will be considered on an individual basis.

13. Parking

User groups must inform their participants and spectators to park in parking lots and public parking areas. No vehicles are allowed on Town of LaSalle sports surfaces or property other than parking lots.

14. Field Re-Allocation

This refers to the re-allocation of time that is no longer required by a seasonal contract rental group. Field time that becomes available shall be re-allocated based on the requests received, current needs of all groups, and in accordance with criteria as outlined in this policy. All non-contracted field time will be booked on a first come first serve basis to any rental category.

15. Sports Surface Rental Rates

Rental rates will be reviewed on an annual basis and recommendations for any changes or adjustments made to Council for approval through the User Fee By-law.

**POLICY REVIEW**

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

ATTACHMENTS:

None.

Municipal Parks Amenities Chart	BOAT RAMP	BASEBALL	BASKETBALL	ELECTRICITY	FOOTBALL	PLAYGROUND	PAVILION	PICNIC TABLES	SOCCER	SWIMMING	TENNIS	TRACK & FIELD	VOLLEYBALL	WALKING PATHS	WASHROOMS	WATER
Brian Briggs Park-1230 Tanglewood Cres.																
Brunet Park-6000 Seventh Street							P									
Dossenbach Park-325 Dossenback Dr.																
Gerry Craig Park-101 Reaume																
Gilbert Park-7000 International																
Gil Maure Park-1180 Front Road				P			P									P
Heritage Park-1140 Heritage Drive									P							
James Jenner Park-1259 Eastbourne																
Jim Chappus Park-495 Gary																
John Dupuis Park-905 Hazel St.																
Kenwood Park-6975 Marquette St.																
Lafferty Park-955 Lafferty																
Front Road Park-1200 Front Road		P														
Natalie Park-1895 Westview																
Ojibway Oaks Park-1005 Morton																
Optimist Park-914 Victory Street																
Paul Wilkinson Park-1395 Lyons Ave.									P							
River Canard Park-		P														
Rivervilla Park- 1000 Rivervilla Crt.																
Rob Carrick Park-7040 Malden Rd.																
Sandwich West Park-2455 Sandwich West Pkwy																
St Clair Street Park-4199 St. Clair Ave.																
Senator Paul Lucier Park-900 River Ave.																
Steve Budimir Park-5929 Bagley																
Trillium Park-2205 Suzanne St.																
Turtle Club-375 Reaume Rd.		P														P
Victory Park-2455 Runstedler Dr.																
Vince Marcotte Park-6000 LaSalle St.																
Vollmer Complex -2121 Laurier Parkway		P					P		P							

P – Permit Required



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services - DSI	M-DSI-001
POLICY NAME:	AUTHORITY:
Encroachments	8026/07
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
July 10, 2007	CAO Office Development & Strategic Initiatives
REVISION DATES:	REVIEW DATE:
	July 2019
STATUS:	
Active	

PURPOSE:

To provide a policy to respond to requests from individual property owners to enter into encroachment agreements to recognize the public use of unopened road allowances for existing vehicular driveways

POLICY STATEMENT:

The Town of LaSalle wishes to ensure a clear and efficient process for property owners to enter into encroachment agreements pertaining to the use of an unopened municipal road allowance.

SCOPE:

Applies to all request from property owners who request to enter into an encroachment agreement for the public use of unopened road allowances for an existing vehicular driveway.

POLICY:

1. Encroachment agreements should only be used in instances where an abutting property owner wishes to utilize an existing driveway from an exterior side yard or a



residential dwelling situated on a lot which derives its access to/from and has frontage onto an existing publicly owned and maintained road.

2. Individual encroachment agreements to included that the affected property owner:
 - Pays all of the costs to construct and maintain the private residential driveway
 - Maintains liability insurance in an amount as specified by the Town Solicitor in order to hold harmless the Corporation in the event of an accident while using a motorized vehicle on the private driveway
 - Pays all legal, surveying and administrative costs.
3. All requests to construct a new driveway on unopen right of way will required the applicant to purchase all or a portion of unopen right of way. No new right of way for driveway will be permissible.
4. Additional requirements pertaining to the use of an unopened municipal road allowance will also be incorporated within each individual agreement.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy # 124 and By-law #7946 amending By-law 7762 –Delegate to Administration the Authority to process, make decisions on, and to execute agreements for certain matters. (Council delegates the Chief Administrative Officer of the Town of LaSalle authority to process, decide upon and issue decisions for encroachments.)

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services - DSI	M-DSI-002
POLICY NAME:	AUTHORITY:
Street Naming	4919/00 6646/04
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
October 10, 2000	Development & Strategic Initiatives
REVISION DATES:	REVIEW DATE:
March 23, 2004	March 2019
STATUS:	
Active	

PURPOSE:

The purpose of this policy is to establish a uniform and logical street naming system for newly developed streets.

POLICY STATEMENT:

The Town of LaSalle wishes to ensure a clear and efficient naming process of municipal streets.

SCOPE:

This policy covers the naming of municipal streets in the Town of LaSalle and provides guidelines to allow developers to suggest names.

POLICY:

Developers/property owners may submit a list of proposed names for new streets, however, the final decision remains with Council, who may select a street name from the established municipal list.

Name	Significance	Similar Names
Munro	1956 Councillor, S.W.	



Crowe	1956 Councillor, S.W.	Crowder
Fitch	1956 Councillor, S.W.	Fifth
Delisle	1931 Councillor, S.W.	Dale
Olsen	1943 Mayor, LaSalle	
Henderson	1947 Mayor, LaSalle	
Bezaire	1924 Councillor, LaSalle	
Hewson	1934 Councillor, S.W.	
Campeau	1932 Councillor, LaSalle	Camille, Campbell
Lacombe	1932 Councillor, LaSalle	
Tapson	1950 Councillor, LaSalle	Tilston

In the event there are no names submitted and/or if Council is of the opinion that the proposed names are not appropriate, that Council may elect to select the new street name from the "municipal pool" of street names.

RESPONSIBILITIES:

The Director of Development & Strategic Initiatives shall oversee this Policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #77.

ATTACHMENTS:

None.



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION:	POLICY NUMBER:
Municipal Services – Fire Services	M-FI-002
POLICY NAME:	AUTHORITY:
Fire Prevention	7140/05
DATE APPROVED:	DEPARTMENT RESPONSIBLE:
April 25, 2005	Fire Service
REVISION DATES:	REVIEW DATE:
	April 2019
STATUS:	
Active	

PURPOSE:

To establish a policy to identify the required and Council-directed level of fire prevention programs and services to be delivered by LaSalle Fire Service

POLICY STATEMENT:

Mandatory requirements for fire prevention services and programs are established in the Fire Protection and Prevention Act, 1997 as amended (Part II), and various provisions of the Ontario Fire Code. This policy establishes the delivery of fire prevention services and programs within the Town, including any elements required by provincial legislation and such additional services and programs as determined by Council.

SCOPE:

This policy applies to all fire service personnel

POLICY:

FIRE PREVENTION RECORDS KEEPING AND RISK ASSESSMENT

Current Records relating to all fire prevention activities must be prepared and retained. These records include:



- Emergency response statistics using the Standard Fire Incident Report
- Fire Investigations
- Fire Prevention Inspection Programs-complaints, requests, licensing, Building Code and other inspection types
- In-service inspection program
- Home inspection program
- Smoke alarm program
- Smoke alarm program
- Distribution of public fire safety information and media releases
- Public displays, fire hall tours, etc.
- Lectures, demonstrations, presentations to the public
- Building code plans examinations
- Simplified risk assessment and other needs analysis processes containing a current community fire profile identifying current public education and prevention needs

RISK ASSESSMENT

The simplified risk assessment will be updated every 3 years and programs modified as appropriate.

PUBLIC EDUCATION PROGRAMS

The Fire Chief and department personnel will provide fire prevention education programs within the community in accordance with the priorities identified in the community's risk assessment. Community groups and organizations may request fire safety related presentations, demonstrations and tours of fire stations.

Appropriate fire safety education materials will be distributed in an effective manner to address community fire safety issues and concerns based upon needs and circumstances

INSPECTIONS AND ENFORCEMENT

Fire Prevention Inspections are to be conducted for all complaints received by the fire department containing reports of potential Fire Code violations and/or potential fire hazards.

Additional Fire Prevention Inspections will be conducted in assembly, multi-unit residential, commercial and industrial buildings based on a prioritized assessment of life safety concerns and perceived fire risk. may be conducted of occupancies and buildings as deemed necessary to address the needs and circumstances of the community or a targeted risk.

Appropriate action will be taken to ensure the elimination of serious fire hazards, immediate threats to life from fire, and to enforce the Fire Code under the authority and in accordance with the provisions outlined in the Fire Protections and Prevention Act, 1997.



OPEN AIR BURNING

Open air burning is regulated within the municipality. Open air burning will only be conducted with approval of the Chief Fire Official and in accordance with the conditions set out in the “Restricting of Setting of Fires” by-laws.

BUILDING CODE INSPECTION AND PLAN APPROVALS

Building code inspections and plan approvals will be carried out in accordance with By-law No. 6074 that prescribes types of fire inspections, specified areas of authority and designates the Fire Chief and the Fire Prevention Officer as inspectors under the Ontario Building Code Act to assist the Chief Building Official in ensuring compliance with the Ontario Building Code.

FIREPLACE AND SOLID FUEL BURNING APPLIANCES

These appliances will be inspected upon request by the Fire Department, however, where there are existing fixtures, comments will be limited to the visible portions of the unit only at the time of the inspection.

REQUESTED INSPECTIONS FOR CHANGE OF OWNERSHIP

Inspections will be conducted within a reasonable period of time when requested by the purchaser’s representative and only where written permission has been obtained from the owner or the owner’s agent to inspect and release inspection results.

FEES FOR SERVICE

Fees may be charged for any or all of the above referenced inspections/services in accordance with the Fee Schedule as set out by the Town of LaSalle.

A fee schedule for various types of inspections/services, is available upon request from the fire department or town hall.

INVESTIGATION OF FIRES

The Fire Chief and/or members of the fire department delegated by the Fire Chief shall investigate the origin and cause of all fires within the municipality. The Office of the Fire Marshal will be notified for the following reasons: Fatality or Serious Injury (likely to cause death), gaseous explosions, large loss fire or suspicion of arson. The municipal fire investigator will assist the OFM investigator as requested.



SUMMARY

This policy provides for the participation of all members of the department in fire prevention and public education activities, during available hours and also addresses the types of inspection services that have been approved by council. It is intended as an affirmative direction to the fire chief; fire department personnel and the public.

RESPONSIBILITIES:

Fire Service is responsible for this policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Policy #119
Fire Protection and Prevention Act, 1997 as amended
Ontario Fire Code
By-law #6073 as amended (Establishing & Regulating by-law)

ATTACHMENTS:

None



THE CORPORATION OF THE TOWN OF LASALLE POLICY MANUAL

POLICY MANUAL SECTION: Municipal Services – Public Works	POLICY NUMBER: M-PW-001
POLICY NAME: Parks Maintenance	AUTHORITY: CR/95/16
DATE APPROVED: March 22, 2016	DEPARTMENT RESPONSIBLE: Public Works
REVISION DATES:	REVIEW DATE: March 2019
STATUS: Active	

PURPOSE:

The purpose of this policy is to establish a maintenance management plan for the 34 parks and outdoor sports facilities within the Town of LaSalle as well as the Round-About, Medians and other planting beds.

POLICY STATEMENT:

Within the Public Works Department, the Town of LaSalle Parks Department is looking at establishing a Maintenance Management Plan and approved level of service for the parks system.

The goals the department intends to achieve with the development of this Maintenance Plan are:

- Provide safe, clean, and green parks facilities to the public as efficiently and effectively as resources allow
- Identify the highest and best use of full-time staff, seasonal staff and contracted staff based on meeting customer needs along with level of service expectations.
- Create a maintenance system that is capable of growing with the Town of LaSalle as more parkland and development is added to the Towns inventory.

SCOPE:

This Maintenance Management Plan is intended to assist Town Council in approving a level of service that can be expected from the Parks department. The document is intended to



identify a level of service that can be maintained with current staffing levels. This document will be available to members of Council, the public and all Town Staff so everyone is aware of and recognizes current practices.

RESPONSIBILITIES:

Public Works Department

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.



The Corporation of the Town of LaSalle



Public Works Department **Parks Maintenance Policy**

Prepared by:

Mark Beggs, Manager of Roads and Parks

Tom Brydon, Supervisor of Parks



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Section 1 - Introduction

The Town of LaSalle Parks staff maintains 34 day use parks with associated facilities, trails, greenways, the Vollmer outdoor sports facilities and grounds, as well as various median plantings, round about landscaping, and roadside beds, which amount to over 380 acres of parkland.

The “Parks Maintenance Program” is focused on achieving maintenance outcomes and efficiency for each of the 34 parks and outdoor sports facilities within the Town of LaSalle as well as the Round-About, Medians and other planting beds.

Section 2 – Purpose and Goals

Within the Public Works Department, the Town of LaSalle Parks Department is looking at establishing a Maintenance Management Plan and approved level of service for the parks system.

The goals the department intends to achieve with the development of this Maintenance Plan are:

- Provide safe, clean, and green parks facilities to the public as efficiently and effectively as resources allow
- Identify the highest and best use of full-time staff, seasonal staff and contracted staff based on meeting customer needs along with level of service expectations.
- Create a maintenance system that is capable of growing with the Town of LaSalle as more parkland and development is added to the Town's inventory.

This Maintenance Management Plan is intended to assist Town Council in approving a level of service that can be expected from the Parks department. **The document is intended to identify a level of service that can be maintained with current staffing levels.** This document will be available to members of Council, the public and all Town Staff so everyone is aware of and recognizes current practices.

Section 3 – Asset Inventory

The Town of LaSalle has over 380 acres of parkland, 445 acres of additional sensitive habitat and over 15km of greenway linkages. According to our current "Parks and Recreation Master Plan Update" the town currently exceeds the provincial standard for parkland provisions. The Town currently provides 10.65 acres per 1000 population and the provincial standard is 5 acres per 1000 population.

3.1. The Parks and Recreation Master Plan has recommended that the Town adopt the idea of a "Family of Parks"

The following recommendations were identified:

(See Figure 1 – Park Location map)

(See Figure 2 - Family of Parks map)

- The following parks were identified as **Community Parks**:
 - Vollmer Culture and Recreation Complex
 - Gil Maure / Front Road Park (Waterfront Park)
 - Town of LaSalle Cenotaph Park
 - Brunet Park
- The following parks were identified as **Neighbourhood Parks**:
 - John Dupuis Park
 - Turtle Club Park (*not maintained by Town*)
 - LaSalle Conservation Area
 - Steve Budmir Park
 - Vince Marcotte Park
 - Stanton Park
 - Heritage Park
 - Sandwich West Park
 - Jim Chappus Park



- Optimist Park
- Paul Wilkinson Park
- Victory Park
- Petite Cote Conservation Area (*not maintained by Town*)
- River Canard Park
- Robert Carrick Park memorial track and facility (*not maintained by Town*)

➤ The following parks were identified as a **Parkette**:

- Gerry Craig Park
- Ojibway Park
- Rivervilla Park
- Senator Paul Lucier Park
- Natalie Park
- Trilium Park
- James Jenner Park
- St. Clair Park
- Meo Boulevard Park
- Brian Briggs Park
- Doossenbach Park
- Gilbert Park
- Kenwood Park
- Lafferty Park

3.2 Trail System

The Town of LaSalle has over 38km of multi-use trails and linkages through the community.

In Co-operation with neighbouring municipalities, Community groups, the County of Essex CWATS program, and the Rt. Hon Herb Grey Parkway all trail networks are developing interconnections to provide additional access to our entire region.

(See Figure 3 – Trail System Map)

3.3 Outdoor Recreation Facilities

Outdoor recreation facilities maintained by the Parks Staff include baseball diamonds, soccer pitches, multi-use courts, playground equipment, skate parks, park pavilions and boat ramp/marina.

(See Figure 4 – Sports Facilities with category identification)

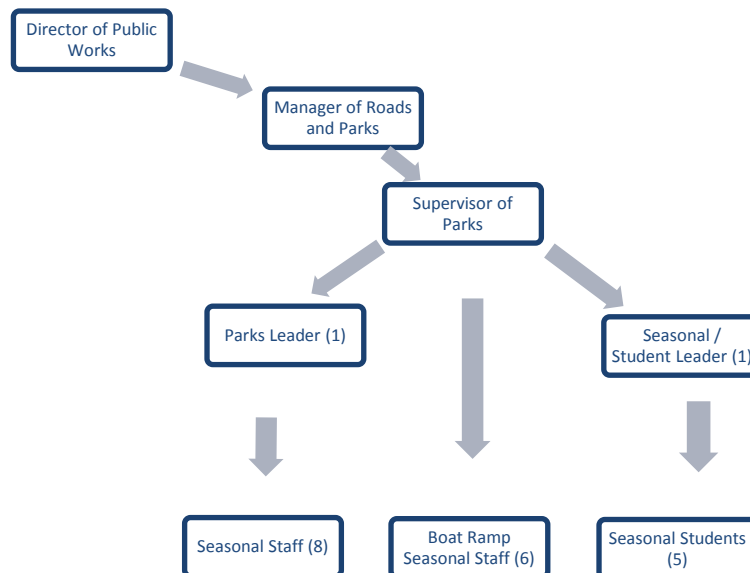
1. Baseball Diamonds
 - The Town currently maintains 8 diamonds at the Vollmer Complex
 - There are also diamonds at Front Road Park, James Jenner Park, Heritage Park and River Canard.
2. Soccer Fields
 - The Town currently maintains 31 fields, at the Vollmer Complex, Wilkinson Park, Holy Cross school, and Sandwich Secondary School
3. Multi-Use Courts (Basketball, Tennis, Pickle ball)
 - There are currently 5 basketball courts in various playing conditions (provincial standard is 7, and many need repair)



- There are currently 7 tennis courts. (surfaces need attention in some cases)
- There are currently 4 pickle ball courts (provincial standard is 7)
- 4. Playground Equipment
 - The Town currently maintains 24 pieces of play equipment
- 5. Skate Parks
 - The Town currently maintains 1 skate park (provincial standard is 2)
- 6. Picnic Pavilions
 - The Town currently maintains picnic pavilions. There are 5 pavilions within the town.
- 7. Boat Ramp and Marina
 - The Parks Department currently staffs the boat ramp with an attendant for daily launching, and maintains the boat ramp area.
- 8. Sand Volleyball Courts
 - The Parks Department currently maintains 5 sand volleyball courts; 3 courts in Front Rd Park, 1 in S. Budmir Park and 1 in Vince Marcotte Park.

Section 4 – Staffing

Currently the Parks department is a division of Public Works within the Town of LaSalle. The organizational chart is as follows:





Section 5 – Parks Maintenance Standards

Maintenance standards are required to establish a frequency at which the different areas of Town of LaSalle Parks system should be maintained, and to what level of service each of those areas should be maintained. Maintenance standards can change by season and month depending on the type of parks area level of use.

The adoption of a ranking system for various green spaces will be used to schedule parks staff appropriately and maintain a consistent level of service throughout the Town of LaSalle parks assets.

The level of service for Parks Green Space areas will be grouped into four categories: A, B, C and D. The level of service for each group will be as follows:

5.1 Group 'A'

Group 'A' facilities include high profile area's within the Town. These are the top priority areas within the Town.

1. Turf Maintenance

- Mowing to occur every five days during rapid growth season, and every 7 days during slow growth season (mowing height 3").
- Trimming to be done with each cutting.
- Minimize bare areas. *(overseed and top-dress as needed)
- Remove grass clippings if visible.
- Consistent soil moisture (no wet areas, no dry areas) – (Firm enough for foot and mower traffic).
- Irrigation should be used where possible.
- Aerate 1 time/year *(not able to aerate areas with irrigation)
- Fertilize 1 time/year

2. Landscaped Area Maintenance

- Prune/trim shrubs as dictated by species twice annually.
- Top up mulch around each tree annually.
- Top up mulch in shrub beds to minimize weed growth annually.
- Weed growth to be removed **weekly**.

3. Annual Flower Bed Maintenance

- Annual flowers to be planted in the spring of each year by mid June
- Annual beds to be automatically watered by irrigation system as needed.
- Weed growth to be removed **weekly**.

4. Tree Maintenance

- Minor trimming and pruning trees as dictated by species annually.
- Major / large tree trimming to be done every 1-2 years.



5.2 Group 'B'

Group 'B' facilities include high traffic areas within the Town, which will be maintained at a slightly lower level of service

1. Turf Maintenance
 - Mowing to occur every five days during rapid growth season, and every 7 days during slow growth season (mowing height 3")
 - Trimming to be done with each cutting
2. Landscaped Area Maintenance
 - Prune/trim shrubs as dictated by species once annually.
 - Top up mulch around each tree annually.
 - Top up mulch in shrub beds to minimize weed growth annually.
 - Weed growth to be removed **monthly**.
3. Annual Flower Bed Maintenance
 - Annual flowers to be planted in the spring of each year by mid June
 - Annual beds to be automatically watered by irrigation system, or staff as needed
 - Weed growth to be removed **weekly**
4. Tree Maintenance
 - Minor trimming and pruning trees as dictated by species every 2-3 years.
 - Major / large tree trimming to be done every 4-5 years.

5.3 Group 'C'

Group 'C' facilities include lower traffic areas within the Town, which will be maintained at a lower level of service

1. Turf Maintenance
 - Mowing to occur every five days during rapid growth season, and every 7 days during slow growth season (mowing height 3")
 - Trimming to be done with each cutting
2. Tree and Landscaped Area Maintenance
 - Prune/trim shrubs as dictated by species once annually
 - Top up mulch around shrub beds to minimize weed growth.
 - Weed growth to be removed **bi-monthly** from landscaped beds
3. Annual Flower Bed Maintenance
 - No annual flowers to be planted in a "Group C" park or area
4. Tree Maintenance
 - Minor trimming and pruning trees as dictated by species every 2-3 years.
 - Major / large tree trimming to be done every 4-5 years.

5.4 Group 'D'

Group 'D' facilities include lower traffic areas within the Town which will be maintained at our lowest level of service.

1. Turf Maintenance
 - Mowing to occur every 7 days during (mowing height 3")
 - Trimming to be done with each cutting
2. Landscaped Area Maintenance
 - Minor trimming to be done annually
 - Top up mulch around shrub beds to minimize weed growth.
 - Weed growth to be removed **twice per year** from landscaped beds
3. Annual Flower Bed Maintenance
 - No annual flowers to be planted in a "Group D" park or area
4. Tree Maintenance
 - Minor trimming and pruning trees as dictated by species every 2-3 years.
 - Major / large tree trimming to be done every 5-6 years.

(See Figure 6 – Group Identification Summary Chart)

5.5 Grouping Summary of Parks and Planting areas

The 34 park areas within the Town of LaSalle as well as several other landscaped areas are included in the following chart, indicating what they are being grouped as:

Park No.	Park Name	Grouping
Community Parks:		
34	Town of LaSalle Cenotaph Park	A
7	Gil Maure	B
15	Vollmer Culture and Recreation Complex	B
2	Brunet Park	B
4	Front Road Park (Riverdance)	C
Neighbourhood Parks:		
11	John Dupuis Park	C
27	Turtle Club Park	By Others
20	Robert Carrick Park	By Others
22	Steve Budmir Park	C
28	Vince Marcotte Park	C
32	Stanton Park	C
8	Heritage Park	C
23	Sandwich West Park	C
10	Jim Chappus Park	C



Park No.	Park Name	Grouping
18	Optimist Park	C
19	Paul Wilkinson Park	C
29	Victory Park	C
30	Petite Cote Conservation Area	By Others
33	River Canard Park	C
14	LaSalle Conservation Area	D
Parkette:		
5	Gerry Craig Park	B
16	Natalie Park	C
17	Ojibway Park	D
21	Rivervilla Park	D
24	Senator Paul Lucier Park	D
26	Trilium Park	D
9	James Jenner Park	D
25	St. Clair Park	D
31	Meo Boulevard Park	D
1	Brian Briggs Park	D
3	Doossenbach Park	D
6	Gilbert Park	D
12	Kenwood Park	D
13	Lafferty Park	D
Other Areas:		
	Todd Land / Malden Roundabout	A
	Laurier Pkwy Roundabout	A
	Malden Medians	A
	Laurier Medians	A
	Sprucewood Gardens	B
	Town Gateway Signs (3)	C
	Naples Blvd	C
	Ellis / Angelina Blvd	C
	Huron Church / Silver Maple Burm	D
	Subdivision Islands	D

(See Figure 5 – Parks Group Identification)

Section 6 – Other Maintenance Standards

6.1 Playground Maintenance

All playground equipment within the Town of Lasalle Parks system will be maintained to the same standard regardless of the group designation for the park it is in.

- Each piece of equipment will be inspected monthly by a qualified inspector.
- Visual inspection of equipment by Town staff to be done bi-weekly
- Any deficiencies noted at time of inspection will be repaired as soon as possible



- Play ground base surfaces will also be inspected monthly, and impact testing done yearly. Maintenance will be done as needed.
- Playground equipment will be on a replacement schedule of 12 to 18 years.

6.2 Outdoor Court Maintenance

All outdoor court facilities within the Town of Lasalle Parks system will be maintained to the same standard regardless of the group designation for the park it is in.

- Each court will be inspected monthly by Town staff
- Any deficiencies noted at time of inspection will be repaired as soon as possible
- Play surface should be repaired as needed and lines painted as needed (budget dependent)
- Nets and other equipment should be kept in operational condition

6.3 Trail Maintenance

All trails within the Town of Lasalle Parks system will be maintained to the same standard regardless of the group designation for the park or area it is in.

- All areas of the trail network shall be visually inspected once per year for hazards
- Any deficiencies noted at time of inspection or reported by public will be marked and repaired as soon as possible.
- Adjacent trees to the trail system shall be trimmed back every 2 years and as needed.
- Debris on the trail system should be removed as soon as possible once being notified of the debris

6.4 Athletic Field Maintenance

Athletic fields within the Town of Lasalle Parks system will be maintained to a level of service based on three categories: 1, 2 and 3.

(See Figure 4 – Sports Facilities with Category Identification)

6.4.1 Category 1 – Vollmer Soccer and Baseball Fields, Wilkinson Park, Sandwich West Park

- Mowing to occur every five days during rapid growth season, and every 7 days during slow growth season (mowing height 3")
- Trimming to be done with each cutting
- 95% turf coverage at beginning of season
- 80% turf coverage after play begins
- Aerate annually
- Over seed annually
- Fertilize annually
- Fields to be lined as per user group requirements (grass area only)
- ***See "Baseball Level of Service" PW-40-15 Report submitted to Council for baseball specific items (attached)***

6.4.2 Category 2 – River Canard Park, Front Road Park

- Mowing to occur every five days during rapid growth season, and every 7 days during slow growth season (mowing height 3")
- Trimming to be done with each cutting



- 85% turf coverage at beginning of season
- 70% turf coverage after play begins
- Fields only to be lined for approved events
- Base ball diamonds groomed twice per week
- ***See “Baseball Level of Service” PW-40-15 Report submitted to Council for baseball specific items (attached)***

6.4.3 Category 3 – James Jenner Park, Heritage Park

- Mowing to occur every five days during rapid growth season, and every 7 days during slow growth season (mowing height 2 ½”)
- Trimming to be done with each cutting
- 70% turf coverage maintained all season
- No lining is done for play

Note: In cases of severe weather conditions (drought or rain), all athletic fields may need to be closed to protect playing surface from damage.

6.5 Roadside Grass Cutting

All rural roadsides within the Town of Lasalle are to be cut twice per year. They may be cut more frequently depending on the weather conditions.

6.6 Town Owned Land Cutting

All vacant Town owned lands within the Town of Lasalle are to be cut twice per year. They may be cut more frequently depending on the weather conditions. This work will generally be done by an outside contractor.

6.7 Graffiti and Vandalism

All graffiti and vandalism within the Town of LaSalle shall be removed or repaired as soon as possible after discovery. Document and photograph damage as necessary.

6.8 Skate Park

The skate park within the Town of LaSalle shall be inspected by Town staff monthly, and any necessary repairs made as soon as possible.



Section 7 – Maintenance Matrix

	Timeframe	Description of Work	Frequency	Notes
1	December - April	Winter Work		
		Sidewalk/Trail and Parking lot Snow Removal	Weather Dependent	Complete work from Previous Summer Lights On 3rd Friday of November, Lights Off after Jan 6 , take down by end of January (weather permitting) Fall Planting as Required General Maintenance as needed and weather dependent
		Tree Trimming in Parks	Weather Dependent	
		Christmas Lights (Removal/Take Down)	Yearly	
		Tree Planting	Weather Dependent	
		Park areas Maintenance	Weather Dependent	
		Trail Tree Trimming	Yearly	
2	April-May	Spring Sports Fields Maintenance /Layout		
		Vollmer Soccer	Yearly	Initial clean up of fields, and layout for all field lines Repair any winter damages
		Vollmer Baseball	Yearly	
		Wilkinson Park Soccer	Yearly	
		Front Road Baseball	Yearly	
		River Canard	Yearly	
		Holy Cross Soccer	Yearly	
3	April - May	Spring Parkland Cleanup		
		Tennis Courts	Yearly	General Cleanup after Winter
		Pickle Ball	Yearly	
		Playgrounds	Yearly	
		Open areas	Yearly	
		Shelters	Yearly	
		Skate Park	Yearly	From winter snow removal damages
		Trail and Sidewalk Turf Rehab	Yearly	
		Distribute Picnic tables	Yearly	



	Timeframe	Description of Work	Frequency	Notes
4	Mid April-Mid May	Spring Landscaped Beds - Maintenance and Manicuring (Areas without Annuals)		
		Civic Centre –Cenotaph Park	2x / Year	Start date dependent on Weather. We may not get to all areas before “annual” planting starts
		Laurier Round about	Yearly	
		Todd Roundabout	Yearly	
		Malden Median	Yearly	Remaining beds would be cleaned up in Item 12
		Laurier Median	Yearly	
		Town Gateway Signs	Yearly	
		Vollmer	Yearly	
		River dance	Yearly	
		Millennium Gardens	Yearly	
		Gil Maure	Yearly	
		Marcotte	Yearly	
		Brunette	Yearly	
		Naples	Yearly	
		Natalie	Yearly	
		Ellis	Yearly	
		Wilkinson	Yearly	
		Chappus	Yearly	
		Craig	Yearly	
5	Mid April - May	Town Wide Bulb Maintenance and Removal		
		Town Wide	Yearly	
6	May - 1st of June	Spring Annuals Bed Preparation and Planting		
		Todd lane Roundabout (may not have annual plants)	Yearly	Complete all planting before Strawberry Fest (first weekend of June)
		Malden Medians	Yearly	if weather permits
		Laurier Roundabout (may not have annual plants)	Yearly	
		Civic Centre	Yearly	
		Vollmer	Yearly	



	Timeframe	Description of Work	Frequency	Notes
		Sprucewood Gerry Craig Gil Maure Millennium Gardens Brunette Trillium Bridge Planters Hanging Baskets Front Rd Planter Barrels	Yearly Yearly Yearly Yearly Yearly Yearly Yearly Yearly Yearly	
7	May to End of Season	Sports Field Line Painting		
		<i>Soccer</i> W Fields G Fields B Fields International Fields Wilkinson Holy Cross Soccer <i>Baseball</i> Hardball Softball Front Rd River Canard	Weekly Weekly Weekly Weekly Weekly Weekly Weekly Weekly Weekly Weekly	Outfield lines only Outfield lines only
8	May to Oct	Sports Field Maintenance		
		<i>Baseball Grooming</i> Vollmer River Canard Front Rd	Daily 2x Per Week (Wed and Fri) Weekly	Category 1 Category 2 Category 3



	Timeframe	Description of Work	Frequency	Notes
		<i>Soccer</i> Turf Repair Net Repairs Garbage Pickup Goal Mouth Repair	Yearly and as needed as needed 3x per week Yearly	
9	Mid April - July 1	Spring Grass Cutting		
		Civic Centre Vollmer Parks East Parks West Front Rd / Gil Maure Park	5 Day Rotation 5 Day Rotation 5 Day Rotation 5 Day Rotation 5 Day Rotation	
10	June - October	Roadside Cutting		
		Town Wide (Width of mower only)	2 x per season	may be cut 4-5 times if required
11	July - November	Summer Grass Cutting		
		Vollmer Soccer Vollmer Baseball Vollmer Open Land Parks East Parks West Front Rd / Gil Maure Park	Weekly Weekly Weekly 7 Day rotation 7 Day rotation Weekly	
12	May -October	Weeding Planting Beds		
		Civic Centre – Cenotaph Park Roundabouts (Laurier and Todd) Medians (Malden and Laurier) Vollmer	Weekly Weekly Weekly Weekly	



	Timeframe	Description of Work	Frequency	Notes
		Sprucewood Gerry Craig Gil Maure Millennium Gardens Brunette Town Gateway Signs Naples Natalie Ellis Wilkinson Marcotte Chappus River dance Huron Church Line / Silver Maple Subdivision Islands	Weekly Weekly Weekly Weekly Weekly Bi-Monthly Bi-Monthly Bi-Monthly Bi-Monthly Bi-Monthly Bi-Monthly Bi-Monthly Bi-Monthly 2x / Year 2x / Year	
13	May - October	Watering of Annual Beds		
		Watering	Daily	
14	July and August	Parks and Trail Tree Maintenance		
		Major Tree Trimming (30 parks) Minor Tree Trimming (30 Parks) Trailside Trimming Tree Planting Park Entrance Pathways	5-6 parks / Year 12 - 15 Parks / Year Bi-Annually Spring / Fall as Needed Once / Year	4-6 year rotation for all parks (Group A every 1-2 years) 2-3 year rotation for all parks (Group A every 1-2 years)
15	Year Round	Playground Equipment		
		Monthly Inspection Weekly Inspection New Install (as per budget)	Monthly Weekly	



	Timeframe	Description of Work	Frequency	Notes
		Equipment Repairs	As Needed	
16	Year Round	Memorials		
		Benches (10 per year)	2 times / year	
		Trees	Fall or Spring	
		Bricks	As Needed	
17	Year Round	Programming Events		
		Event Setup, Maintenance and Cleanup	As Requested	
		Special Event Setup (Weekdays and Weekends)	As Requested	
18	September - December	Fall Activities		
		Aerify Sports Fields	Yearly	
		Fertilize Sports Fields	Yearly	
		Overseed Sports Fields	Yearly	
		Soccer Field and Goal Mouth Repairs	Yearly	
		Baseball Major Field Maintenance	Yearly	
		Install Christmas Lights and Decorations	Yearly	Lights on 3 rd Friday in December
		Remove Annuals	Yearly	
		Plant Bulbs	Yearly	
		Collect Picnic Tables	Yearly	
		Remove Soccer Nets	Yearly	
		Leaf Cleanup	Yearly	

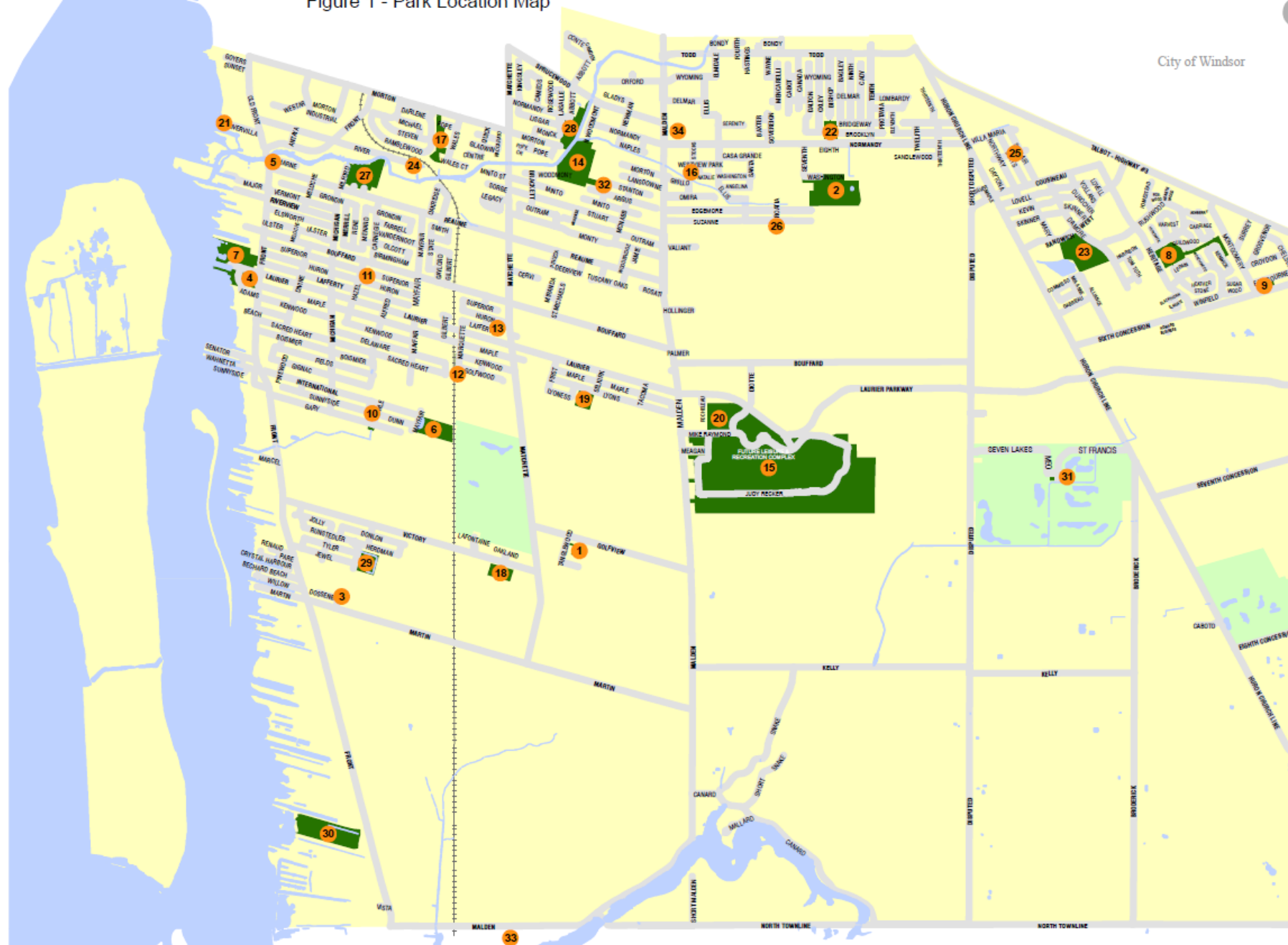
Section 8 – Recommendations

This “Parks Maintenance Policy” includes maintenance standards to help achieve the desired level of service of the parks grounds and facility assets using the current staff and equipment available.

The key recommendations are as follows:

- The 2015 Parks Master Plan was used as a tool to develop this policy. Future expansions and upgrades of outdoor facilities will in turn require this plan to be updated.
- Adopt the maintenance standards as presented in this plan and continue to address maintenance impacts as new areas and facilities are added.
- Continue to monitor budgets for maintenance activities and costs for accounting tracking and monitoring.
- Continue to monitor equipment life cycles for vehicles, mowers and other equipment. Continue to investigate new equipment options for maintenance operations.
- Once this plan is adopted, all Town staff will require knowledge of the level of service provided.
- This plan should be reviewed every three years to update new assets, and identify effectiveness of the program.

Figure 1 - Park Location Map



Park Locations Map

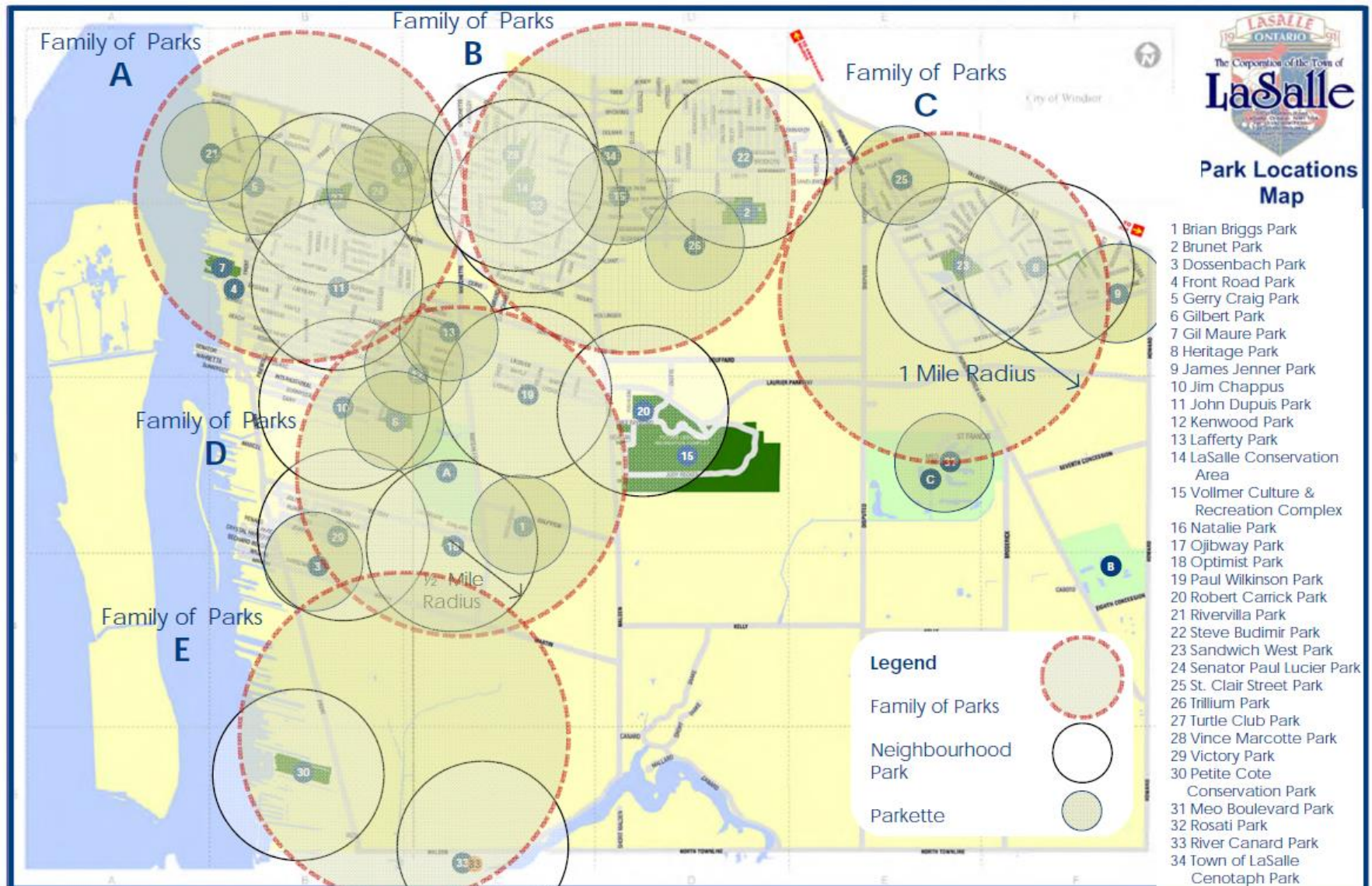
1. Brian Briggs Park
2. Brunet Park
3. Dossenbach Park
4. Front Road Park
5. G. Craig Park
6. Gilbert Park
7. Gil Maure Park
8. Heritage Park
9. J. Jenner Park
10. Jim Chappus Park
11. John Dupuis Park
12. Kenwood Park
13. Lafferty Park
14. LaSalle Conservation Lands
15. Vollmer Culture & Recreation Complex
16. Natalie Park
17. Ojibway Oaks Park
18. Optimist Park
19. Paul Wilkinson Park
20. R. Carrick Memorial Track & Field Facility
21. Rivervilla Park
22. S. Budimir Park
23. Sandwich West Park
24. Senator Paul Lucier Park
25. St. Clair Park
26. Trillium Park
27. Turtle Club
28. Vince Marcotte Park
29. Victory Park
30. Petite Cote Conservation Area
31. Meo Blvd Park
32. Stanton Park
33. River Canard Park
34. Town of LaSalle Cenotaph Park

Figure 2 - Family of Parks Map

Connect to an Active Lifestyle

Town of LaSalle

Parks & Recreation Master Plan Update



Family of Parks

FIGURE 3
Trail System Map



LASALLE TRAILS

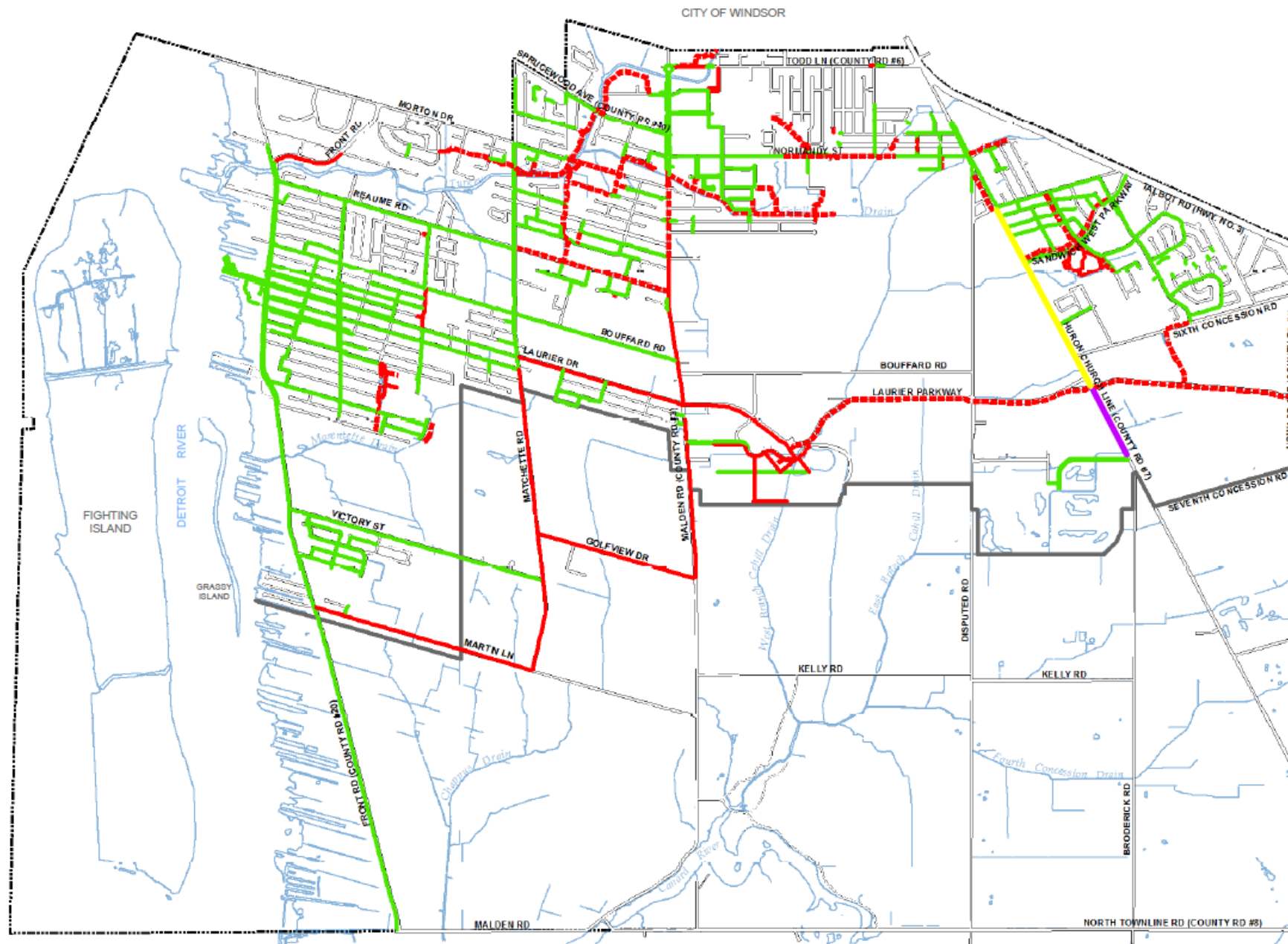
- Asphalt ≥ 3 m wide
 - Asphalt < 3 m wide
- (37 Km Total)

CWAT FACILITIES

- Paved Shoulder
 - On Road, 2-way Cycle Track
- (2.5 Km Total)

LASALLE SIDEWALKS

- Concrete
- (75 Km Total)



TOWN OF TECUMSEH



0 0.25 0.5 1 Kilometers

December 2014



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Provided by the:
TOWN OF LASALLE FINANCE DEPARTMENT
1800 Main Road - Lasalle, Ontario - N9H 1H4
TEL: (519) 960-7770 FAX: (519) 960-0852

TOWN OF AMHERSTBURG

TOWN OF LASALLE SPORTS FACILITIES & PARKS

Figure 4 - Sports Facilities with Category Identifications

VOLLMER SOCCER AND BASEBALL FIELDS

- 38 SOCCER PITCHES
- 2 BASEBALL DIAMONDS
- 6 SOFTBALL DIAMONDS

Category 1



TURTLE CLUB BASEBALL DIAMONDS

- 7 BASEBALL/SOFTBALL DIAMONDS

Maintenance by Others



RIVER CANARD PARK

- BASEBALL/SOFTBALL DIAMONDS
- BASKETBALL COURT
- TENNIS COURT

Category 2



SANDWICH WEST PARK

- TRACK AND FIELD
- FOOTBALL FIELD
- BASEBALL/SOFTBALL DIAMOND

Category 3



ROB CARRICK MEMORIAL TRACK & FIELD FACILITY

- TRACK AND FIELD
- BASEBALL/SOFTBALL

High School



BRIAN BRIGGS PARK

- TENNIS COURT



FRONT ROAD PARK

- BASEBALL/SOFTBALL DIAMOND
- BASKETBALL COURT
- OUTDOOR SWIMMING POOL



Category 3

HERITAGE PARK

- BASEBALL/SOFTBALL DIAMOND
- BASKETBALL COURT
- SOCCER PITCH

Category 3



JAMES JENNER PARK

- BASEBALL/SOFTBALL DIAMOND
- BASKETBALL COURT
- TENNIS COURT

Grass Only



PAUL WILKINSON PARK

- SOCCER PITCH

Category 1



STEVE BUDIMIR PARK

- BEACH VOLLEYBALL



LASALLE PARKS MASTERPLAN REVIEW

Images courtesy of Google Maps, Google Image and Esri County Maps

BEZAIRE AND ASSOCIATES
LANDSCAPE ARCHITECTS AND PLANNER

FIGURE 5
Parks Group Identification Map

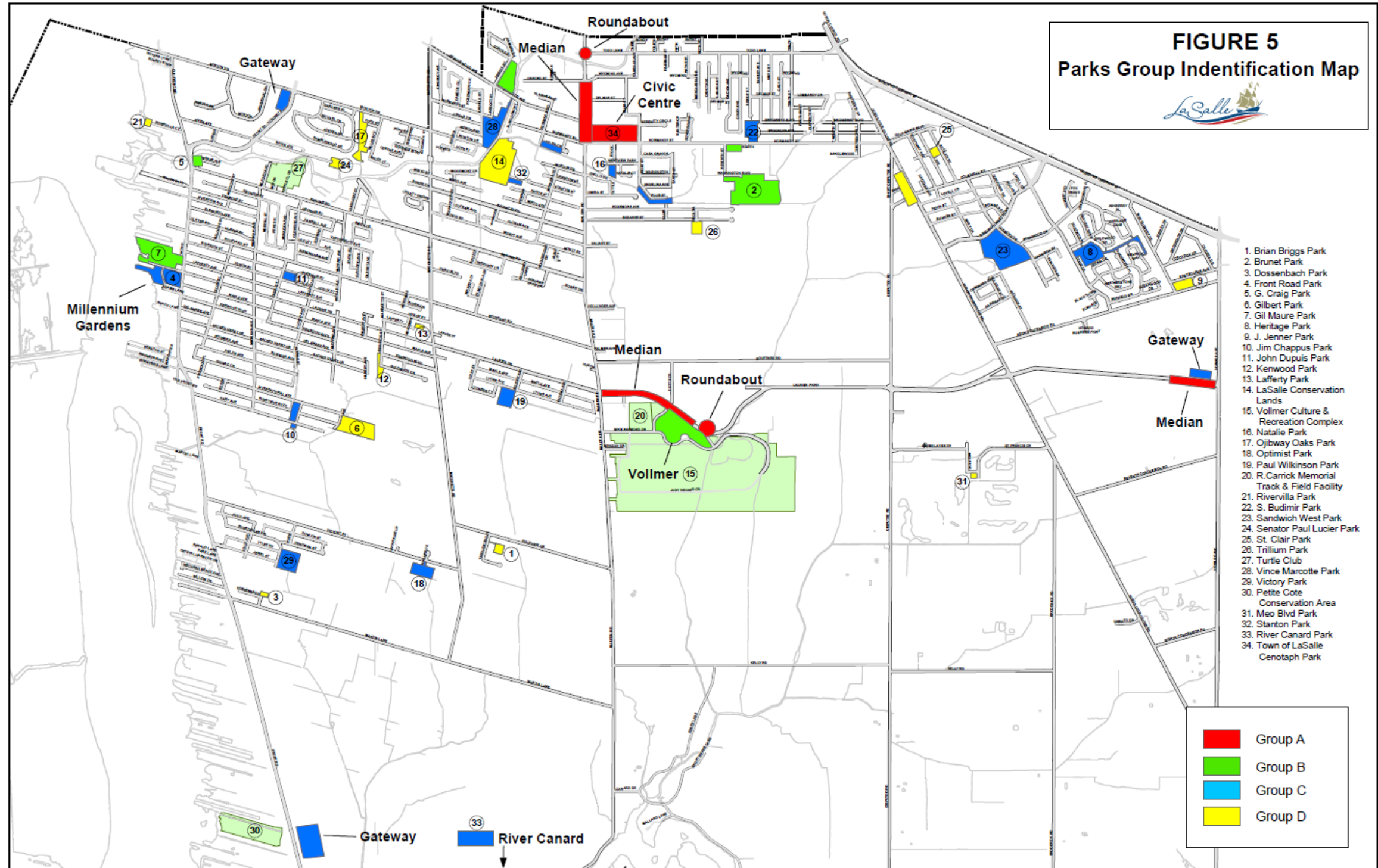


Figure 6 - Group Identification Summary Chart

Figure 6 - Group Identification Summary Chart					
Item	Description	Group Frequency			
		A	B	C	D
1	Turf Maintenance				
	Mowing	Every 5 or 7 days	Every 5 or 7 days	Every 5 or 7 days	Every 7 days
	Trimming	Per cut	Per cut	Per cut	Per cut
	Overseed / Topdress	As needed	N/A	N/A	N/A
	Remove Visible Clippings	As needed	N/A	N/A	N/A
	Irrigation	Yes if possible	N/A	N/A	N/A
	Aerate	Once annually	N/A	N/A	N/A
	Fertilize	Once annually	N/A	N/A	N/A
2	Landscaped Areas Maintenance				
	Prune/Trim Shrubs	Twice annually	Once annually	Once annually	Once annually
	Mulch around Trees	Once annually	Once annually	N/A	N/A
	Mulch in Planting Beds	Once annually	Once annually	Once annually	Once annually
	Weeding	Weekly	Monthly	Bi-monthly	2 times per year
3	Annual Flower Beds				
	Watering	Daily (Irrigation)	Daily	N/A	N/A
	Weeding	Weekly	Weekly	N/A	N/A
4	Tree Maintenance				
	Minor Trimming / Pruning	Annually	Every 2-3 years	Every 2-3 years	Every 2-3 years
	Major Trimming of Large Trees	Every 1-2 years	Every 4-5 years	Every 4-5 years	Every 5-6 years

The Corporation of the Town of LaSalle

Date	November 3, 2015	Report No:	PW-40-15
Directed To:	Mayor and Members of Council	Attachments:	- Baseball Summary Sheet - Municipal Summary
Department:	Public Works	Policy References:	
Prepared By:	Mark Beggs – Manager of Roads and Parks Terry Fink – Director of Culture and Recreation Dale Langlois - Manager of Finance/Deputy Treasurer		
Subject:	Budget Report - Baseball Level of Service		

RECOMMENDATION:

For Council Information

Note: In the 2016 proposed budget has been prepared on a status quote basis. Increases for level of service or rentals are not included. There has also been a decrease accounted for in revenues of \$4,400 under Culture and Recreation Community Programming.

REPORT:

Over the course of the 2015 baseball season, a number of "level of service" (LOS) issues have come up from our user groups. Some of these issues include:

- Line painting
- Base spacing and pitchers Mounds
- Dressing diamonds between games
- Weekend games and tournament staffing

Currently the compliment of Parks Staff is being utilized to maintain the expected level of service in all areas of the Parks Division as well as providing support for the Programming Events put on each year.

Current Level of Service:

1. We currently operate 2 "quad" baseball areas. Within the quads there are:
 - a) Two hardball diamonds (bases at 90' and mound at 60'-6")
 - b) Six softball diamonds (bases at 60' and 70', and mound at 50')

2. When the crews groom and paint the diamonds, bases are set at 70' for softball and 90' for softball. If the team requires different spacing they are responsible to move the bases. Additional "pound in" bases are provided for use. We are not able to move the pitching rubber. This is also done by the user group if required.

There have been talks this year with the Turtle Club to cost share in the installation of additional base plugs to provide more options for play. There has been a verbal commitment from the Turtle Club for these upgrades.

3. None of the options in this report include any enhancements to the LOS for the ***River Canard Baseball Facility.***

Currently the facility maintenance includes:

- a) *Cutting 1 or 2 times per week (by contractor)*
- b) *Grooming 2 times per week (by Town)*
- c) *Garbage cleanup 2 times per week (by Town)*
- d) *Lines are taken care of by the user groups*
- e) *Bases are taken care of by the user groups*

The Town spends 6 man hours per week for River Canard Baseball

It is recommended that the LOS for River Canard Baseball remains the same as in previous years, as there is significant cost to off the same LOS as the Vollmer Diamonds.

Options Available for Level of Service

In an effort to standardize the LOS for Baseball three options have been provided. This new LOS will provide user groups with a clear description of what is being provided, as well as identify the cost that needs to be included in the 2016 budget.

The following are options available for Council's review regard to baseball level of service.

1. Maintain current schedule and level of service
2. Maintain current level of service and increase budget for staffing to cover increased rentals
3. Adopt an enhanced level of service and increase budget for staffing to cover increased rentals

It is also recommended that the current level of service, and rentals for the River Canard fields be maintained, and not be enhanced at this time.

Option 1- Current Level of Service, with Current Rental Schedule

This option requires 62 man hours /week, and is done on regular time

Included is:

- a) Cutting and trimming of grass (1 or 2 x per week)
- b) Daily mechanical grooming of infield (6 x per week)
- c) Weekly painting of outfield foul lines (1x per week)
- d) Garbage cleanup (6 x per week)
- e) Hardball diamond repairs (1 x per week)
- f) Painting outfield foul lines (in grass only) (1 x per week)
- g) Bases set at 70' (user groups able to move bases as needed)
- h) Pitchers rubber set (user groups able to move as needed)
- i) Warning track maintenance (2 or 3 x per season)

- Monday to Thursday there is 1 game per diamond max
- Friday there are no games
- Saturday there are 2 games only. The diamonds are prepared on Friday, and no staff is required for Saturday
- Sunday there are multiple (2) games on most diamonds. Two Parks Staff are given a day off during the week and their regular shift is on Sunday. They take care of grooming in the AM, and after the first sets of games. They also pick up garbage and take care of "event" work if time permits.
- ***Note: With the current schedule, there are no evening rentals of Friday night and only two rentals on Saturday. Currently we do not require staff to be in on Saturday. We do currently have staff in on Sundays.***

Option 2- Increase Rentals with Current Level of Service

This option requires 86 man hours / week. 62 hours are at regular time, and 24 on overtime (16 hrs on Saturday and 8 hrs during week). This allows the department to provide current LOS in other areas of the Town.

Included is:

- a) Cutting and trimming of grass (1 or 2 x per week)
- b) Daily mechanical grooming of infield (6 x per week)
- c) Weekly painting of outfield foul lines (1x per week)
- d) Garbage cleanup (6 x per week)
- e) Hardball diamond repairs (5 x per week)
- f) Bases set at 70' (user groups able to move bases as needed)
- g) Pitchers rubber set (user groups able to move as needed)
- h) Warning track maintenance (2 or 3 x per season)

- Monday to Friday there is 1 game per diamond max
- Saturday could have multiple games per diamond. Two Parks Staff would be in on overtime. Staff are still available during week for regular work.

- Sunday there are multiple games on most diamonds. Two Parks Staff are give a day off during the week and their regular shift is on Sunday. They take care of grooming in the AM, and after the first sets of games. They also pick up garbage and take care of "event" work to do.
- Due to the increase in rentals, an additional 2 hours of work are required to maintain diamonds. This work may need to be done on overtime to maintain LOS in remainder of Town.

Option 3- Increase Rentals with Enhanced Level of Service

This option has an increased LOS with an increase in rentals. This option requires 96 man hours / week. 62 hours are at regular time, and 34 on overtime (16 hrs on Saturday and 18 hrs during week). This allows the department to provide current LOS in other areas of the Town.

Included is:

- a) Cutting and trimming of grass (1 or 2 x /week)
 - b) Daily mechanical grooming of infield (7 days /week)
 - c) Weekly painting of outfield foul lines (1x /week)
 - d) Garbage cleanup (?days / week)
 - e) Hardball diamond repairs (5 days /week)
 - f) Painting infield foul lines (7 days /week)
 - g) Bases set at 70' (user groups able to move bases as needed)
 - h) Pitchers rubber set (user groups able to move as needed)
 - i) Warning track maintenance (2 or 3 x per season)
-
- Monday to Friday there is 1 game per diamond max.
 - Saturday could have multiple games per diamond with grooming and painting between games. This would be an overtime shift so staff are not lost during week, and to maintain LOS in other areas of Town.
 - Sunday could have multiple games per diamond. Two Parks Staff are give a day off during the week and their regular shift is on Sunday (regular pay). They take care of grooming in the AM, and after the first sets of games. They also pick up garbage and take care of "event" work to do.
 - ***Note: This plan includes only 8 hrs for Saturday and Sunday Shifts. If evening games are added, additional staff would be required to dress and line diamonds at additional cost.***

Financial Impacts:

The 2016 Budget does not include an increase for baseball level of service enhancements and continues on with the current level (Option #1). There has also been a \$4,400 reduction in revenue under Culture and Recreation Community Programming to conform with current revenue targets

If council wishes to provide this service level increase, there will be a \$40,000 increase to the operating budget, which translates to a 0.16% tax increase.

The attached summary includes Level of Service (LOS) options and the required Man Hours to achieve each level. (see "Baseball Summary Sheet" attached)

Revenue and Rental Impacts:

Over the year user groups have demanded a higher level of service to continue rental of our facilities. The most common requests coming from user groups are additional field grooming, baseline painting and base spacing. If these requests and demands are not met attracting and retaining user groups may become more difficult, and revenue may be lost.

The Culture & Recreation department has been informed that one league has already confirmed that without an increase in LOS, they will not be renting diamonds from the Town of LaSalle. (Rented 2 diamonds once a week, and host a tournament). There will be additional leagues and tournaments that will give up rental times as the season arrives.

In an effort to increase the baseball LOS, without increasing the budget, other services provided by the Parks department could be withdrawn. Some of these options may include: allowing grass to grow longer and require less frequent cutting, allowing user groups to do more at the diamonds or reducing other services in the town to free up labour hours. These suggestions would lower the level of service for some users while increasing it for others

Summary

In summary, this report includes two options for the future level of service of the Towns Baseball Facilities at the Vollmer Complex.

The three options for review are:

1. Maintain current level of service and schedule
2. Maintain current level of service and increase budget for staffing to cover increased rentals
3. Adopt an enhanced level of service and increase budget for staffing to cover increased rentals

Respectfully Submitted,




Mark Beggs
Manager of Roads and
Parks



Terry Fink
Director of Culture and Recreation



Dale Langlois
Manager of Finance/Deputy
Treasurer

Reviewed by:							
CAO	Treasury	Clerks	Public Works	Planning	Cult. & Rec.	Building	Fire
							

Baseball Summary Sheet

	Total Man Hours		Total Cost		Max Potential Revenue	
	<i>Per Week</i>	<i>19 Week Season</i>	<i>Per Week</i>	<i>19 Week Season</i>	<i>Per Week</i>	<i>19 Week Season</i>
Option #1 Current Schedule and LOS	62	1178	\$ 1,922.00	\$ 36,518.00	\$ 975.00	\$ 18,525.00
2015 Projected Year End Revenue						\$ 6,000.00
Option #2 Increased Rentals with Curre	86	1634	\$3,050.00	\$ 57,950.00	\$ 1,670.00	\$ 31,730.00
	(+24 hrs)	(+456 hrs)	(+\$1,128)	(+\$21,432)	(+\$695)	(+\$13,205)
Optin #3 Increased Rentals with Enhanc	96	1824	\$3,520.00	\$ 66,880.00	\$ 1,670.00	\$ 31,730.00
	(+34 hrs)	(+665 hrs)	(+\$1,598)	(+\$30,362)	(+\$695)	(+\$13,205)

Notes: "Current Schedule and LOS - all hours are on Regular Time. **This is currently budgeted for in the 2016 budget**

"Current Schedule with Enhanced LOS - the 24 additional hours are on Overtime increased

Rentals with Enhanced LOS - the additional 34 hours are on Overtime "Overtime must be used

so LOS is not compromised in other areas of the Town "Revenue numbers are based off full

rental schedule

Municipal Baseball Diamonds Summary	
Municipality	Details
Amherstburg	Dress Only Provide Chalk User lines and put out own bases - town provides shelter/box for storage
Lakeshore	Dress only All leagues supply bases and chalk Leagues put bases in and chalk own lines
Tecumseh	Float only Coaches line and install bases Users supply everything
Essex	Basic grooming May groom half way through tournament if asked Baseball users line and set bases Town supplies plugs for 3 of 4 diamonds
Windsor - Mic Mac Park	8 full time and 8 students 7 am until 11 pm staff is there May until October 1 person from parks cuts grass outside of fences, they do inside of fences Provide everything for all user groups - line and set bases Will groom in between if needed All other fields in the city is taken care of by each division themselves 6 of 8 diamonds have lights Charge is approx. \$80/game - \$120 for lights