



**THE CORPORATION OF THE TOWN OF LASALLE**

**Minutes of a Meeting of the Parks, Recreation and Events Committee**

May 28, 2020

9:00 a.m.

Sandwich West Room

2nd Floor LaSalle Civic Centre

5950 Malden Road

Members of Committee Present: Councillor Mike Akpata, Councillor Sue Desjarlais, Councillor Jeff Renaud

Administration Present: P. Funaro, Recreation Manager, M. Beggs, Manager of Parks and Roads, M. Masonovich, Manager of Fleet & Facilities, T. Brydon, Supervisor of Parks, G. Ferraro, Manager of Finance/Deputy Treasurer, N. Digesu, Manager of Information Technology, O. Stichhaller, Supervisor of Programs and Events, L. Jean, Deputy Clerk, K. Scherer, Recreation Coordinator, T. Coke, Council Coordinator

**Clerk's Note: Councillor Akpata, Councillor Desjarlais, Councillor Renaud and Administration participated in the Meeting electronically via video conference technology.**

**A. CALL TO ORDER**

Councillor Akpata calls the meeting to order at 9:01 a.m.

**B. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

None Disclosed

**C. ADOPTION OF MINUTES**

Moved By: Councillor Desjarlais

Seconded By: Councillor Jeff Renaud

That the minutes of Parks, Recreation and Events Committee Meeting dated March 12, 2020 BE ADOPTED as presented.

**Carried.**

**D. REPORTS/ CORRESPONDENCE FOR COMMITTEE ACTION**

**1. Virtual Recreation Programming**

Moved By: Councillor Jeff Renaud

Seconded By: Councillor Desjarlais

That the report of the Recreation Manager dated May 21, 2020 (CR-2020-17) regarding Virtual Recreation Programming BE RECEIVED; and that the recommendation to proceed with Option 2 with an estimated cost of \$25,278.00 for wages BE APPROVED; and further that the Virtual Recreation Programming

and Online Safety Policy BE AMENDED to reference the Council adopted Video Surveillance Policy, A-SEC-001, and that once amended, the Virtual Recreation Programming Online Safety Policy BE APPROVED.

**Carried.**

**E. NEXT MEETING**

Moved By: Councillor Jeff Renaud

Seconded By: Councillor Desjarlais

That the June 18 2020 Parks, Recreation and Events Committee Meeting BE MOVED to June 11, 2020 at 9:00 a.m.

**Carried.**

**F. ADJOURNMENT**

The meeting is adjourned at the call of the Chair at 9:41 a.m.

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Chair

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Council Co-ordinator



COMMITTEE MATTERS  
Parks, Recreation and Events Committee

May 28, 2020

**Clerk's Note:** The Parks, Recreation and Events Committee approved the following matters during their meeting held on May 28 2020. Copies of items are attached for reference as part of the corresponding minutes.

**1. Subject: Virtual Recreation Programming**

**Motion:** That the report of the Recreation Manager dated May 21, 2020 (CR-2020-17) regarding Virtual Recreation Programming BE RECEIVED; and that the recommendation to proceed with Option 2 with an estimated cost of \$25,278.00 for wages BE APPROVED: and further that the Virtual Recreation Programming and Online Safety Policy BE AMENDED to reference the Council adopted Video Surveillance Policy, A-SEC-001, and that once amended, the Virtual Recreation Programming Online Safety Policy BE APPROVED.

**See Report, the Amended Policy, a Financial Overview of Option 2 for Virtual Programming, and email correspondence from Frank Cowan Insurance.**

# Committee Matters- #1

## Virtual Recreation Programming



## **The Corporation of the Town of LaSalle**

**To:** Members of the Parks, Recreation & Events Committee

**Prepared by:** Patti Funaro, Recreation Manager

**Department:** Culture & Recreation

**Date of Report:** May 21, 2020

**Report Number:** CR-2020-17

**Subject:** Virtual Recreation Programming

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### **Recommendation**

That the report of the Recreation Manager dated May 21, 2020 (CR-2020-17) regarding Virtual Recreation Programming BE RECEIVED; and that the recommendation to proceed with Option 2 with an estimated cost of \$23,784.00 for wages BE APPROVED; and further that the Virtual Recreation Programming and Online Safety Policy BE APPROVED.

### **Report**

During the current pandemic, like many other sectors, the recreation sector has had to shift from traditional methods and begin to think of other ways to provide our services to the community. Many municipalities and organizations are offering virtual programs through website, social media, telephone and video conferencing. The Town of LaSalle has started to offer some options through these methods and staff have been conducting research and participating in webinars to generate ideas and hear about best practices for this new area of programming.

During and after emergencies, recreation can provide essential supports for people to manage stress, cope with challenges, and reconnect with their communities. It also helps people return to a sense of normalcy by providing familiar routines and activities. Offering virtual programming will allow staff to maintain relationships with our members and program participants. Keeping these relationships is important for the transition back to traditional in person programs in the future. In addition, bringing some part-time employees back to work will allow us to reconnect with some of our workforce while providing much needed employment opportunities. Virtual programs may also bring in new participants who have not participated in traditional programs in the past while

offering us the opportunity to pilot new programs that could be continued once restrictions are lifted.

As with any type of program we offer, the privacy, safety and consideration for all participants engaging in virtual recreation programs will be a top priority when developing and implementing online programs. A Virtual Recreation Programming and Online Safety Policy has been developed and is attached to this report (Appendix C). All virtual programming staff will review and abide by the policy. In addition, staff will be provided with training specific to virtual programming.

There are a number of funding resources that will assist in supporting the delivery of these programs:

- The Canada Summer Jobs program, a component of the Youth and Employment Skills Strategy will provide a total of \$78,400.00 towards 20 positions. The Town of LaSalle will be responsible for covering the difference between minimum wage and our rate of pay and the mandatory employment related costs (MERCs). This is approximately \$3.15 per hour for all positions except the Personal Training/Fitness Coaching position. For the purposes of estimating this amount, the middle range of the pay grid was used. Depending on which step of the grid part-time staff are in, hourly wage rates can range between \$14.46 and \$16.15 per hour. The town contribution for personal training would be approximately \$18.81 per hour. The cost breakdown is outline in Appendix B.
- Essex Power Corporation Youth in Community Fund has provided \$10,000.00 toward children and youth programs for 2020.
- Pathway to Potential Universal Programming fund has provided \$5000.00 to provide community programs.

### **Option 1**

Continue with our current compliment of staff and offer some programs such as fitness, seniors and some special events. All programs will be offered at no charge to the participant. Details and specific programs are outlined in Appendix A.

### **Option 2**

Offer comprehensive virtual programming throughout June, July and August at an approximate total cost of \$23,784.00 for wages. All programs will be offered at no charge to the participant. Details and specific programs including a breakdown of costs are outlined in Appendix B.

## **Consultations**

Finance

## **Financial Implications**

\$23,784.00 in wages

**Prepared By:**

A handwritten signature in black ink that reads "P. Funaro". The signature is stylized with a cursive 'P' and a trailing flourish.

Manager of Recreation and Culture

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Patti Funaro

## Link to Strategic Goals

	Enhancing organizational excellence
	Sustain strong public services and infrastructure
Yes	Strengthen the community's engagement with the Town
	Grow and diversify the local economy
Yes	Build on our high-quality of life

## Communications

	Not applicable
Yes	Website
Yes	Social Media
Yes	News Release
	Local Newspaper
	Bids & Tenders
	Notification pursuant to the Planning Act

## Notifications

Name	Address	Email



### Report Approval Details

Document Title:	CR-2020-17-Virtual Recreation Programming.docx
Attachments:	<ul style="list-style-type: none"><li>- Virtual Programming Report - Appendix A.pdf</li><li>- Virtual Programming Report - Appendix B.pdf</li><li>- Virtual Recreation Programming and Online Safety Policy.pdf</li></ul>
Final Approval Date:	May 21, 2020

This report and all of its attachments were approved and signed as outlined below:



Director, Council Services/Clerk

Agatha Robertson

In addition to the information provided in CR-2020-17 regarding Virtual Recreation Programming, there is some slight changes to the required contribution from the town and some additional information available. Details are contained in the updated attachments.

- The total contribution from the town is updated to \$25,278.00
- There is additional details regarding the program schedules and staff required
- The augmented reality fireworks show is now six minutes in length
- There is additional correspondence from Frank Cowen insurance with respect to signed waivers for minors

## Appendix B

### Option 2 – Virtual Recreation Programming

	Program Information	Total Estimated Costs	Funding Contribution	Town Financial Contribution
<b>Children/Youth and Families</b>				
1.	<p>Virtual Day Camp Seven weeks of daily activities, offered for children ages 4 to 12 years through Zoom. Monday to Friday July 13 – August 28 Group One(4-7 years): 9:00am – 9:30am Group Two(8-12 years): 10:00 am – 10:30 am Group Three(specialty): 11:00am – 11:30am</p> <p>Group One(4-7 years): 1:00p –1:30p Group Two(8-12 years): 2:00p – 2:30p Group Three(specialty): 3:00p – 3:30p</p> <p>Four staff @40 hours/week x 7 weeks=1,120 hours x \$17.60/hour</p>	\$19,712.00	<p>\$15,680.00 Canada Summer Jobs</p> <p>\$3,500.00 Essex Power Fund</p> <p>Total:\$19,180.00</p>	\$532.00
2.	<p>Canada Day Augmented Fireworks Six minute augmented fireworks display scheduled for Canada Day. Includes video introduction from the Mayor and/or local celebrity.</p>	\$3,000.00	<p>\$3,000.00 Essex Power Fund</p>	None
<b>Adults</b>				
1.	<p>Virtual Fitness Classes through Zoom (10 classes per week x 10 weeks) Led by LaSalle Fitness instructors from home during July and August</p>	\$2,500.00	No funding source available	\$2,500.00
2.	<p>Virtual Fitness Coaching/Personal Training (16 years and up) One-on-one fitness activities offered through Zoom. 4 instructors @ 40 hours/week x 7 weeks @\$32.91/hour</p>	\$36,862.00	<p>\$15,680.00 Canada Summer Jobs</p>	\$21,182.00
<b>Seniors</b>				
1.	Cyber Seniors Intergenerational Computer Classes	\$19,712.00	<p>\$15,680.00 Canada Summer Jobs</p>	\$532.00

	One-on-one computer lessons conducted by telephone appointments for 14 weeks in total. 4 instructors @ 40 hours/week x 7 weeks = 1,120 hours x \$17.60/hour		\$3,500.00 P2P Universal Programming	
All Ages				
1.	Online Engagement: Virtual Recreation Complex Virtual Night Market Videos Contests 4 instructors @ 40 hours/week x 7 weeks = 1,120 hours x \$17.60/hour	\$19,712.00	\$15,680.00 Canada Summer Jobs  \$3,500.00 Essex Power Fund	\$532.00
Total Town Contribution:				\$25, 278.00



The Corporation of the Town of LaSalle  
Policy Manual

## **Virtual Recreation Programming and Online Safety Policy**

**Policy Manual Section:**

**Policy Number:**

**Authority:**

**Date Approved:**

**Department Responsible:** Culture and Recreation

**Revision Date:**

**Review Date:**

**Status:** Active

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### **Policy Statement**

It is the policy of the Town of LaSalle (hereby referenced as “The Corporation”) that the privacy, safety and consideration for participants engaging in virtual recreation programming shall be considered the top priority when developing and implementing online programs.

### **Purpose**

Online forums and gatherings provide an opportunity for the Culture and Recreation Department to connect with residents and program participants outside of regular programming and to fill the gaps in recreation programming during times of mass shelter, lockdown and isolation. The purpose of this policy is to establish a set of guiding principles for the development and implementation of online recreation programming to ensure safety in an online environment. This includes:

- Providing common-sense protocols and best practices to ensure safety and security of online programming.
- Demonstrate importance of internet safety in regards to online virtual recreation programming to all Town of LaSalle employees

### **Scope**

This policy applies to all employees within the Culture and Recreation Department who engage in, or hold stake in, online and virtual recreation programming.

This policy also applies to any technological application where Town of LaSalle Culture

and Recreation employees are engaged in business activities in the performance of their jobs and within operation of Town of LaSalle programs, including, but not limited to:

- Video conferencing applications such as Zoom or Teams
- YouTube videos
- Pre-recorded videos
- Live videos or streams

## **Roles and Responsibilities**

The Corporation is committed to ensuring appropriate internet safety while hosting and operating online virtual recreation programming within the Culture and Recreation Department. The Corporation understands the organization's responsibility, both ethically and legally, in taking all reasonable precautions, evaluations and safeguards when operating online programming. This includes having safeguards in place to uphold safety as well as securing personal information.

## **Definitions**

- **Access** refers to gaining entry to a network provided by the Town to its employees and other authorized users, on or outside Town premises, including Telework situations and where employees or authorized users are using the network for business purposes or for personal use in accordance with the provisions of this policy on their own time.
- **Authorized Users** refers to persons using a computer or computer account in order to perform work in support of Town business.
- **Disqualifying/Disconnecting** refers to removing the access and participation of an individual from an online recreation programming, as deemed necessary by the moderator.
- **Instant Messaging** is an Internet communications service used to send and deliver messages and content immediately. To use the service, users must be logged on to the server that hosts the instant messaging service, for example Private chat room
- **Internet** refers to the worldwide collection of networks which is linked through a common communications protocol and which collection of networks is used as a common basis for communications for all types of applications. Use of the Internet specifically includes access to the World Wide Web (WWW).
- **Online virtual recreation programming** refers to programs and activities operated by the Town of LaSalle in an online format. This includes programs operated on Zoom, Facebook or other platforms.
- **Video-conferencing application/program** refers to an application or program which can be utilized as a video-chat for online recreation programs. In most cases, the Corporation will use the video-conferencing platform Zoom.
- **Youth participant** refers to a youth under the age of eighteen (18) who is a participant in an online recreation program hosted by the Town of LaSalle and requires adult consent for participation in such programming.

## **Procedures**

The following procedures shall be used to ensure the safety of both employees (authorized users) and participants engaging in virtual recreation programming:

### Technology

- Online virtual programming shall be hosted using the Town of LaSalle's licensed and operated accounts only. No personal employee accounts shall be used in the execution of online programming.
- Town of LaSalle licensed and operated accounts must be accessible to more than one member in Management. This includes making the username and credentials available to multiple persons.

### Safety

- Online virtual programs shall only be operated with prior permission from a person from Management. Employees are not permitted to operate their own programs without first notifying Management and receiving approval.
- An Informed Letter of Consent must be prepared and submitted to the parent prior to the program. The Town of LaSalle must receive the completed Letter of Consent to allow a minor to participate in virtual recreation programs.
- The employee administering the online program shall operate the video-conferencing program in an administrator or moderator mode. This will allow the employee to close the program to unregistered participants, control access to the platform, and have the ability to mute, disqualify or disconnect any user.

The Corporation recognizes the various populations that online recreation programming may appeal to. Therefore, it is necessary to develop different rules for different populations to create a safe experience.

## **Youth Participants**

For online programming involving youth participants, the Town of LaSalle will:

- Maintain a minimum of two (2) employees hosting a video-conferencing program;
- Maintain a record of attendance of each registered participant;
- Disqualify/Disconnect participants as needed;
- Request that a parent/guardian not provide the youth participant with headphones/earphones to ensure audio is available to both the parent/guardian and youth participant;
- Will not instant message a participant in a private manner through video-conferencing platforms or in the operation of an online virtual recreation program;
- Will request that a parent of a youth participant is in the room at the commencement and conclusion of each video-conferencing program, and;
- Will request that a parent/guardian remains in the same room as their child for the duration of the video-conferencing program to minimize the risk of a youth participant being left alone on the computer.
  - Note: Requests are made to ensure internet safety for all participants. The Corporation reserves the right to abruptly end the program or disqualify a participant at any time.

## **Adult Participants**

For online programming involving adult participants, the Town of LaSalle will:

- Maintain a minimum of two (2) employees hosting the video-conferencing program at all times;
- Disqualify/Disconnect participants as needed

## **Disqualifying/Disconnecting a User**

While operating online virtual recreation programming, the situation may arise for an employee, moderator or administrator of a video-conferencing platform to disqualify or disconnect a user. The Corporation reserves the right to disqualify any user in violation of any Harassment or Discrimination Policy, as well as anyone who demonstrates inappropriate behaviour including, but not limited to:

- Wearing inappropriate clothing, as deemed inappropriate by the moderator;
- Using inappropriate or foul language;
- Displaying inappropriate or foul behaviour;
- Violating the Town of LaSalle Harassment and Discrimination Policy

Note: the moderator of the program reserves discretion, where applicable or necessary, to determine what constitutes inappropriate behaviour where the manner is not immediately clear. Discretion shall be limited however and applied on a case-by-case basis as inappropriate behaviour shall be determined by common sense principles.

## **Emergency Action Procedure**

While operating online virtual recreation programming, the situation may arise for an employee, moderator or administrator of a video-conferencing platform to enact the Emergency Action Procedure guidelines. Reference shall be made to the internal Emergency Action Procedure in the event a major incident occurs.

## **Confidentiality**

The Town of LaSalle treats all information received as confidential information and any information shared or discussed online will not be shared with anyone other than those who have a legitimate right to know. In accordance with the Municipal Freedom of Information and Protection Act, personal information is collected under the authority of the Municipal Act.

- Documentation and Letters of Consent shall be collected by utilizing an electronic document application, or by receiving a completed application from email.
- All live virtual recreation programs shall be recorded in accordance with the Town of LaSalle Video Surveillance Policy

## **Duty to Report**

In accordance with the Ontario Child, Youth and Family Services Act, 2017, S.O. 2017, section 125(1), the Town of LaSalle has a duty to report a child in need of protection. The Act is publicly



available at <https://www.ontario.ca/laws/statute/17c14>

The duty to report is a legal duty and shall be abided by in all online virtual recreation programs. All reports shall be made directly to the Children's Aid Society, as outlined by the Act. The duty to report supersedes confidentiality and a reasonable expectation of privacy due to the authorization by statute.

## **Employee/Management Roles**

As an employee of the Town of LaSalle, you have the following responsibilities to our workplace.

### **Employee's Role**

All employees are expected to:

- Understand this policy and its relevant application.
- Understand the severity and seriousness of practicing safe online programming. Employees found to be in violation of this policy, or engaging in inappropriate behaviour including by not limited to any of the following are subject to disciplinary action:
  - Contacting youth participants through personal accounts or after program hours
  - Using inappropriate language, actions or gestures
  - Other inappropriate behaviour or actions
- Participate in, and apply the principals, knowledge, and information received during training.
- Maintain proper online etiquette and follow procedural guidelines.

### **Management's Role**

- Responsible for supervising the development and implementation of online recreation programming.
- Management is expected to understand, enforce and communicate this policy to all employees.
- Ensuring the ongoing process of monitoring and provide operational support to staff.

## **Training**

All employees shall receive training on the Virtual Recreation Programming and Online Safety Policy at the time of hire, at the beginning of operation of an online recreation program, and at least annually using the LaSalle Learning Management System [www.townoflasallesafety.com](http://www.townoflasallesafety.com).

- Training will also be provided, where appropriate, for employees who change position.

## **Evaluation**

The Virtual Recreation Programming and Online Safety Policy is reviewed and updated annually by the Culture and Recreation Department, reviewing the implementation of the policy as well as its effectiveness, or as changes are made through provincial legislation. Deficiencies in the policy will be noted.

## **Commitment to Improvement**

The Culture and Recreation Department remains committed to internet safety to eliminate the risk of harm to vulnerable persons, including seniors and children, participating in virtual recreation programs.

## **References**

- Ontario Child, Youth and Family Services Act, 2017, S.O. 2017
- Plan to Protect®
- Town of LaSalle Computer Acceptable Use Policy
- Town of LaSalle Harassment and Discrimination Policy
- Town of LaSalle Protecting Personal Information
- Town of LaSalle Video Surveillance Policy

## **Review Dates**

From: **Christine Lanoue** <clanoue@brokerlink.ca>  
To: **Patricia Funaro** <pfunaro@lasalle.ca>  
Subject: RE: Town of LaSalle  
Date: 26.05.2020 14:59:44 (+0000)

Hi Patti

Please see below Frank Cowan's response:

Hi Christine,

It really doesn't matter what form the Town gets their waivers signed, as long as they are getting them. If the electronic version is not doable, then finding a way to have participants sign a paper copy and return it would be sufficient, we just ask that they are 100% sure a waiver is signed and on file before participation is granted.




I hope this makes it easier for you to have more participation based on the many ways this form can be returned.

If you require anything further please feel free to reach out ☺

Sincerely,



**Christine Lanoue-Menovcik, B.Comm, R.I.B.**  
Account Executive | **BrokerLink – Windsor Branch**  
**Cell phone 226-344-1837**

T: 519-969-5910 x 87801 | F: 519-969-5947 | clanoue@brokerlink.ca  
Brokerlink Inc. | Unit 1A-2570 Dougall Ave Windsor ON N8X 1T6  
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**From:** Patricia Funaro [mailto:pfunaro@lasalle.ca]  
**Sent:** Monday, May 25, 2020 9:45 AM  
**To:** Christine Lanoue <clanoue@brokerlink.ca >  
**Subject:** RE: Town of LaSalle

Hi Christine,

I am wondering if there is any flexibility with the use of an electronic waiver? We are challenged to find something that integrates with our registration system and if we use an electronic system (such as docusign), we will have to manually send the link to each participant in addition to the registration process. Could we instead have a paper form that parents sign and either email or mail back to us? Our registration software will allow us to automatically email a PDF of the consent form to as part of the registration process.

I know that the high schools in our area send home paper forms to sign, so wondering if this would suffice for our virtual programs as a waiver?

Thanks,

**Patti Funaro**

Recreation Manager,  
Town of LaSalle

---

**From:** Christine Lanoue <[clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca)>

**Sent:** Tuesday, May 05, 2020 10:43 AM

**To:** Patricia Funaro <[pfunaro@lasalle.ca](mailto:pfunaro@lasalle.ca)>

**Subject:** RE: Town of LaSalle

Hi Patti

Please see below response from Frank Cowan 😊

Hi Christine,

All the below security measures look good. As long as all minor participants have a signed consent form from a parent along with proper supervision we have no further comments.

Thank you,

**Brianna Gauthier, R.I.B. (Ont.), Account Services Coordinator**

1-800-265-4000 ext. 55223

[brianna.gauthier@frankcowan.com](mailto:brianna.gauthier@frankcowan.com)

[frankcowan.com](http://frankcowan.com)



**Christine Lanoue-Menovcik, B.Comm, R.I.B.**  
Account Executive | **BrokerLink – Windsor Branch**  
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**From:** Patricia Funaro [ <mailto:pfunaro@lasalle.ca> ]

**Sent:** Monday, May 4, 2020 11:15 AM

**To:** Christine Lanoue <[clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca)>

**Subject:** RE: Town of LaSalle

Hi Christine,

I have one further question. I initially said that we would not allow minors to use video or audio during the program, but I have since participated in a workshop provided by Parks and Recreation Ontario. It seems that other municipalities and organizations are allowing this during their virtual programs as they are trying to connect with the patrons they serve and that is difficult to do when participants can't see each other and can't talk to the instructor or each other. The other organizations that are doing this that presented on the webinar are: The Town of Innisfil, The City of Hamilton, The University of Guelph and the Boys and Girls Club of Ottawa.

The Ontario Camps Association also recognizes that camps will likely be offering virtual programming and is preparing resources and guidelines.

Given this, I would like for the Town of LaSalle to have the option to offer virtual programs in this manner. The following security measures would be taken:

- the Town of LaSalle will use a licensed Zoom account, which provides greater security than the free account
- all participants will have to pre-register in order to be given the secure meeting ID and password
- the town would use the waiting room option on Zoom, and only registered participants would be allowed in the meeting
- once participants have been allowed in and the program has started, the meeting will be locked and no one new can join the meeting
- all minor participants will need a signed letter of consent prior to being allowed to participate
- parents will be asked to remain in the room during the meeting
- two staff members will be on every call, and one staff will be assigned to manage the meeting. Should anything inappropriate occur from a participant, they will immediately be removed from the meeting. Should anything inappropriate occur from outside (IE, hackers) the meeting would immediately be ended.
- participants will be asked to use their first name only on the screen
- the chat function will be disabled
- staff will be trained in safe online engagement with youth
- an emergency action plan for online programs will be developed and all staff will be trained

Are there are any concerns with the town moving forward in this manner? Please advise.

With thanks,

**Patti Funaro**

Recreation Manager,  
Town of LaSalle

---

**From:** Christine Lanoue <[clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca)>

**Sent:** Thursday, April 30, 2020 3:53 PM

**To:** Patricia Funaro <[pfunaro@lasalle.ca](mailto:pfunaro@lasalle.ca)>

**Subject:** FW: Town of LaSalle

Hi Patti

Below is Frank Cowan's advice on your request.  
There is lots of wonderful information.

Please feel free to reach out if you have any other questions or concerns ☺

Sincerely,



**Christine Lanoue-Menovcik, B.Comm, R.I.B.**  
Account Executive | **BrokerLink – Windsor Branch**  
**Cell phone 226-344-1837**

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**From:** Aran Myers [ <mailto:aran.myers@frankcowan.com> ]  
**Sent:** Thursday, April 30, 2020 9:51 AM  
**To:** Christine Lanoue < [clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca) >  
**Cc:** Brianna Gauthier < [Brianna.Gauthier@frankcowan.com](mailto:Brianna.Gauthier@frankcowan.com) >  
**Subject:** FW: Town of LaSalle

Good morning Christine,

Below is our response from Risk Management on the online video classes the Town is considering. I also sent this to underwriting for their comments. I haven't received anything back from them just yet so I followed up to see if they had anything to add or if this is more of a RM response type of thing.

Once I hear back from u/w I'll let you know either way, but in the meantime there is some great information below from RM to share with the insured.

Thanks!  
Aran

Aran Myers, RIBO, Regional Manager  
p.1-800-265-4000 ext. 55410  
c. 226-387-3673  
[aran.myers@frankcowan.com](mailto:aran.myers@frankcowan.com)  
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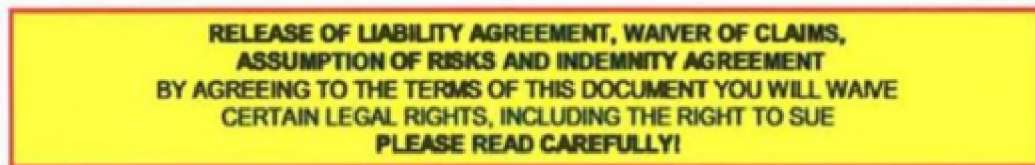
**From:** Marina Cosentino < [Marina.Cosentino@frankcowan.com](mailto:Marina.Cosentino@frankcowan.com) >  
**Sent:** April 30, 2020 8:22 AM  
**To:** Aran Myers < [aran.myers@frankcowan.com](mailto:aran.myers@frankcowan.com) >  
**Cc:** Dianne Savage < [Dianne.Savage@frankcowan.com](mailto:Dianne.Savage@frankcowan.com) >; Brianna Gauthier < [Brianna.Gauthier@frankcowan.com](mailto:Brianna.Gauthier@frankcowan.com) >; Tracy Eso < [Tracy.Eso@frankcowan.com](mailto:Tracy.Eso@frankcowan.com) >  
**Subject:** FW: Town of LaSalle

Morning Aran,

This is a great idea for the recreation facility to offer video programs to provide support to the community and encourage them to keep active during these times. It is becoming more common to offer programs/classes online.

I have discussed this with Tracy our Assessment and Solutions Manager and here are our risk management considerations:

- With respect to the Town's cyber security, it is important they utilize a robust security system to protect against intrusions. The Town must do everything they can do to ensure safe networks.
- A hazard with the use of online video are hackers getting possession of a participants and instructors video or personal information and then uses it online in an inappropriate manner.
- There might be an issue with copyright in regards to the ownership of the video.
- We like to see the Town using the organization Plan to Protect to create a policy. It seems like their website provides guidance against inappropriate activity against participants.
- In regards to the fitness program, the participants should be aware of their own personal limitations and exercise at a pace that is comfortable and appropriate to their needs.
- We recommend the Town include an electronic waiver in their guidelines/policy that is made visible to the participants when registering for the programs as well as a signed consent form for children. The Town does not want to be held liable for any injuries, health problems or computer issues arising from the use of the Town's services. I have attached some articles from our centre of Excellence relating to Waivers that could be helpful. We recommend they have waivers drafted and reviewed by their lawyer.
- Bold and/or highlighted heading using "warning" or similar. Some waivers that were enforced in Court contained the following verbiage, bold text & highlighting:



We hope this is helpful. If you have any questions please do not hesitate to ask.

Have a great day!

Marina Cosentino, Risk Analyst  
1-800-265-4000 ext. 55262  
[marina.cosentino@frankcowan.com](mailto:marina.cosentino@frankcowan.com)  
[frankcowan.com](http://frankcowan.com)



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**From:** Christine Lanoue <[clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca)>

**Sent:** April 29, 2020 12:42 PM

**To:** Aran Myers <[aran.myers@frankcowan.com](mailto:aran.myers@frankcowan.com)>

**Subject:** Town of LaSalle

Hi Aran

The Town is looking for ways to operate during Covid-19.  
Below is a lengthy email asking for thoughts on this.  
Can you possibly offer an insight into her inquiry.

Thank you in advance.

Sincerely,

**Christine Lanoue-Menovcik, B.Comm, R.I.B.**

Account Executive | **BrokerLink – Windsor Branch**

**Cell phone 226-344-1837**

T: 519-969-5910 x 87801 | F: 519-969-5947 | [clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca)

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**From:** Patricia Funaro [ <mailto:pfunaro@lasalle.ca> ]

**Sent:** Wednesday, April 29, 2020 11:45 AM

**To:** Christine Lanoue < [clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca) >

**Subject:** RE: Phone Call

Hi Christine,

Further to the voice mail message I left you this morning, the town is exploring what types of recreation programs we could offer to the community during the shutdown of recreational facilities. The Ontario Government's Framework for Reopening our Province indicates that it will still be quite some time before traditional in person recreation programs can resume. With that in mind, we are looking for ways to provide supports for the community to manage stress, cope with challenges and reconnect with the community in a new way as well as help the community return to a sense of normalcy by providing familiar routines and activities. Many recreation providers are using video conferencing software (such as Zoom) to offer programs. I am looking for input with respect to insurance coverage for offering these types of programs. Some further information for you:

- An organization called Planned to Protect ( <https://www.plantoprotect.com/home/> ) has resources available (training and policy) for engaging with vulnerable populations online. I have been using these resources to develop guideline that we would follow for our programs. Examples include a signed informed consent from parents, no use of video or sound for minors (they can view and hear the instructor, but the instructor can't see them), two staff on a call at all times to name a few.
- We are considering offering senior and adult guided fitness programs and guest speaker workshops as well as camp programs for children 4-12 years. Online programs would not be longer than 1 hour in length at a time.

Any feedback you could provide would be much appreciated. Please let me know if you require any



further information.

Looking forward to hearing from you.

Thanks,

## Patti Funaro

Recreation Manager,  
Town of LaSalle

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**From:** Christine Lanoue <[clanoue@brokerlink.ca](mailto:clanoue@brokerlink.ca)>

**Sent:** Monday, April 27, 2020 4:40 PM

**To:** Patricia Funaro <[pfunaro@lasalle.ca](mailto:pfunaro@lasalle.ca)>

**Subject:** Phone Call

Hi Patti

Sorry I was tied up today.

I will call you tomorrow to discuss the planning for the Vollmer.

Thanks

**Christine Lanoue-Menovcik, B.Comm, R.I.B.**

Account Executive | **BrokerLink – Windsor Branch**

**Cell phone 226-344-1837**

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