



**AGENDA**  
**COMMITTEE of the WHOLE - 9:00 a.m.**

**Wednesday, November 20, 2024**  
**Council Chambers, Wyoming**

Page

**1. Call to Order - Committee of the Whole**

**Committee Members:** J. Agar, G. Atkinson, D. Boushy, M. Bradley, A. Broad, T. Case, D. Cook, B. Dennis, D. Ferguson, B. Hand, B. Loosley, C. McRoberts, S. Miller, D. Sageman, I. Veen, B. White, and Warden K. Marriott.

**2. Disclosures of Pecuniary Interest**

If any.

**3. Emergency Medical Services Exemplary Service Medal Recognition**

The Warden will be recognizing eight (8) paramedics receiving Exemplary Service Medals.

**4. INFRASTRUCTURE & DEVELOPMENT SERVICES DIVISION**

**A) Correspondence to Receive and File**

5 - 7

a) PW 11-06-24 A notice of study commencement from Laura Donaldson, Egis Consultant, Project Manager, Egis Group, dated October 17, 2024 regarding Detail Design and Class Environmental Assessment for the Rehabilitation of Highway 40 Northbound and Southbound Lanes from Petrolia Line (Lambton Road 4) to Churchill Road, Lambton County, G.W.P. 3079-20-00.

8 - 9

b) PW 11-11-24 An email from Scott R. Butler, Executive Director, Good Roads, and Antoine Boucher, President, Good Roads Board of Directors, received October 29, 2024, regarding a resolution that proposes the establishment of an Ontario Rural Road Safety Program.

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c) PW 11-12-24 A Notice of Public Consultation Centre, issued November 5, 2024, regarding County of Lambton Country Road 22 (London Line) and County Road 8 (Forest Road) Roundabout Intersection, being held on Monday, November

25, 2024.

**B) Information Reports**

- 11 - 15 a) Information Report dated November 20, 2024 Regarding 3rd Quarter 2024 Building Permit Statistics.
- 16 - 17 b) Information Report dated November 20, 2024 Regarding 3rd Quarter Statistics and Approval Authority Activity.
- 18 - 21 c) Information Report dated November 20, 2024 Regarding 3rd Quarter Work In Progress.
- 22 - 24 d) Information Report dated November 20, 2024 Regarding County Road Intersection Treatments.
- 25 - 27 e) Information Report dated November 20, 2024 Regarding Emergency Management Coordinator Activities.

**C) Reports Requiring a Motion**

- 28 - 52 a) Report dated November 20, 2024 Regarding Primary Public Safety Answering Point Service Agreement Renewal.

**D) Other Business**

**5. PUBLIC HEALTH SERVICES DIVISION - Emergency Medical Services Department**

**A) Information Reports**

- 53 - 54 a) Information Report dated November 20, 2024 Regarding 2024 Emergency Medical Services Exemplary Service Medal Recipients.

**B) Other Business**

**6. CULTURAL SERVICES DIVISION**

**A) Information Reports**

- 55 - 71 a) Information Report dated November 20, 2024 Regarding Canatara Cabin Reconstruction Update.
- 72 - 83 b) Information Report dated November 20, 2024 Regarding Libraries Third Quarter 2024 Statistics.
- 84 - 89 c) Information Report dated November 20, 2024 Regarding Museums, Gallery and Archives Third Quarter 2024 Statistics.

**B) Reports Requiring a Motion**

- 90 - 93 a) Report dated November 20, 2024 Regarding Creative County Grant Program Analysis.
- 94 - 95 b) Report dated November 20, 2024 Regarding Libraries Donations, July 1 to September 30, 2024.

## Agenda: Committee of the Whole - November 20, 2024

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- 96 - 99 c) Report dated November 20, 2024 Regarding Museums, Gallery and Archives Collections Management September 2024.
- C) Other Business**
- 7. LONG-TERM CARE DIVISION**
- A) Information Reports**
- 100 - 103 a) Information Report dated November 20, 2024 Regarding 2024 Feedback Survey Report for Long-Term Care.
- 104 - 107 b) Information Report dated November 20, 2024 Regarding Long-Term Care Occupancy - Q3 2024.
- B) Other Business**
- 8. CORPORATE SERVICES DIVISION**
- 9. Correspondence to Receive and File**
- 108 - 109 a) CORP 11-13-24 A letter from Chief Janelle Nahmabin, Aamjiwnaang First Nation, received November 6, 2024 regarding a request that fines acquired from the environmental fine and penalty be given directly to Aamjiwnaang. *Please see the attached letter for full details on the request.*
- A) Information Reports**
- 110 - 112 a) Information Report dated November 20, 2024 Regarding Court Services - 2024 3rd Quarter Statistics and Activity.
- B) Reports Requiring a Motion**
- 113 - 116 a) Report dated November 20, 2024 Regarding Collection Agency Services for Provincial Offences and Municipal Collections.
- C) Other Business**
- 10. FINANCE, FACILITIES AND ACQUISITIONS DIVISION**
- A) Information Reports**
- 117 - 121 a) Information Report dated November 20, 2024 Regarding 2024 - Q3 Budget Monitoring Update.
- 11. SOCIAL SERVICES DIVISION**
- A) Correspondence to Receive and File**
- 122 a) SSD 11-09-24 A letter from the Hon. Paul Calandra, Minister of Municipal Affairs and Housing, dated November 4, 2024,

thanking the Warden and County staff for taking the time to meet with him at the 2024 AMO Conference. The letter states the recognition of the challenges faced by the County regarding encampments and the interest in additional capital funding for the development of affordable and supportive housing.

123 - 125

- b) SSD 11-10-24 A letter dated October 22, 2024 from the Western Ontario Warden's Caucus addressed to the Hon. Justin Trudeau, Prime Minister of Canada, regarding the Support for Ontario Big City Mayors Caucus, Solve the Crisis Campaign.

**B) Information Reports**

126 - 129

- a) Information Report dated November 20, 2024 Regarding Employment Ontario Service Delivery Update.

130 - 133

- b) Information Report dated November 20, 2024 Regarding Housing Services Statistical Report - Quarter 3.

**C) Other Business**

**12. IN-CAMERA**

**Recommendation**

That the Chair declare the Committee go in-camera to discuss the following:

- a) to receive a report and provide instructions regarding negotiations between the County and a third party relating to a property in the City of Sarnia, pursuant to s. 239(2) (c), and (k) of the *Municipal Act, 2001*.

**13. ADJOURNMENT**

PW 11-06-24

**Notice of Study Commencement  
Highway 40 Petrolia Line to Churchill Road**

**GWP 3079-20-00**

October 17, 2024

**Re: Notice of Study Commencement - G.W.P. 3079-20-00  
Detail Design and Class Environmental Assessment for the Rehabilitation of  
Highway 40 Northbound and Southbound Lanes from Petrolia Line (Lambton  
Road 4) to Churchill Road, Lambton County**

To whom it may concern,

The Ontario Ministry of Transportation (MTO) has retained Dillon Consulting Limited and Egis to carry out the Detail Design and Class Environmental Assessment (Class EA) for the rehabilitation of Highway 40 northbound and southbound lanes from Petrolia Line (Lambton Road 4) to Churchill Road, within Lambton County. A Key Map showing the project limits is enclosed for your reference.

The proposed scope of work includes:

- Pavement resurfacing of the northbound and southbound lanes of Highway 40 from Petrolia Line (Lambton Road 4) to Churchill Road;
- Drainage improvements at Jacob's Drain Box Culvert to mitigate erosion;
- Removal of phragmites; and
- Roadside safety improvements including replacement of guide rails, signs, and illumination, as necessary.

This Study will follow the approved environmental planning process for Group "C" projects under the *Class Environmental Assessment for Provincial Transportation Facilities* (2000). The process includes gathering information on existing environmental conditions at the site; seeking input from stakeholders, external agencies, Indigenous communities, and the public; an assessment of potential impacts of the proposed works; and the identification of measures required to mitigate any adverse effects. The environmental assessment study will be documented in an Environmental Screening Document.



**Notice of Study Commencement  
Highway 40 Petrolia Line to Churchill Road**

**GWP 3079-20-00**

We are interested in any information, comments, or questions that you may have regarding the study. Please contact the following project team members:

**Laura Donaldson, P.Eng.**  
Consultant Project Manager  
Egis

516 O'Connor Drive, Suite 200  
Kingston, ON K7P 1N3  
Tel.: 343-344-2635

Email: [laura.donaldson@egis-group.com](mailto:laura.donaldson@egis-group.com)

**Maha Al Massri, P.Eng.**

MTO Project Engineer  
Ontario Ministry of Transportation  
659 Exeter Road  
London, ON N6E 1L3  
Tel.: 519-860-4600

Email: [maha.almassri@ontario.ca](mailto:maha.almassri@ontario.ca)

We would appreciate receiving any comments or questions you may have regarding the project by **November 15, 2024**.

All information/comment received will be maintained on file for use during the Study and may be included in the study documentation. All comments, with the exception of personal information, will become part of the public record in accordance with the *Freedom of Information and Protection of Privacy Act*. If you have accessibility requirements in order to participate in this project, please contact one of the Project Team members listed above.

Sincerely,



Laura Donaldson, P.Eng.  
Egis Consultant, Project Manager

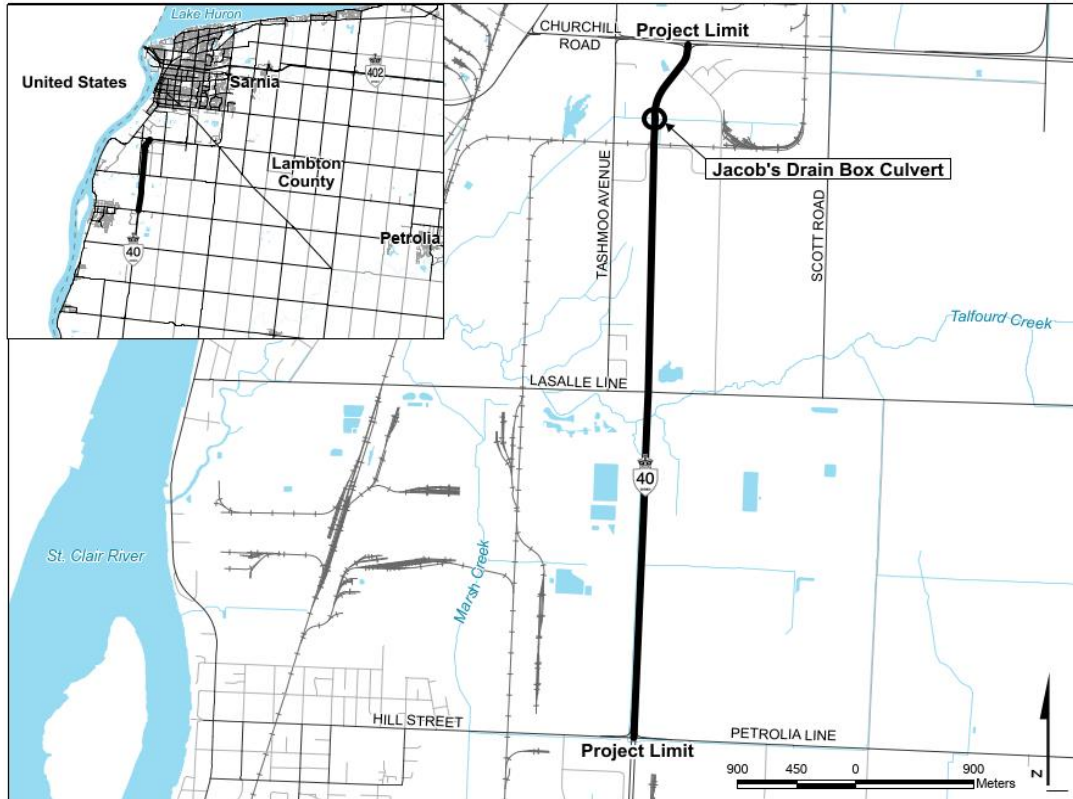
Encl. Study Area Key Map – G.W.P. 3079-20-00

cc.	Maha Al Massri	MTO Project Engineer
	Lora Yurdakul	MTO Environmental Planner
	Helene Pierard	MTO Environmental Planner
	Jennifer Cavanagh	Egis Environmental Planner



**Notice of Study Commencement  
Highway 40 Petrolia Line to Churchill Road**

**GWP 3079-20-00**



**Study Area Key Map - G.W.P. 3079-20-00**

PW 11-11-24

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**From:** Scott Butler <[scott@goodroads.ca](mailto:scott@goodroads.ca)>  
**Sent:** Tuesday, October 29, 2024 6:28 PM  
**To:** Stephane Thiffeault <[Stephane.Thiffeault@county-lambton.on.ca](mailto:Stephane.Thiffeault@county-lambton.on.ca)>  
**Subject:** establishment of an Ontario Rural Road Safety Program

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Wednesday, October 09, 2024

To: County of Lambton Head of Council and Council Members

Sent via email to: [stephane.thiffeault@county-lambton.on.ca](mailto:stephane.thiffeault@county-lambton.on.ca)

**Subject: Establishment of an Ontario Rural Road Safety Program**

Too many Ontarians are being seriously injured or killed on our roads.

In 2023, there were 616 people killed and 36,090 people injured. The number of fatalities is up nearly 20% in the last ten years.

In 2021, the most recent year of complete data from MTO's *Ontario Road Safety Annual Report (ORSAR)*, there were 561 fatalities – 426 of which occurred on municipal roads. While rural Ontario only represents 17% of the province's population, 55% of these deaths occurred on rural roads. By any measure, Ontario's rural roads are disproportionately more dangerous.

At the same time, municipal insurance premiums continue to increase. With no plausible reform being considered for joint and several liability, municipalities need to find innovative means for managing risk, particularly on their roadways,

To deal with this crisis, Good Roads has designed a multifaceted rural road safety program and have been in discussions with the Ministry of Transportation to fund it. The program would target a municipality's most dangerous roads, perform road safety audits, and install modern safety infrastructure that prevents serious injuries and save lives. This program is designed to be cost effective while also providing rural municipalities with a direct means for addressing risk associated with their roadways.

Good Roads has proposed leading a five-year \$183 million program that leverages our 131 years of municipal road expertise and our industry partnerships to quickly put in place the solutions that will address some of Ontario's most dangerous roads.

Good Roads is seeking support to address these preventable tragedies.

If the County of Lambton would be interested in pursuing this, a Council resolution similar to the example below should be adopted and sent to the Premier and the Minister of Transportation:

WHEREAS official statistics from the Government of Ontario confirm that rural roads are inherently more dangerous than other



roads;

AND WHEREAS, despite only having 17% of the population, 55% of the road fatalities occur on rural roads;

AND WHEREAS, rural, northern, and remote municipalities are fiscally strained by maintaining extensive road networks on a smaller tax base;

AND WHEREAS, preventing crashes reduces the burden on Ontario's already strained rural strained health care system;

AND WHEREAS, roadway collisions and associated lawsuits are significant factors in runaway municipal insurance premiums. Preventing crashes can have a significant impact in improving municipal risk profiles;

THEREFORE, BE IT RESOLVED THAT the County of Lambton requests that the Government of Ontario take action to implement the rural road safety program that Good Roads has committed to lead. It will allow Ontario's rural municipalities to make the critical investments needed to reduce the high number of people being killed and seriously injured on Ontario's rural roads; and

FURTHER THAT a copy of this resolution be forwarded to Premier Doug Ford, Hon. Prabmeet Sarkaria, Minister of Transportation, Hon. King Surma, Minister of Infrastructure, Hon. Rob Flack, Minister of Agriculture, Hon. Lisa Thompson, Minister of Rural Affairs, Hon. Trevor Jones, Associate Minister of Emergency Preparedness and Response, and Hon. Sylvia Jones, Minister of Health, and Good Roads; and

FURTHER THAT this resolution be circulated to all municipalities in Ontario requesting their support.

If you have any questions regarding this initiative please contact Thomas Barakat, Good Roads' Manager of Public Policy & Government Relations, at [thomas@goodroads.ca](mailto:thomas@goodroads.ca) at your convenience.

Sincerely,



Scott R. Butler  
Executive Director



Antoine Boucher  
President  
Good Roads Board of Directors



**Notice of Public Consultation Centre  
County of Lambton  
County Road 22 (London Line) and County Road 8 (Forest Road)  
Roundabout Intersection**

**INTRODUCTION**

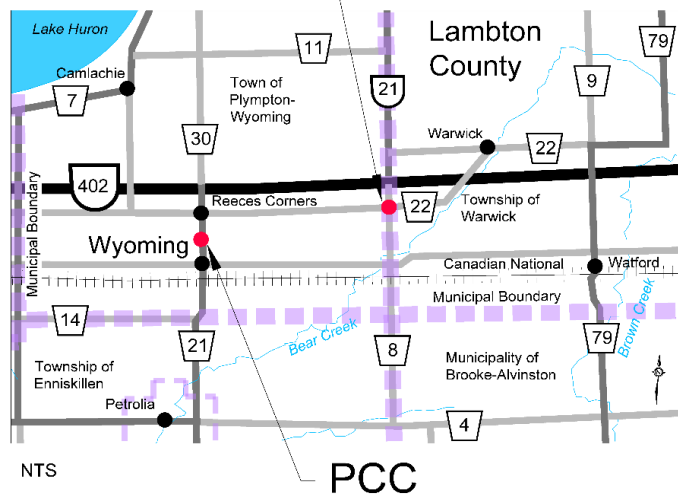
The County of Lambton has retained BT Engineering Inc. to complete the design for improvements to the County Road 22 (London Line) and County Road 8 (Forest Road) intersection located on the municipal boundary of the Town of Plympton-Wyoming and the Township of Warwick, Ontario. The design includes a roundabout to improve the operation and safety of the existing intersection.

**PUBLIC CONSULTATION**

The public consultation process ensures that anyone with interest in the project has the opportunity to provide input. An in-person Public Consultation Centre (PCC) is being held as follows:

- Date:** Monday, November 25, 2024
- Time:** 5:00 pm to 8:00 pm, presentation at 7:00 pm
- Location:** Lambton County Administration Building  
789 Broadway Street  
Wyoming, Ontario N0N 1T0

**Project Location**



All information will be collected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* (2009). Personal information you submit will not become part of the public record that is available to the general public and remain confidential. The public will be advised of future communication opportunities by the County's website in addition to public notices in newspapers.

For more information or if you wish to be placed on the project's mailing or emailing contact list, contact either:

**Steve Taylor, P.Eng., M.Eng.**  
**Consultant Project Manager**  
**BT Engineering Inc.**  
 509 Talbot Street  
 London, ON N6A 2S5  
 Email: [stevenj.taylor@bteng.ca](mailto:stevenj.taylor@bteng.ca)  
 Phone: 519-672-2222  
 Toll Free: 1-866-218-1001

**Matt Deline, P.Eng.**  
**Manager, Public Works**  
**County of Lambton**  
 789 Broadway Street, Box 3000  
 Wyoming, ON N0N 1T0  
 Email: [Matt.Deline@county-lambton.on.ca](mailto:Matt.Deline@county-lambton.on.ca)  
 Phone: 519-845-0809 ext. 5370

This Notice issued November 5, 2024

 <p style="text-align: center;"><b>INFRASTRUCTURE &amp; DEVELOPMENT SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>BUILDING SERVICES</b>
<b>PREPARED BY:</b>	<b>Corrine Nauta, Manager</b>
<b>REVIEWED BY:</b>	<b>Jason Cole, P. Eng., General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Building Services 3rd Quarter 2024 Statistics</b>

**BACKGROUND**

The Building Services Department (the “**Department**”) provides Ontario Building Code inspections for 10 of the 11 member municipalities in the County of Lambton (the “**County**”). In addition, Department staff conducts plumbing and septic system inspections for all 11 member municipalities in the County. Property standards services are also supplied for nine member municipalities in the County and the Department is also responsible for weed inspections. Additionally, the City of Sarnia and Walpole Island First Nations have contracted for inspection services for 2024, on an as-needed basis. The Department also assists the Housing Services Department with the Lambton Renovates program, as required.

**DISCUSSION**

In 2024, the Department continues to provide effective and efficient services to all local municipalities. Communication lines continue to be maintained and strengthened. Good working relationships exist between the County and the City of Sarnia Building Department. Department staff recognizes the importance of property file completeness and is actively closing files.

Year-over-year the total number of building permits (new homes, renovations, storage sheds etc.) decreased by 19. In comparison to the third quarter in 2023, the following statistics were gathered, as follows. New dwelling starts decreased by five over the same period last year. The number of building permit inspections increased by 516. Property standards inspections increased by 238, while plumbing permit issuance was increased by 61 and inspections increased by 168. In total, the number of septic reports prepared for planning applications (severances, minor variances), backfill permits, inquiries, and assessment requests have demonstrated a steady trend. The number of septic permits issued has decreased by two.

The Department statistics are attached to this report and include building statistics for the City of Sarnia and the Municipality of Lambton Shores, separately.

**FINANCIAL IMPLICATIONS**

Statistical numbers are consistent with expectations for permit issuance and inspection.

**CONSULTATIONS**

Building Departments at the City of Sarnia and the Municipality of Lambton Shores were consulted in the preparation of this report.

**STRATEGIC PLAN**

Area of Effort #2 - Services and Communications - The County is focused on the provision of responsive services and programs, independently and through partnerships, and is committed to progressive and effective communications in promoting the same, by:

- Anticipating and aligning service delivery to emerging needs and expectations (including changing demographics);
- Engaging and informing residents, stakeholders, and municipal partners of the County's services, programs, opportunities, and challenges; and
- Advocating Lambton County's perspective on provincial and federal programs and legislative amendments.

**CONCLUSION**

The Department remains optimistic about another successful year in the County for building, plumbing, septic, property standards, and weed inspection. Department staff will continue to maintain open communication lines with all municipalities and their respective building departments.

Department staff will also continue with the timely completion and closing of property files while keeping our member municipalities updated on the progress concerning building services issues.

Overall, the Department remains dedicated to providing essential services, effectively and efficiently to our local and contracted municipalities.

**3rd Quarter Building Statistics  
Year to Date Comparison - 2024 vs 2023**

	Number of Permits		Value of Construction	
	2024	2023	2024	2023
Residential	314	352	\$71,319,952	\$73,177,645
Commercial	42	33	\$11,866,205	\$6,741,214
Industrial	10	25	\$5,367,700	\$10,418,300
Agricultural	75	80	\$30,936,101	\$22,338,960
Institutional	15	8	\$9,545,166	\$1,711,500
<b>TOTALS</b>	<b>456</b>	<b>498</b>	<b>\$129,035,124</b>	<b>\$114,387,619</b>

**New Dwelling Units in County of Lambton**

Municipality	New Dwelling Units	
	2024	2023
Brooke-Alvinston	3	9
Dawn-Euphemia	2	3
Enniskillen	4	4
Oil Springs	1	3
Petrolia	11	8
Plympton-Wyoming	40	49
Point Edward	0	4
St. Clair	47	25
Warwick	2	10
<b>TOTALS</b>	<b>110</b>	<b>115</b>

Unless otherwise noted, dwelling units are single family dwellings.

Brooke-Alvinston: 1 secondary dwelling

Plympton-Wyoming: 37 single family dwellings; 1 secondary dwelling, 1 duplex

St. Clair: 26 single family dwellings; 1 secondary dwelling; 20 townhouse units

**Building Services Department**  
**3rd Quarter Statistics Comparison 2024 vs. 2023**

<b>Building</b>	<b>3rd Quarter</b>		<b>Year-To-Date</b>	
	<b>2024</b>	<b>2023</b>	<b>2024</b>	<b>2023</b>
Permits	150	169	456	498
Inspections	2867	2351	7394	7444
Property & Maintenance	670	432	1738	1087
Amount Invoiced	\$292,404	\$241,609	\$802,922	\$706,331
<b>Building Permit Value</b>	<b>\$38,624,359</b>	<b>\$38,246,965</b>	<b>\$129,035,124</b>	<b>\$114,387,619</b>

<b>Plumbing</b>	<b>3rd Quarter</b>		<b>Year-To-Date</b>	
	<b>2024</b>	<b>2023</b>	<b>2024</b>	<b>2023</b>
Permits	210	149	504	473
Inspections	828	660	2209	2079
<b>Permit Revenue</b>	<b>\$46,450</b>	<b>\$39,815</b>	<b>\$129,780</b>	<b>\$111,571</b>

<b>Septics</b>	<b>3rd Quarter</b>		<b>Year-To-Date</b>	
	<b>2024</b>	<b>2023</b>	<b>2024</b>	<b>2023</b>
Septic Permits	28	30	73	69
Septic Backfill Inspections	15	17	45	62
Severances	3	3	21	9
Minor Variances	3	7	11	27
Zoning Amendments	5	0	6	3
Private Sewage Assessments	3	4	10	14
Enquiry Requests	5	3	15	5
Enforcement Inspections	0	0	20	33
<b>Permit Revenue</b>	<b>\$13,600</b>	<b>\$12,775</b>	<b>\$35,115</b>	<b>\$34,025</b>

**3rd Quarter Building Statistics - 2024 vs 2023**

**The City of Sarnia and The Municipality of Lambton Shores**

**The Municipality of Lambton Shores**

Type	Number of Permits	Value of Construction (\$)	Number of Permits	Value of Construction (\$)
	<b>2024</b>	<b>2024</b>	<b>2023</b>	<b>2023</b>
Residential	53	12,049,433	42	11,453,485
Commercial	4	136,000	6	455,000
Industrial	0	0	1	50,000
Agricultural	3	5,314,600	3	2,400,000
Institutional	0	0	0	0
Other	8	529,916	2	765,000
<b>TOTAL</b>	<b>68</b>	<b>18,029,950</b>	<b>54</b>	<b>15,123,485</b>

**The City of Sarnia**

Type	Number of Permits	Value of Construction (\$)	Number of Permits	Value of Construction (\$)
	<b>2024</b>	<b>2024</b>	<b>2023</b>	<b>2023</b>
All Categories	138	82,601,940	108	66,505,240
<b>TOTAL</b>	<b>138</b>	<b>82,601,940</b>	<b>108</b>	<b>66,505,240</b>

**New Dwelling Units**

Municipality	3rd Quarter 2024	3rd Quarter 2023
Lambton Shores	16*	19**
Sarnia	60***	98****
<b>TOTAL</b>	<b>66</b>	<b>121</b>

Unless otherwise noted, dwelling units are single family dwellings.

\* 4 of 16 are Multiple Family Dwelling Units

\*\* 1 of 19 are Multiple Family Dwelling Units

\*\*\* 9 of 60 are Additional Dwelling Units and  
51 of 60 are Apartments

\*\*\*\* 4 of 98 are Multiple Family Dwelling Units and  
59 of 98 are Apartments

 <p style="text-align: center;"><b>INFRASTRUCTURE &amp; DEVELOPMENT SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>PLANNING AND DEVELOPMENT SERVICES</b>
<b>PREPARED BY:</b>	<b>Corrine Nauta, Manager</b>
<b>REVIEWED BY:</b>	<b>Jason Cole, P. Eng., General Manager Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>3rd Quarter Statistics and Approval Authority Activity</b>

**BACKGROUND**

The Department provides planning services for 10 of the 11 municipalities in the County of Lambton. In addition, the Department administers the functions of Emergency Management, 9-1-1/Municipal Addressing and Woodlands Conservation County-wide.

**DISCUSSION**

<b>Applications</b>	<b>2024</b>	<b>2023</b>
Committee of Adjustment	26	37
Site Plan Control	3	4
Zoning By-Law Amendments	10	6
Official Plan Amendments	2	0
Woodlot Applications	0	0
Woodlot Notice of Intent to Cut	29	9
Woodlot Reviews	3	7
Letters of Compliance (Zoning Confirmations)	8	10
Plan of Subdivision/Condominium Applications	2	0
Plan of Subdivision/Condominium Extensions	1	1
Part Lot Control	0	0
Final Plan of Subdivision/Condominium Approvals	0	0
Draft Plan of Subdivision/Condominium Approvals	2	0
Plan of Subdivision/Condominium Amendments	0	0
Official Plan and Official Plan Amendment Approvals	8	0
<b>Totals</b>	<b>94</b>	<b>74</b>



**FINANCIAL IMPLICATIONS**

Not applicable.

**CONSULTATIONS**

Municipalities, the public as well as provincial and other regulatory agencies, are routinely consulted in the planning and approval processes.

**STRATEGIC PLAN**

Application of Area of Effort #2: Services and Communications – The County is focused on the provision of responsive services and programs, independently and through partnerships, and is committed to progressive and effective communications in promoting the same, by:

- Engaging and informing residents, stakeholders, and municipal partners of the County's services, programs, opportunities, and challenges.

**CONCLUSION**

The Planning and Development Services Department will continue to provide quarterly updates for statistics and Approval Authority activity.

 <p style="text-align: center;"><b>INFRASTRUCTURE &amp; DEVELOPMENT SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>PLANNING AND DEVELOPMENT SERVICES</b>
<b>PREPARED BY:</b>	<b>Corrine Nauta, Manager - Interim</b>
<b>REVIEWED BY:</b>	<b>Jason Cole, P. Eng., General Manager Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>3<sup>rd</sup> Quarter 2024 Work In Progress</b>

**BACKGROUND**

The Planning and Development Services Department (the “**Department**”) provides planning services for 10 of the 11 municipalities in the County of Lambton. In addition, the Department administers the functions of Emergency Management, 9-1-1/Municipal Addressing, and Woodlands Conservation County-wide.

**DISCUSSION**

Individual local municipalities continue to deal with a variety of planning and land use applications. Lambton County planners to work alongside local administrative staff to respond to daily inquiries and manage proposals through the planning process. More detailed information regarding work in each municipality is provided as follows.

Municipality of Brooke-Alvinston

One Site Plan Amendment (“**SPA**”) and one Zoning By-law Amendment (“**ZBLA**”) associated with a plan of subdivision involving approximately 244 residential units on 109 lots, which includes single and multi-unit dwellings, and one townhouse development are under review requiring a ZBLA. A report regarding Additional Dwelling Unit (“**ADU**”) will move forward in the fourth quarter.

Township of Dawn-Euphemia

Work is being undertaken toward a Conservation Easement proposal and associated severances for a natural heritage site located near Rutherford, as well as a potential SPA. An ADU report will move forward in the fourth quarter.

Township of Enniskillen

Four severances and one minor variance were approved. No appeals were received.

Municipality of Lambton Shores

Reports and/or By-Laws were prepared for four minor variances, two consents, four ZBLA, one Official Plan Amendment (“**OPA**”), one SPA and one subdivision application, and one deeming by-law (merging of lots). An information report was also presented to Council on the new 2024 Provincial Planning Statement (“**PPS**”). The 5-year Official Plan (“**OP**”) was approved and adopted by Council. Preparations are underway for a comprehensive Zoning By-Law (“**ZBL**”) review, to be completed in-house.

Village of Oil Springs

Work continues with a landowner to re-establish the lot fabric layout for a mobile home park, which may require a ZBLA. Two severance proposals and the associated formal upgrading of a road to accommodate the limited development are being reviewed. The ADU report will move forward in the fourth quarter.

Town of Petrolia

One SPA was approved with conditions. One subdivision application was deemed complete with a public meeting date scheduled for early 2025. A housekeeping ZBLA for ADU's was approved. Three site plan proposals, two draft plan of subdivisions and one minor variance were reviewed. Various building licenses and sign permits were evaluated and issued. An information report to Council on the new PPS was completed. Work on the development of the “East Sector Lands” continues in conjunction with applicants and the Town regarding issues of joint servicing and easements.

Town of Plympton-Wyoming

A high volume of responses to applications was noted, which is anticipated to continue into the projected future. Reports and/or By-Laws were prepared for six minor variance applications, three consent applications, two SPA's, four ZBLA's, two OPA's and one surplus farm dwelling severance. Additionally, information reports were presented to Council regarding the new PPS and proposed amendments to Ontario Regulation 299/19 concerning ARU's.

A ZBLA under appeal to the Ontario Land Tribunal (“**OLT**”) has been successfully resolved. The Town also filed an appeal to the OLT regarding the conditions of draft approval for a plan of subdivision. An increased number of ZBLA and consent applications are expected for surplus dwelling to farm operations. Additionally, a short-term vacation rental licensing By-Law is scheduled for deliberation by Council next quarter, followed by an OPA and ZBLA, pending Council's decision.

Work continues with NPG Planning Solutions (“**NPG**”) to review and update the Town's comprehensive ZBL, with plans to present a report to Council and conduct public open houses and meetings in 2025.

Village of Point. Edward

One SPA was finalized and several new applications for various planning matters are under review. This includes two large residential developments, one with a public meeting scheduled in 2025. Additionally, a townhouse development of 136 units is under appeal and an OLT hearing has been adjourned with a future meeting date to be determined. One ZBLA to allow for a new triplex was refused by Council in September. There were no appeals from the applicant.

Work with NPG is ongoing to review and update the Village's comprehensive ZBL, with plans to present a report to Council and conduct public open houses and meetings in 2025.

St. Clair Township

Inquiries regarding new development and redevelopment in St. Clair Township are received regularly. Land use development is very active with several proposals at various stages of the review and approval process. Final adjustments to ensure consistency with the 2024 PPS as part of OP amendments are underway. Council will consider adopting the plan in December 2024.

Two SPAs are being reviewed. One for a day care facility to provide additional play areas and another at Service Ontario to expand the buildings on the site. The SPA for Diageo and Cando Rail are also still under review. There are four draft plans of subdivision applications that are at various stages of the review process. Beckwith Street (Corunna) and Boswell Street (Brigden) both have draft plan approval. The subdivision agreement for Woodland Estates, located on Maple Steet Corunna is being prepared.

Committee of Adjustment activity continues to remain high with a total of 29 minor variance applications and seven consent to sever applications submitted in 2024 (ten minor variance applications and one consent to sever application were submitted in the third quarter of 2024). Four of the consent to sever applications will require a ZBLA.

A ZBLA denied by Council for a proposed subdivision was heard at the OLT and the decision supported for the appellant (developer). The required By-Laws will be approved by the clerk and the developer will submit a subdivision application.

Warwick Township:

A recent ZBLA and severance application were approved, permitting the severance of a residence in the agricultural area, contrary to the criteria for a Surplus Farm Dwelling severance. This decision has resulted in a surge of requests for applications from proponents seeking similar residential severances. Two SPA's and one amendment have been approved and two subdivision applications remain under review. The Township also received two minor variance applications, with one approved and the other still under review.

Work continues with NPG to review and update the Township's comprehensive ZBL, with plans to present a report to Council and conduct public open houses and meetings in 2025.

The County of Lambton

The County's Official Plan update and associated consultation with member municipalities has been initiated. Additional details, including separate reports and updates will be provided at the appropriate junctures. Further, staff has provided comments to the Ministry of Municipal Affairs and Housing on several proposals and responded to many invitations for consultation on various planning initiatives.

**FINANCIAL IMPLICATIONS**

Not applicable.

**CONSULTATIONS**

Ongoing consultations regarding the various projects are held with municipalities, review agencies, the public as well as community and interest groups as part of the Planning application process.

**STRATEGIC PLAN**

Area of Effort #2 - Services and Communications - The County is focused on the provision of responsive services and programs, independently and through partnerships, and is committed to progressive and effective communications in promoting the same, by:

- Anticipating and aligning service delivery to emerging needs and expectations (including changing demographics);
- Engaging and informing residents, stakeholders, and municipal partners of the County's services, programs, opportunities, and challenges; and
- Advocating Lambton County's perspective on provincial and federal programs and legislative amendments.

**CONCLUSION**

The Department will continue to provide quarterly updates for statistics and Approval Authority activity.

 <p style="text-align: center;"><b>INFRASTRUCTURE &amp; DEVELOPMENT SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>PUBLIC WORKS</b>
<b>PREPARED BY:</b>	<b>Matt Deline, P.Eng., Manager</b>
<b>REVIEWED BY:</b>	<b>Jason Cole, P. Eng., General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>County Road Intersection Treatments</b>

**BACKGROUND**

Lambton County Council, at its meeting on November 6, 2024, passed the following motion:

*#10: Ferguson/Dennis: That Council authorize staff to install secondary stop signs on Mandaumin Road (County Road 26), Courtright Line (Highway 80) and Petrolia Line (County Road 4), and for staff to also consider installing flashing lights at such locations.*

*Carried.*

**DISCUSSION**

Based on the direction of Lambton County Council, the following treatments will be applied at the intersections noted:

County Road 80 (Courtright Line) and County Road 8 (Inwood Road)

- Addition of supplementary special oversize STOP signs on the left-hand side of northbound and southbound County Road 8.
- Addition of red flashing beacons on the existing STOP signs at northbound and southbound County Road 8.

County Road 80 (Courtright Line) and County Road 26 (Mandaumin Road)

- Addition of supplementary special oversize STOP signs on the left-hand side of northbound and southbound County Road 26.
- Addition of red flashing beacons on the existing STOP signs at northbound and southbound County Road 26.

**County Road 80 (Courtright Line) and County Road 31 (Kimball Road)**

- Addition of supplementary special oversize STOP signs on the left-hand side of northbound and southbound County Road 31.

**County Road 4 (Petrolia Line) and County Road 31 (Kimball Road)**

- Addition of supplementary special oversize STOP signs on the left-hand side of northbound and southbound County Road 31.

Red flashing beacons on the existing STOP signs are not recommended to be placed on County Road 31 (Kimball Road) at County Road 4 (Petrolia Line) and County Road 80 (Courtright Line) due to the presence of existing overhead flashing beacons at both locations.

The *Ontario Traffic Manual – Book 5: Regulatory Signs (2021)* encourages the use of supplementary signage only in special circumstances, specifically in relation to the placement of supplementary STOP signs on the left-hand side of the roadway, stating “... practitioners are reminded that overuse of traffic control devices tends to lessen their effectiveness.” Additionally, it should be noted that the Ontario Traffic Manuals state “... beacons should continue to be used with considerable discretion, as over-use of these devices may lead to their being disregarded by motorists.”

At this time, no further additional intersection treatments are proposed along the County Roads noted in the motion adopted by Lambton County Council, but they will continue to be considered in the future in accordance with the existing County of Lambton ‘Stop Approach Treatment’ policy, should they become necessary.

**FINANCIAL IMPLICATIONS**

The cost to purchase and install the noted intersection treatments is estimated at \$20,000. Funding for this work will be allocated out of the approved County of Lambton 2024 Budget.

**CONSULTATIONS**

The Ontario Provincial Police were consulted as part of reviews carried out prior to the direction provided by Lambton County Council.

**STRATEGIC PLAN**

Area of Effort #6 - Corporate Sustainability - The County is committed to ensuring long-term environmental and financial sustainability in all its operations, by:

- Continuing to implement strong financial plans, policies, and practices that bolster and safeguard municipal services and infrastructure.

**CONCLUSION**

Based on the direction by Lambton County Council, supplementary intersection treatments will be carried out at four locations along County Road 26 (Mandaumin Road), County Road 80 (Courtright Line), and County Road 4 (Petrolia Line). This work is anticipated to be completed by the end of 2024, subject to the availability of materials, resource scheduling, and underground locates.



 <p style="text-align: center;"><b>INFRASTRUCTURE &amp; DEVELOPMENT SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>PLANNING AND DEVELOPMENT SERVICES</b>
<b>PREPARED BY:</b>	<b>Jay vanKlinken, Emergency Management Coordinator</b>
<b>REVIEWED BY:</b>	<b>Corrine Nauta, Interim - Manager Jason Cole, P. Eng., General Manager Stephane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Emergency Management Coordinator Activities Report</b>

**BACKGROUND**

The Emergency Management Coordinator is responsible for working with the provincially mandated Emergency Management Program Committee to develop and implement the County’s emergency management program in accordance with the *Emergency Management and Civil Protection Act* and O. Reg. 380/04.

The following is a summary of recent activities related to emergency management.

**DISCUSSION**

Colour Coded Weather Alerts

In October, Environment and Climate Change Canada (“**ECCC**”) engaged Community Emergency Management Coordinators (“**CEMC**”) and other stakeholders to discuss proposed changes to ECCC’s weather alerting program. ECCC is planning to implement risk-based alerting with corresponding yellow, orange, or red classifications based on a matrix measuring forecast confidence and expected impacts. CEMCs are evaluating potential impacts to local emergency preparedness programs. ECCC plans to hold further stakeholder consultations with roll-out of the new system in the second or third quarter of 2025.

Benzene Destocking

In August, INEOS Styrolution (“**INEOS**”) received approval from the Ministry of the Environment, Conservation and Parks (“**MECP**”) to begin removing benzene from below the internal floating roof of one of its tanks in Sarnia. Due to the potential for elevated emissions, the County Emergency Management Coordinator (“**CEMC**”) engaged with various stakeholders, including Aamjiwnaang First Nation, City of Sarnia Fire

Chief/CEMC, Emergency Management Ontario, INEOS, Lambton Public Health, the Medical Officer of Health, and provincial and federal health and environment ministries, to plan for potential public safety responses associated with the activities. Planning included the consideration of shelter-in-place and evacuation thresholds, identified by Health Canada.

The County also used its annual emergency exercise to identify its roles, responsibilities, and potential responses to a hazardous materials event. The CEMC and representatives from LPH attended regular stakeholder meetings during benzene removal activities, which took place over the first two weeks of October.

#### Emergency Preparedness Day

Emergency Preparedness Week is recognized the first full week of May each year in Canada. It is an opportunity for public safety institutions to promote the need for residents to know local risks, make personal emergency plans, assemble home preparedness kits, and keep themselves informed during emergencies. In 2025, Lambton BASES, in partnership with local industry and member municipalities, will be relaunching *Emergency Preparedness Day*. This is an interactive trade show-styled event, designed to engage the public on local emergency preparedness. The event will be held at Lambton College on Saturday, May 10, 2025, with further details to come.

#### Collaboration & Emergency Exercises

Emergency exercises present opportunities for organizations and their personnel to test their respective emergency plans, evaluate communications and technological needs, confirm organizational and individual roles and responsibilities, maintain vital services contacts, and test how they will communicate with the public and stakeholders. The CEMC has participated in or observed several local tabletop, functional, or full-scale emergency exercises in recent weeks including those of Plains Midstream, Nova Chemicals/St. Clair Township/Lambton BASES (joint), Petrolia and Enniskillen (joint), Warwick Township, and Sunoco Pipeline.

### **CONSULTATIONS**

Consultations have occurred as follows:

- **Colour Coded Weather Alerts:** Environment and Climate Change Canada.
- **Benzene Destocking:** Aamjiwnaang First Nation, City of Sarnia, Emergency Management Ontario, INEOS Styrolution, Lambton Public Health, Medical Officer of Health, provincial and federal health and environment ministries.
- **Emergency Preparedness Day:** Lambton BASES.
- **Collaboration & Emergency Exercises:** Plains Midstream, Nova Chemicals, St. Clair Township, Lambton BASES, Town of Petrolia, Township of Enniskillen, Warwick Township, and Sunoco Pipeline.

**STRATEGIC PLAN**

Application of Area of Effort #3: Community Development – The County is committed to capitalizing on opportunities that enrich the quality of life and future prospects of the community by:


- Strengthening the County’s advocacy and lobbying efforts with other levels of government to raise the profile of the County and its needs to secure improved senior government supports, funding, grants, and other resources to meet emergency infrastructure and service needs.

Application of Area of Effort #5: Partnerships – The County is committed to developing strong relationships with community partners, municipalities, and First Nations by:

- Exploring public-private partnerships aimed at benefitting the community.

**CONCLUSION**

Through its emergency management program, the County continues to investigate and pursue all available opportunities to build the capacity of emergency response plans in the community, including its own.

 <p style="text-align: center;"><b>INFRASTRUCTURE &amp; DEVELOPMENT SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>PLANNING AND DEVELOPMENT SERVICES</b>
<b>PREPARED BY:</b>	<b>Corrine Nauta, Interim Manager</b>
<b>REVIEWED BY:</b>	<b>Jason Cole, P. Eng., General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>SUBJECT:</b>	<b>Primary Public Safety Answering Point Service Agreement Renewal</b>

**BACKGROUND**

A Primary Public Safety Answering Point (“**P-PSAP**”) service is responsible for answering all calls to 9-1-1 for police, fire and ambulance services; directing calls to the appropriate emergency service(s). This was formerly referred to as the Central Emergency Reporting Bureau (“**CERB**”).

The Ontario Provincial Police (“**O.P.P.**”) were originally contracted in 2004 to provide CERB (now P-PSAP) 9-1-1 call taking services for all Lambton municipalities, except the City of Sarnia and Village of Point Edward. The current five-year agreement with the O.P.P. expired on February 18, 2023, but was extended on a year-to-year basis to allow inclusion of the new Next Generation 9-1-1 (“**NG 9-1-1**”) requirements.

**DISCUSSION**

The O.P.P. have circulated the new P-PSAP agreement for municipalities. The new agreement maintains the existing annual rate of \$0.561 per capita on a rolling term, to be reviewed annually. Costing is calculated using the 2021 Census data to identify the service population of 55,410, translating to an annual service fee of \$31,085.01. The agreement services all areas in the County of Lambton excluding the City of Sarnia and Village of Point Edward. Kettle and Stoney Point First Nation and Walpole First Nation also contract P-PSAP service with O.P.P. through the County of Lambton agreement. Aamjiwnaang First Nation receives this service through the City of Sarnia.

There have been no concerns brought forward regarding the quality of O.P.P. P-PSAP service throughout the previous agreement term. The O.P.P. agreement summary, an outline of P-PSAP services and the new agreement are attached to this report for reference.

**FINANCIAL IMPLICATIONS**

The previous per capita rate of \$0.561 will be maintained under the new agreement. The annual fee for O.P.P. to provide P-PSAP call taking service under this agreement is \$31,085.01. This cost will be included annually as part of the County of Lambton Budget. P-PSAP service expenses are recovered from Kettle and Stoney Point First Nation and Walpole First Nation on a per capita basis through separate contracts with the County.

**CONSULTATIONS**

Consultation with the O.P.P. was undertaken as part of preparation for this report.

**STRATEGIC PLAN**

Application of Area of Effort #5: Partnerships - The County is committed to developing strong relationships with community partners, municipalities, and First Nations by:

- Cultivating sustainable relationships that include strategies to improve communication and understanding, and provide mutual assistance on projects; and
- Collaborating with strategic partners to leverage available resources and service opportunities.

**CONCLUSION**

The O.P.P. has delivered P-PSAP services for the County since 2004. A new agreement has been distributed to municipalities to continue this service.

The previous per capita rate of \$0.561 will be maintained under the new agreement. It is recommended that the County continue to engage the services of the O.P.P to provide 9-1-1 call taking services through the terms of the agreement, as presented.

**RECOMMENDATIONS**

- a) That County of Lambton enter into the Agreement for the provision of Primary Public Safety Answering Point Services with the Ontario Provincial Police;
- b) That the Warden and Clerk be authorized to sign such agreements and any other agreements or documents to give effect to the foregoing; and
- c) That the appropriate By-Law be presented to County Council for its consideration.

Ontario  
Provincial  
Police

Police  
provinciale  
de l'Ontario



**Municipal Policing Bureau**  
**Bureau des services policiers des municipalités**

777 Memorial Ave. 777, avenue Memorial  
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File Reference:600

The Corporation of  
The County of Lambton

789 Broadway Street,  
Box 3000  
Wyoming ON  
N0N 1T0

November 8, 2024

Dear Sir / Madam

This letter is a follow up to our August 2023 correspondence sent to advise of upcoming changes to the Primary Public Safety Answering Point (P-PSAP) service agreement with the Ontario Provincial Police (OPP) to align with the requirements of Next Generation 9-1-1 (NG9-1-1) services. The P-PSAP service is a necessary requirement of providing 9-1-1 to the public as it is the first point of contact when dialing 9-1-1; operators determine whether the caller requires police, fire or ambulance service before routing to the call to the appropriate agency. The new OPP P-PSAP agreement has been developed and is attached to this letter.

At this time, the rate for this service will remain at \$0.561 / capita / annum. Accordingly, the annual cost of the service to The Corporation of the County of Lambton in 2025 will be 0.561\*55,410 based on a residential population served of 55,410.

While we encourage you to review the new agreement in its entirety, a summary of significant updates to the agreement include:

	<b>Previous Agreement(s)</b>	<b>New Agreement</b>
Terminology	Central Emergency Reporting Bureau (CERB) Public Emergency Reporting Service (PERS)	P-PSAP NG 9-1-1
Termination	90-day notice period	180-day notice period
Term length	2 (two) & 5 (five) year, renewable by written notice	Rolling term

To proceed with services under the new agreement, the OPP will require the attached agreement to be signed by the appropriate party, be accompanied by a by-law or band council resolution, and returned to the OPP by December 1, 2024.

Agreements will be effective as of January 1, 2025, and changes to billing based on population updates will be reflected in the annual billing issued in January 2025.

I have attached a P-PSAP information package for your reference. Please notify us at the soonest opportunity if you have any questions, or if you wish to discontinue the P-PASP service from the OPP. Note that the OPP is one of multiple providers of P-PSAP service to choose from, and that a P-PSAP service must be in place for members of your community to continue to be able to access 9-1-1. If you have any questions regarding the service, changes to the agreement, or billing please contact [ppsap@opp.ca](mailto:ppsap@opp.ca).

Kind Regards,



Superintendent Steve Ridout  
Commander, Municipal Policing Bureau

Attachments P-PSAP Agreement  
P-PSAP Information Package



**OPP PROVISION OF  
9-1-1 PRIMARY PUBLIC SAFETY  
ANSWERING POINT (P-PSAP)  
SERVICES**

*02.2022 version*



## **OPP 9-1-1 P-PSAP Services**

The Ontario Provincial Police (OPP) was established in 1909 and is one of the largest police forces in North America, with 5,500 uniformed officers, 2,500 civilian employees and 600 Auxiliary officers. The OPP operates under the Police Services Act and serves Ontario by protecting its citizens, upholding the law and preserving public safety. Many of the services provided by the OPP, including frontline policing, communications and 9-1-1 Primary Public Safety Answering Point (P-PSAP), are provided under contract to Ontario municipalities.

A P-PSAP is responsible for answering all calls to 9-1-1 for police, fire and ambulance services. A 9-1-1 calltaker will triage the caller's needs and forward the call directly to the appropriate emergency service(s) — known as a secondary Public Safety Answering Point (S-PSAP) — for action and follow-through.

The OPP provides primary PSAP and secondary PSAP services to many municipalities in Ontario.

Trained OPP personnel have expertise in both calltaking and dispatch functions and are available to provide 9-1-1 P-PSAP services 24 hours per day, seven days per week, 365 days per year.

Presently, the OPP has agreements with 111 Municipalities, First Nations, Local Services Boards and other 9-1-1 Authorities to provide P-PSAP services in geographical areas that are policed by the OPP, as well as in some areas where policing is provided by a Municipal Police Service.

If a Municipality chooses to accept an OPP contract for the provision of 9-1-1 P-PSAP services, the resources of the Provincial Communications Centre (PCC) will focus on meeting the needs of the Municipality, as set out in the contract.

Advantages of accepting an OPP contract for the provision of 9-1-1 P-PSAP services to the Municipality include improved situational awareness during incidents, which is crucial to establishing the most efficient emergency communications systems possible. Additionally, it allows for improved control and coordination of major incidents, an assured Grade of Service, consistent use of state-of-the-art technology and continuous service provided at a defined cost.

The information contained in this document outlines OPP-provided P-PSAP services.

## **Technical and Operational Information**

### **Provincial Communications Centres Providing Call Answering**

A Provincial Communications Centre is the incoming communications centre and acts as the primary interface between the public and the OPP for both non-emergent and emergency calls, including 9-1-1. The OPP currently operates four (4) Provincial Communications Centres in Ontario. Each OPP Provincial Communications Centre operates in compliance with the provisions of Ontario Regulation 3/99 governing the adequacy and effectiveness of police services (Adequacy Standards).

For a Municipality under contract with the OPP for 9-1-1 P-PSAP service, the OPP provides continuous and uninterrupted services through one of two Provincial Communications Centres: the North Bay Provincial Communications Centre is designated as the primary call answering centre, with another OPP Provincial Communications Centre serving as the backup location. This is required as part of the Bell Canada service plan. Staff and system requirements necessary for the provision of this service to the municipality are available upon acceptance of the OPP as the provider of P-PSAP services. 9-1-1 calls will be answered and directed to the appropriate public safety agencies within the municipality's 9-1-1 Public Emergency Reporting Service (PERS). In order to accommodate 9-1-1 P-PSAP responsibilities for the municipality, Bell PERS will be required to install circuits to direct the calls appropriately to the OPP. This work will be completed without any cost to the municipality as part of the Bell service plan.

### **Staffing of Provincial Communications Centres**

The OPP staffs all its Provincial Communications Centres with qualified civilian and uniform OPP members. The OPP also manages all the personnel and equipment required to receive and process all emergency calls directed to the P-PSAP. A Provincial Communications Centre is typically staffed based on historical workloads and software algorithms that identify the number of required personnel to adequately meet the OPP Grade-of-Service target. During normal operations the calltaker and dispatcher functions are separated, although all operators are trained to perform both roles. On-duty civilian Communication Teams Leaders and OPP uniform supervisors provide full-time, on-site supervision and support at all times.

The OPP is thoroughly familiar with the operation of the 9-1-1 PERS, as it is a part of normal day-to-day operations. OPP personnel have considerable experience in dealing with emergent situations and serving the public directly. This experience and fundamental orientation are of benefit to the citizens of a municipality that contracts with the OPP as a P-PSAP provider.

### **Training**

Provincial Communications Centre staffing is of utmost importance to the OPP. For the calltakers as the first points of contact for the public during an emergency and for the dispatchers who coordinate the movements and actions of frontline police officers, it is mission critical that PCC staff are well trained and in adherence with the OPP's Standard Operating Procedures. All

applicants for OPP Communications Operator positions are subjected to a rigorous screening process involving interviews, pre-employment testing using CritiCall and other position-specific software, psychological testing and security checks. Once hired, they receive extensive training in a classroom environment, followed by practical training in the Provincial Communications Centre, and are matched with an OPP-trained coach during their initial transition. A quality assurance program is in place to ensure employees maintain their skillset and are compliant with organizational standards.

### **Standards**

The Provincial Communications Centres are guided by OPP Standard Operating Procedures that incorporate the Bell Canada Standards Manual. These procedures are applied consistently to all OPP 9-1-1 customers. The OPP currently has a service level objective of answering 95% of all 9-1-1 calls within two rings. Performance of all call answering activity is regularly measured and reviewed. The 9-1-1 P-PSAP calls are the highest rated priority in the system and are always answered first. Note: The standard ringing cycle is six seconds and is fixed by the telephone company. Accordingly, the maximum time for two ringing cycles is 12 seconds from start to finish.

Each Provincial Communications Centre is equipped with digital reader boards that display information including the number of calls waiting in the queues and the time for the longest outstanding call. The reader boards are programmed to sound an audible alarm at pre-set limits, alerting the calltakers to this critical information. Immediately upon an alarm sounding, prompt action is taken to address the situation to relieve pressure. Team leaders continually monitor call activity and assign duties as required by the situation. Use of this equipment facilitates efficiencies in call answering.

### **Redundancy and Back-up Sites**

Both the P-PSAP (the North Bay Provincial Communications Centre) and the back-up location (another OPP Provincial Communications Centre) are equipped with the same types of equipment and provide equivalent operation and service.

Back Up Site: The operation of the Provincial Communications Centres is mission critical to the OPP. The OPP has developed plans to deal with various system failures or disasters. There are several options to deal with emergent situations up to and including transferring all operations to the back-up location. This includes 9-1-1 PERS service (P- PSAP and Secondary PSAP (S-PSAP)) and regular OPP direct dial services via 888-310-1122/33. It should also be noted the telephone company services (regular Central Office and 9-1-1 PERS) for both the North Bay Provincial Communications Centre and the back-up location are provided via a fibre ring that provides redundant access from the local Bell Central Office. Both locations are also served by different Bell digital multiplex system (DMS) switching systems.

### **Multi-Language/Hearing-Voice Impaired Calls**

All 9-1-1 calls are initially answered in English. Bilingual (French/English) communicators at each Provincial Communications Centre are able to answer a call in either official language. The OPP

will respond, as provided by the French Language Services Act, to both verbal inquiries and written correspondence received in French. The OPP subscribes to an interpretation services telephone line and regularly uses this service to access live translation services in additional languages, as required. To assist with Deaf, deafened, and hard of hearing callers, each Provincial Communications Centre is equipped with a minimum of two (2) TTY devices which are connected to the telephone systems, ensuring calls can be transferred as required. These devices are also used by the OPP to provide similar service through the direct dial 1-888-310-1133 phone number.

#### **The Communications Centre Logger (CCL) system**

Every Provincial Communication Centre is equipped with the Communications Centre Logger (CCL) system to capture and store call recordings. Multi-channel digital recorders provide continuous long-term storage on a 24-hour basis. The recorders are redundantly configured in order to ensure continuity of recordings. Copies of recordings are archived to an additional on-site and off-site data server in order to ensure availability in case of hardware failure. All telephone calls are recorded for the duration that the operator's phone remains off hook. All radio transmissions are recorded for the duration of the radio PTT transmission. The CCL system does not record dead air in-between calls or transmissions. Exports of audio recordings are presented as a collection of timestamped clips where each clip represents a single call or transmission.

Records are retained for a seven (7) year plus current year period. Recordings of 9-1-1 related calls are the property of the OPP and no ownership can be accorded to the Municipality. These records contain other proprietary information.

Requests for copies of CCL system recordings are processed by the OPP Technology Disclosure Unit (TDU).

#### **Automatic Number Identification/Automatic Location Identification (ANI/ALI)**

ANI (Automatic Number Identification) is the automatic display at the PSAP of the telephone number associated with the line which called 9-1-1. ALI (Automatic Location Identification) contains details about the location, including the GPS coordinates or the civic or mailing address and other identifying information such as the building name or suite number that is associated with the ANI from the database where the PSAP is connected. All Bell 9-1-1 PERS ANI/ALI data and associated information received with each individual 9-1-1 calls is recorded. The OPP is responsible for its own operations and can accommodate the reception of ANI/ALI data. The ANI/ALI data may be transferred or "downstreamed" to Secondary PSAP agencies.

The OPP is prepared to provide to authorized individuals, copies of audio recordings, as it directly pertains to the Municipality's P-PSAP operation for purposes of civil litigation and/or criminal proceedings. Requests for such information must be received in writing at least five days prior to the end of the seven-year retention period for audio recordings. The OPP will retain the originals until such proceedings are complete.

**Online Conferencing**

The Bell PERS system has a maximum conference capability of three (3) parties. In operation, the P-PSAP will conference the originating 9-1-1 caller to the requested service (police/fire/ambulance). It is then the responsibility of the Secondary PSAP that receives the 9-1-1 call from the P-PSAP, to manage the situation and conference others as required. The OPP can add a fourth party (i.e., interpretation services) via the Meridian conference feature.

**Reports**

The OPP will provide reports, the frequency of which shall be monthly or as determined in consultation with the Municipality, which will show the overall efficiency of the P- PSAP operation in answering 9-1-1 calls, as well as the volume of calls handled for the Municipality.

The OPP notifies Bell Canada of any identified addressing errors related to the ANI/ALI addressing database. As a standard practice, the OPP reports any noted failures of the 9-1-1 PERS system to Bell Canada.

**Costs**

The OPP determines the costs for this service based on the population of the community. The annual rate per capita is \$0.561.

**Additional Charges**

The annual rate shall be reviewed at the end of every calendar year, and it may be revised by the OPP based on changes to the residential population or to the per capita cost charged by the OPP. If the residential population of the Municipality increases or decreases by more than 10% during either the previous year, or cumulatively since the date the Agreement began, the annual rate shall be adjusted accordingly for the following year, and the Municipality shall be obliged to pay the OPP the revised annual rate. The OPP shall determine the annual revisions to the residential population using population figures found in the latest version of the Ontario Municipal Directory, or if not found there, then in other recognized sources.

**Allowances for Business Interruptions**

Due to the equipment redundancy and back-up provisions, the OPP does not expect any disruption to P-PSAP service. To date there has been no service interruptions to P-PSAP services that are attributable to the OPP. The OPP have committed significant resources to the telecommunications infrastructure to prevent disruptions and consequently are not offering any monetary allowances.

**Preparing for Next Generation 9-1-1 (NG9-1-1)**

Under a directive from the Canadian Radio-television and Telecommunications Commission (CRTC), all telephone companies are mandated to update their networks in order to be ready to provide next-generation (NG9-1-1) services in the future.

As consumer telecommunication devices continue to evolve with changing technology, the 9-1-1 system must keep pace in order to maintain and further enhance public safety.

NG9-1-1 is the mandatory replacement of the current 9-1-1 service in Canada. Rather than a series of different, proprietary telephone systems, NG9-1-1 is an ecosystem of integrated, standards-based systems from coast to coast to coast. It will comply with a standard developed by the North American Emergency Number Association (NENA) which forms the basis for compatible deployment of this new service in Canada, the United States and around the world.

The change to NG9-1-1 will significantly enhance public safety communications services in an increasingly wireless, mobile society with new broadband network capabilities, notably:

- It will be a national level network that will facilitate emergency communications between citizens and emergency services.
- It will be a standards-based, secure platform specifically for 9-1-1 emergency communications across Canada.
- It will provide OPP PCC Communicators with enhanced caller location and subscriber information, improving their ability to dispatch officers as quickly as possible.
- NG9-1-1 will improve interoperability between emergency services agencies by allowing P-PSAPs to transfer calls efficiently and seamlessly share information from PSAP to PSAP.
- NG9-1-1 will allow the public to real-time text (RTT) 9-1-1 directly and in the future, allow callers to send photos and videos.

By March 1, 2022, all networks were updated to prepare for NG9-1-1. Additional milestones will be put in place by the CRTC, culminating in the decommissioning of the existing 9-1-1 system and full implementation of NG9-1-1 by March 2025.

The OPP is a national leader in NG9-1-1 adoption and implementation and has committed resources to ensuring the safety and security of the new NG9-1-1 network.

Working in partnership with hardware and software stakeholders, the OPP is expecting to begin the NG9-1-1 migration process early in 2024.



**AGREEMENT FOR THE PROVISION OF  
PRIMARY PUBLIC SAFETY ANSWERING  
POINT (PSAP) SERVICES**

**AGREEMENT FOR THE PROVISION OF PRIMARY PSAP SERVICES  
EFFECTIVE AS OF JANUARY 1, 2025**

**BETWEEN:**

**HIS MAJESTY THE KING IN RIGHT OF ONTARIO  
as represented by the  
MINISTER OF THE SOLICITOR GENERAL  
on behalf of the ONTARIO PROVINCIAL POLICE**

**("OPP")**

**OF THE FIRST PART**

**AND:**

**THE CORPORATION OF THE COUNTY OF LAMBTON  
(the "9-1-1 Authority")**

**OF THE SECOND PART**



**RECITALS:**

- (a) **WHEREAS** Bell Canada has entered into agreements with the 9-1-1 Authority to provide the 9-1-1 Authority with a 9-1-1 Public Emergency Reporting Service (PERS), and which authorizes the 9-1-1 Authority to deliver 9-1-1 services using NG 9-1-1 technology;
- (b) **AND WHEREAS** it is the obligation of the 9-1-1 Authority under its agreement with Bell Canada to ensure that a Primary Public Safety Answering Point serves the territory in which the 9-1-1 Authority operates;
- (c) **AND WHEREAS** the 9-1-1 Authority is permitted under its agreement with Bell Canada to contract with a third party for the management and operation of the Primary Public Safety Answering Point;
- (d) **AND WHEREAS** the 9-1-1 Authority wishes to contract with the OPP for the management and operation of the Primary Public Safety Answering Point, which is or is expected during the term of this Agreement to transition from being delivered by PERS to being delivered using NG 9-1-1 technology;
- (e) **AND WHEREAS** the 9-1-1 Authority confirms its adherence to this Agreement by executing it, as provided for herein, and providing the OPP with a certified copy of the resolution or by-law authorizing it entering into this Agreement;

**NOW THEREFORE**, in consideration of the promises and covenants herein, the Parties agree as follows:

1 The Parties warrant that the recitals are true.

**2 DEFINITIONS AND INTERPRETATION**

2.1 In this Agreement:

**“9-1-1 Call”** means a request for public safety assistance signaled by a 9-1-1 caller using a device and communications service supporting 9-1-1 contact, regardless of the media (e.g., voice, video, text, other) used to make that request; **“9-1-1 Caller”** means the end user contacting 9-1-1.

**“Agreement”** means this agreement and Schedule “A”, which is attached to, and forms part of this Agreement.

**“ALI”** means an Automatic Location Identification, which consists of a database feature that displays, to the Primary and Secondary PSAP, address and location data with respect to a source from which the 9-1-1 call originates.

**“ANI”** means an Automatic Number Identification, which consists of a database feature that displays the telephone number of the primary exchange service that originates the 9-1-1 call to the Primary PSAP.

**“Call Control”** means a feature that allows the 9-1-1 call taker at the Primary PSAP to maintain control of

the line upon which the 9-1-1 call was made regardless of calling party action.

“**ESZ**” means Emergency Services Zone, which is a geographic area served by a Secondary PSAP in the territory of the 9-1-1 Authority.

“**GIS**” means “Geographic Information System”, a system for capturing, storing, displaying, analyzing and managing data and associated attributes which are spatially referenced.

“**NG9-1-1**” means a secure, IP-based, open-standards based system comprised of hardware, software, data, and operational policies and procedures that (1) provides standardized interfaces from emergency call and message services to support emergency communications, (2) processes all types of emergency calls, including voice, text, data, and multimedia information, (3) acquires and integrates additional emergency call data useful to call routing and handling, (4) delivers the emergency calls, messages and data to the appropriate PSAP and other appropriate emergency entities based on the location of the caller, (5) supports data, video, and other communications needs for coordinated incident response and management and (6) interoperates with services and networks used by first responders to facilitate emergency response.

“**Party**” means the OPP or the 9-1-1 Authority, and “Parties” shall mean both of them.

“**PERS**” means “Public Emergency Reporting Service” which is a telecommunications service provided by Bell for the delivery of 9-1-1 calls.

“**PSAP**” means “Public Safety Answering Point” which is the entity responsible for receiving 9-1-1 calls and processing those 9-1-1 calls according to a specific operational policy.

“**Primary PSAP**” means the Primary Public Safety Answering Point serving the 9-1-1 Authority and located at the OPP Provincial Communications Centre (PCC), which is the first point of reception by the OPP of 9-1-1 calls.

“**Secondary PSAP**” means the communication center of a fire, police or ambulance agency, within an ESZ, to which 9-1-1 calls are transferred from the Primary PSAP, and for which the Secondary PSAP is then responsible for taking appropriate action.

“**Selective Routing and Transfer**” means a feature that automatically routes a 9-1-1 call to the appropriate Primary or Secondary PSAP based upon the ALI and ANI of the telephone line from which the 9-1-1 call originates.

- 2.2 **Severability** - If any term of this Agreement shall be held to be illegal, invalid, unenforceable, null, void or inoperative by a court of competent jurisdiction, the remaining terms shall remain in full force and effect.
- 2.3 **Section Headings** - The section headings contained herein are for purposes of convenience only and

shall not be deemed to constitute a part of this Agreement or affect the meaning or interpretation of this Agreement in any way.

2.4 **Entire Agreement** - This Agreement constitutes the entire agreement of the Parties, with respect to the provision and operation of services as defined hereunder and supersedes any previous agreement whether written or verbal. In the event of a conflict or inconsistency between this Agreement and a tender document such as request for proposals issued by the 9-1-1 Authority for the provision of services as described hereunder or the proposal that the OPP submitted in response to the tender document, this Agreement shall prevail to the extent of the conflict or inconsistency.

2.5 **Amendments** - Any amendments to this Agreement shall be in writing and shall not take effect until approved in writing by both Parties. Either party may make changes to this Agreement with the consent of the other party by appending an amendment signed and dated by both parties reflecting the changes.

3 **NOTICES**

3.1 **Notice** - Any notice required pursuant to this Agreement shall be in writing by mail or by electronic mail to the following addresses:

**To the 9-1-1 Authority**

THE CORPORATION OF  
THE COUNTY OF  
LAMBTON  
789Broadway Street,  
Box 3000,  
Wyoming, ON N0N 1T0

Email:  
administration@county-  
lambton.on.ca

**To the Ontario Provincial Police**

Attention: Municipal Policing Bureau

OPP General Headquarters  
777 Memorial Avenue Orillia  
ON L3V 7V3

Email: OPP.MunicipalPolicing@opp.ca

Or to such other addresses either of the Parties may indicate in writing to the other. Any notice given in accordance with this Agreement shall be deemed to have been received upon delivery, if delivered by mail

or by email, five (5) days after sending.

3.2 **Notices in Writing** - All notices required under this Agreement shall be in writing.

**4 RATES AND METHOD OF PAYMENT**

4.1 The 9-1-1 Authority shall pay the OPP for providing and operating the Primary PSAP as follows:

- (a) **Amount of Annual Rate** - The 9-1-1 Authority shall be charged and shall be required to pay an annual rate of **\$31085.01** based on the residential population served in the geographic territory of the 9-1-1 Authority of 55,410 at a per capita cost of \$0.561.
- (b) **Review of Annual Rate** - The annual rate specified in clause (a) shall be reviewed at the end of every calendar year and may be revised by the OPP based on changes to the residential population or changes to costs of labour and equipment. In the event that the residential population of the geographic territory of the 9-1-1 Authority increases or decreases by more than 10% during either the previous year, or cumulatively since the date the Agreement began, the annual rate shall be adjusted accordingly for the following year, and the 9-1-1 Authority shall pay the revised annual rate. The OPP shall determine the residential population using population figures found in the latest version of the Ontario Municipal Directory, or if not found there, then in other recognized sources.
- (c) **Invoices** - The first invoice shall be issued immediately to the 9-1-1 Authority upon the start of the Agreement. The 9-1-1 Authority shall subsequently be invoiced annually at the beginning of each calendar year, and the invoice shall cover the time period for the subsequent calendar year, or portion thereof that this Agreement is in effect.
- (d) **Payments** - Payments invoiced under this Agreement shall be made payable to the Minister of Finance, and payment shall be due no later than thirty (30) days following receipt of the invoice. Any payments which have become due and owing after this time period, in whole or in part, shall bear interest at the rate set by the Minister of Finance from time to time.

**5 RESPONSIBILITIES OF THE OPP**

The OPP shall manage and operate the Primary PSAP and:

- 5.1 **Personnel** - Staff the Primary PSAP to answer and transfer 9-1-1 calls to the appropriate Secondary PSAP at a level appropriate with the 9-1-1 call volume in the geographic territory of the 9-1-1 Authority.
- 5.2 **Equipment** - Provide, in its operation of the Primary PSAP, terminal equipment which permits the

utilization of features provided by Bell Canada to the 9-1-1 Authority consisting of ALI, ANI, Selective Routing and Transfer and Call Control features, as well as equipment to communicate with deaf, hard of hearing, and speech impaired callers.

- 5.3 **Hours** - Operate the Primary PSAP twenty-four (24) hours a day, seven (7) days a week.
- 5.4 **9-1-1 Call Response** - Answer and transfer all 9-1-1 calls received by the Primary PSAP and associated ANI/ALI information, to a designated Secondary PSAP within the proper ESZ, as deemed appropriate by Primary PSAP personnel. This shall include maintaining control of the line upon which each 9-1-1 call is received until the 9-1-1 call is confirmed as being transferred to the appropriate Secondary PSAP or until the 9-1-1 call is terminated.
- 5.5 **Record Retention** - Retain digital voice records of all 9-1-1 calls received at the Primary PSAP, in accordance with OPP policy, and ANI/ALI data for one hundred eighty (180) days from the date such records are created. The OPP is prepared to provide to authorized personnel, certified copies of audio recordings, as it directly pertains to the Primary PSAP for the purposes of civil litigation and/or criminal proceedings provided the request is received no later than five (5) days prior to the end of the retention period of the recordings or records. The OPP shall retain the original recordings or records until the conclusion of any civil or criminal proceedings to which such records relate.
- 5.6 **Backup Primary PSAP** - Provide an operational backup Primary PSAP to which 9-1-1 calls shall be transferred at the discretion of the OPP or Bell Canada in the event that the usual Primary PSAP is unable to receive the 9-1-1 calls.
- 5.7 **Non-English Callers** - Make reasonable efforts to respond to 9-1-1 calls from non-English callers, subject to the OPP's ability to access the services of a third-party provider. The OPP does not warrant that it shall be able to provide services to non-English callers, or that it shall be able to access such services from a third-party provider.
- 5.8 **Reports** - Upon request from the 9-1-1 Authority, or as determined by the OPP in consultation with the 9-1-1 Authority, the OPP shall provide reports which show the overall efficiency of the Primary PSAP in answering 9-1-1 calls, including the volume of 9-1-1 calls.

**6 RESPONSIBILITIES OF THE 9-1-1 AUTHORITY**

The 9-1-1 Authority shall:

- 6.1 **Payment** - Be responsible for the amount of payment, in the manner, and within the timelines set out in Article 4.0 herein.
- 6.2 **Designate Secondary PSAPs** - Designate Secondary PSAPs that are not OPP Detachments for each and every ESZ in the geographic territory of the 9-1-1 Authority to which the Primary PSAP shall

answer and transfer a 9-1-1 call, and co-ordinate the participation of all such Secondary PSAPs in the manner required by this Agreement.

- 6.3 **Warranty** - Warrant and represent that each Secondary PSAP serving the 9-1-1 Authority is operative twenty-four (24) hours a day, seven (7) days a week, and shall answer and respond to all 9-1-1 calls directed to it from the Primary PSAP.
- 6.4 **Changes** - Notify the OPP in writing immediately upon becoming aware of any changes, including but not limited to changes to NG9-1-1 or any technology in use that shall affect or is likely to affect the services the OPP provides under this Agreement, or of any changes to, or the termination or expiry of any Agreement between the Municipality and Bell Canada related to the services provided hereunder.
- 6.5 **GIS Data Responsibility** – The 9-1-1 Authority shall be solely responsible for GIS data it has provided. The OPP is not responsible for aggregating, creating, maintaining, or updating GIS data on behalf of the Municipality.

**7 LIMITATION OF LIABILITY**

- 7.1 **Limitation of Liability** - Notwithstanding any other provision in this Agreement, the OPP shall not be responsible or liable for any injury, death or property damage to the 9-1-1 Authority, its employees, subcontractors or agents, or for any claim by any third party against the 9-1-1 Authority, its employees, subcontractors or agents arising from:
  - (a) **External Information** - The accuracy or completeness, or lack thereof, of any information the OPP receives from the 9-1-1 Authority, Bell Canada or any other third party, which the OPP relies on in providing services under this Agreement.
  - (b) **Equipment and Services** - Equipment or services provided by any other party (including the failure of any other party to provide equipment or services) which the OPP uses and relies on to provide services under this Agreement including but not limited to:
    - (i) Equipment or services required to transfer services provided under this Agreement from any other party to the OPP,
    - (ii) Services provided to non-English speakers who place 9-1-1 calls,
    - (iii) Services provided by Bell Canada to the 9-1-1 Authority including under PERS or NG9-1-1 and,
    - (iv) Services provided by Secondary PSAPs, which are not part of the OPP.
  - (c) **Call Volumes** - The inability of the OPP to respond to 9-1-1 calls due to call volume that

exceeds the capacity of the Primary PSAP, including the equipment and personnel who work at the Primary PSAP.

7.2 **Survival** - Section 7.1 shall survive the termination or expiry of this Agreement.

**8 COMPLIANCE WITH LAWS AND CONFIDENTIALITY**

8.1 **Compliance with Laws** - Both Parties agree to comply with all applicable laws in effect in the Province of Ontario in performing their respective obligations and duties under this Agreement.

8.2 **Confidential Information** - Both Parties agree that except where required by law, or for the purpose of performing duties or obligations under this Agreement, neither Party shall directly or indirectly disclose, destroy, exploit or use, either during or after the term of this Agreement, any confidential information belonging to the other Party, unless the other Party has provided its written consent. Both Parties further agree that when this Agreement terminates or expires, they shall return all confidential information belonging to the other Party.

**9 DISPUTE RESOLUTION**

9.1 **Dispute Resolution** - Subject to Article 10.0 herein, if any dispute arises between the OPP and the 9-1-1 Authority as to their respective rights and obligations under this Agreement, the Parties may use the following dispute resolution mechanism to resolve such disputes:

- (a) The Unit Commander of the Primary PSAP and a representative of the 9-1-1 Authority herein shall attempt to settle the dispute within fifteen (15) business days of the dispute arising;
- (b) If the Unit Commander of the Primary PSAP and the representative of the 9-1-1 Authority are unable to settle the dispute within fifteen (15) business days of the dispute arising, they shall refer the dispute to the Director. The Director and the representative 9-1-1 Authority shall attempt to resolve the dispute within fifteen (15) business days;
- (c) If the Parties are still unable to resolve the dispute, the Commissioner or the Deputy Commissioner of the OPP and representative of the 9-1-1 Authority agrees to attempt to resolve the dispute within fifteen (15) business days; and,
- (d) If the Parties are still unable to resolve the dispute, each may, with the agreement of the other Party, refer the dispute to arbitration in accordance with the Arbitration Act, 1991, as amended.

**10 TERM, TERMINATION AND RENEWAL**

10.1 **Term** - This Agreement shall come into effect on the date first written above and shall remain in

force, subject to either party terminating the agreement as specified in this section.

- 10.2 **Termination** - Either Party to this Agreement may terminate this Agreement without cause and without incurring any liability upon providing one hundred eighty (180) days written notice of termination to the other Party, in which case this Agreement shall terminate one hundred eighty (180) days following the delivery of such notice. Should a notice to terminate be given, the 9-1-1 Authority shall continue to be obligated to pay for the cost of the services described in this Agreement up to and including the date of such termination and the OPP shall continue to be responsible to provide the services described in this Agreement up to and including the date of such termination.
- 10.3 **Immediate Termination** - Either Party may terminate this Agreement immediately without incurring any liability if Bell Canada withdraws offering PERS or any successor technology such as NG9-1-1 to the 9-1-1 Authority or if the Agreement between Bell Canada and the 9-1-1 Authority for the provision of PERS or any successor technology such as NG9-1-1 is terminated or is expired and not renewed.

**11 GENERAL**

- 11.1 **No Waiver** - The failure of a Party to this Agreement to enforce at any time any of the provisions of this Agreement or any of its rights in respect thereto or to insist upon strict adherence to any term of this Agreement shall not be considered to be a waiver of such provision, right or term or in any way to affect the validity of this Agreement.
- 11.2 **Waiver in Writing** - Any waiver by any Party hereto of the performance of any of the provisions of this Agreement shall be effective only if in writing and signed by a duly authorized representative of such Party.
- 11.3 **No Prejudice** - The exercise by any Party to this Agreement of any right provided by this Agreement shall not preclude or prejudice such Party from exercising any other right it may have under this Agreement, irrespective of any previous action or proceeding taken by it hereunder.
- 11.4 **Restructuring** - The 9-1-1 Authority shall notify, and consult with the OPP before the 9-1-1 Authority's boundaries are altered, the 9-1-1 Authority is amalgamated with another 9-1-1 Authority, the 9-1-1 Authority is dissolved or the legal status of the 9-1-1 Authority is subject to other substantive changes.
- 11.5 **Relations** - The Agreement shall not create nor shall it be interpreted as creating any association, partnership, employment relationship or any agency relationship between the Parties.
- 11.6 **Media** - Both Parties agree that they shall not at any time directly or indirectly communicate with the media in relation to this Agreement unless they first notify the other Party in writing.



- 11.7 **Promotion** - Neither Party shall publicize or issue any publications related to this Agreement unless they first notify the other Party in writing.
- 11.8 **Assignment** - Neither Party shall assign this Agreement or any portion thereof without the prior written consent of the other, which consent may not be arbitrarily withheld.
- 11.9 **Force Majeure** - Neither Party shall be liable for damages caused by delay or failure to perform its obligations under this Agreement where such delay or failure is caused by an event beyond its reasonable control. The Parties agree that an event shall not be considered beyond one's reasonable control if a reasonable business person applying due diligence in the same or similar circumstances under the same or similar obligations as those contained in the Agreement would have put in place contingency plans to either materially mitigate or negate the effects of such event. If a Party seeks to excuse itself from its obligations under this Agreement due to a force majeure event, that Party shall immediately notify the other Party of the delay or non- performance, the reason for such delay or non-performance and the anticipated period of delay or non-performance.

**IN WITNESS WHEREOF**, the **9-1-1 Authority** has affixed its Corporate Seal attested by the signature of its duly authorized signing officer(s), and the Provincial Commander of the OPP has personally signed this Agreement to be effective as of the date set out herein.

**THE CORPORATION OF THE COUNTY OF LAMBTON**

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
Print Name & Title

Date: \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

**Ontario Provincial Police (OPP)**

\_\_\_\_\_  
Provincial Commander

\_\_\_\_\_  
Print Name

Date: \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

SCHEDULE "A"

**BYLAW OR BAND COUNCIL RESOLUTION**

Attached to and forming part of the Agreement between

**HIS MAJESTY THE KING IN RIGHT OF ONTARIO**  
as represented by the  
**MINISTER OF THE SOLICITOR GENERAL**  
on behalf of the **ONTARIO PROVINCIAL POLICE**

And

**THE CORPORATION OF THE COUNTY OF LAMBTON**

**PLACEHOLDER  
BY-LAW/BAND COUNCIL RESOLUTION**

 <p style="text-align: center;"><b>PUBLIC HEALTH SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>EMERGENCY MEDICAL SERVICES</b>
<b>PREPARED BY:</b>	<b>Stephen Turner, Manager</b>
<b>REVIEWED BY:</b>	<b>Kevin Churchill, General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>2024 Emergency Medical Services Exemplary Service Medal Recipients</b>

**BACKGROUND**

The Emergency Medical Services Exemplary Service Medal, created on July 7, 1994, recognizes professionals in the provision of pre-hospital emergency medical services to the public, who have performed their duties in an exemplary manner, characterized by good conduct, industry and efficiency.

Recipients must have been employed with emergency medical services on or after October 31, 1991, and have completed 20 years of exemplary service, including at least 10 years in the performance of duties involving potential risk.

**DISCUSSION**

This year, Lambton EMS had the privilege to nominate 12 staff for either the Exemplary Services Medal or the subsequent bars recognizing each additional 10 years of service. Nominations were submitted to, and reviewed by, the Ontario EMS Awards Committee. Successful nominations were then vetted by the Chancellery for the Governor-General of Canada. Of the 185 medal recipients across Ontario, Lambton EMS is proud to be represented by eight (8) paramedics in this honoured group. While not all our nominees were recognized this year, we believe they are all deserving of the award. Each of these members have our deep respect and thanks for their service.

On October 3<sup>rd</sup>, 2024 the Ontario Association of Paramedic Chiefs hosted this year's Gala at the Blue Mountain conference centre where the Emergency Medical Services Exemplary Services Medals were presented to paramedics from across the province on behalf of the Governor-General of Canada, Her Excellency the Right Honorable Mary Simon.

2024 Emergency Medical Services Exemplary (page 2)  
Service Medal Recipients

November 20, 2024

Lambton EMS paramedics who received their Exemplary Service Medal this year are:

Matthew Charlton  
Jose Emilio  
Alireza Ataellahi Jolgeh  
Shane Kinart  
Ann Millar

In addition to the recipients of the Exemplary Service Medal, three (3) Lambton EMS paramedics will receive their 30-year bar recognizing an additional 10 years of service after receiving their original medals. These bars will be presented at a separate ceremony at Queen's Park on November 20<sup>th</sup>, 2024. Receiving their 30-year bars are:

Jon Cann  
Ray Gowan  
Tim McFadden

**FINANCIAL IMPLICATIONS**

None.

**CONSULTATIONS**

None.

**STRATEGIC PLAN**

These awards help further the Principles and Values of the Lambton County Strategic Plan through promoting an Organizational Culture which recognizes and values the contributions of our staff.

**CONCLUSION**

Lambton EMS is proud of the accomplishments of our staff and honoured to be able to recognize their achievements and ongoing contributions to our community.

	<b>CULTURAL SERVICES DIVISION</b>
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>MUSEUMS, GALLERY AND ARCHIVES</b>
<b>PREPARED BY:</b>	<b>Laurie Webb, Manager</b>
<b>REVIEWED BY:</b>	<b>Andrew Meyer, General Manager Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Canatara Cabin Reconstruction Update</b>

**BACKGROUND**

This report provides an update on the status of the Canatara Cabin Reconstruction Project. The Canatara Cabin is a log cabin home that was built in the Goderich area in the 1830s by early European settlers of Huron County. It was used as a residence for almost one hundred years before being purchased in the 1930s by the Hanna/Spaulding family of Sarnia and moved to Lakeshore Road, initiating its connection to Lambton County. The move of the log cabin to Sarnia was made possible by disassembling the cabin, numbering the logs and floating the cabin on a barge down Lake Huron in pieces to its new location on Lakeshore Road.

The property on Lakeshore Road was owned by Maud Hanna with her daughter and son-in-law, Margaret and Harry Spaulding. Mrs. Hanna was well-known as a philanthropist, with contributions to the City of Sarnia that included donating a parcel of land that would become Canatara Park. The Spaulding family used the log cabin as a private summer cottage. Many notable visitors spent time there adding to its rich history, including Sir Frederick Banting, the Nobel laureate who co-discovered insulin.

The property on Lakeshore Road, including the log cabin, was sold around 1970 to the family of Sarnia contractor, developer, and City Councillor Lorne Hay. In the early 1970s, rising lake waters and storm erosion left the log cabin in a precarious position and the structure was at risk of tumbling into the lake. To save the log cabin, the Hay family donated it to the City of Sarnia. It was relocated to Canatara Park with the financial support of the Seaway Kiwanis Club in May 1971. The cabin became the focal point for Christmas and Easter activities in Canatara Park for decades.

In early 2020, the City of Sarnia Council approved an agreement with the Seaway Kiwanis Club to construct a new replica cabin in Canatara Park. This presented the opportunity to transfer ownership of the cabin to the County of Lambton and relocate it to the Lambton

Heritage Museum site to form part of its interpretation of heritage structures on the property.

At its meeting on February 19, 2020, Committee A.M. approved the following motion:

*#12: Veen/Weber: That Lambton County Council endorse the proposal to relocate the historic log cabin at Canatara Park to Lambton Heritage Museum site, and that this relocation be subject to a satisfactory agreement between the City of Sarnia and the County of Lambton regarding the transfer of ownership, and conditional upon the City of Sarnia covering all costs associated with relocating the cabin.*

*Carried.*

Later that year, the City of Sarnia engaged a company to deconstruct the log cabin and have it shipped to the Lambton Heritage Museum in anticipation of a multi-year project to reconstruct the cabin at the site and use it to enhance museum programming. In December of 2020, the components of the cabin arrived at the museum site, including individual logs, doors and windows that were set in a shipping container for storage, while the intact roof structure and floor sections were placed on blocks near the construction site and protected from the elements with large tarps.

Since 2020, Cultural Services Division staff have worked in collaboration with a group of volunteers dedicated to the restoration of the cabin to raise funds in support of the project and guide its reconstruction.

### **DISCUSSION**

With the cabin relocated to the museum, a fundraising strategy was developed and launched in 2021, consisting of targeted solicitations, community appeals, fundraising events (such as the annual Lambton Fall Colour and Craft Sale) and the pursuit of grant opportunities that aligned with the project.

In 2022, staff used the initial funds raised to engage John Rutledge Architect, a design firm specializing in heritage restoration (responsible for the successful relocation and restoration of London's fugitive slave chapel at the Fanshawe Pioneer Village site) to develop construction drawings and specifications to guide the process of reconstruction.

With detailed plans in place and several years of successful fundraising accomplished, staff initiated the reconstruction of the cabin in phases starting in late 2023, advancing the various elements of reconstruction as fundraising allowed.

The reconstruction progress is illustrated through the following photographs:



**Architectural Drawings**



Figure 1 – Architectural elevation drawings prepared by John Rutledge Architect.

**Cabin Foundation**



Figure 2 - The concrete block footings of the previous program building foundation are modified to suit the footprint of the cabin and a new concrete slab foundation is poured.

***Log Inventory & Condition Reporting***



Figure 3 – In January 2024, contractors began the task of sorting, inventorying and assessing the loose logs for reconstruction. At that time, it was determined that a number of logs were too deteriorated to be used in the reconstructed building. Timber was obtained from deconstructed log homes and barns of a similar age from around the County so that they could be seamlessly integrated into the cabin reconstruction.

***Cabin Assembly***



Figures 4 and 5 – The cabin puzzle was reassembled by ‘dry fitting’ the loose logs inside one of the large agricultural exhibition buildings at Lambton Heritage Museum. Once reviewed by the architect, the cabin was again taken apart and stabilization work undertaken on the logs.

***Log Stabilization***



Figure 6 – Logs with evidence of rot and deterioration that could be salvaged for use were treated and filled with a concealed epoxy to prevent further degradation.

***Cabin Reconstruction***



Figure 7 – In June of 2024, work began to reconstruct the cabin log by log on top of the modified foundation.





Figure 8 – By July of 2024 the main walls of the structure were complete, and the second floor was hoisted onto the cabin and secured in place to support the remainder of the structure.

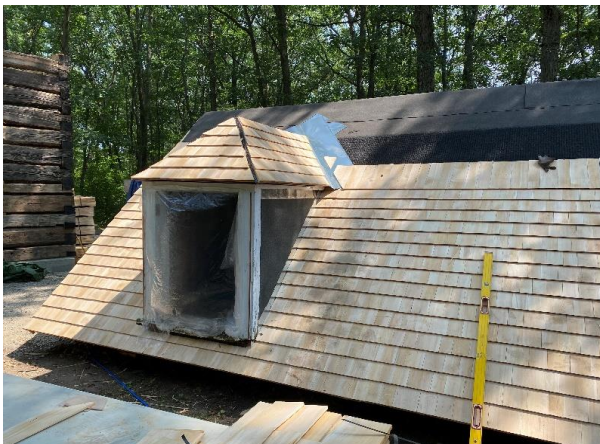


Figure 9 – The decaying cedar shingles of the cabin roof structure (which remained intact from its move from Canatara Park) were stripped, new weather proofing applied, and new Ontario-sourced cedar shingles installed.



Figure 10 – By the end of September 2024, the structure was beginning to look like a complete cabin when the restored roof was lifted into place and secured to the structure.

### ***Next Steps***

There has been significant progress on the reconstruction of the Canatara Cabin over the last several years, all of which has been supported through community fundraising. To date, no levy funds have been invested in the restoration of the Canatara Cabin. Thanks to the generosity of the community and the hard work of museum staff and volunteers engaged in the project, the museum has raised over \$62,471 through community donations, with an additional \$20,163 raised through the 2024 Lambton Fall Colour & Craft Festival for a total of \$82,634.00 in community support.

To compliment the investment by the community, museum staff were successful in securing \$60,000 in funding support through the FedDev Tourism Development Fund (recently announced in late September 2024). Combined, over \$142,000 was raised in support of the project, which has advanced the reconstruction to near completion.

Despite this progress, there is still a significant amount of work that remains to be completed, and staff continue to pursue community support to advance the following remaining aspects of reconstruction:

- Application of chinking between the logs
- Installation of refinished windows, and installation and repair of original doors
- Installation of the finished floor on the main level
- Repair and installation of the stairs to the second floor

- Construction of the field stone fireplace and chimney
- Production of interpretative educational panels

Staff are actively pursuing estimates for this work, in anticipation of the project being completed over the course of the winter (subject to successful fundraising) and opening to the public in the spring of 2025.

Curatorial and collections staff have also been working on an interpretation plan for when the cabin is opened to the public, conducting research and developing a storyline to incorporate the cabin into museum programming. The interpretation will reflect the time period of the 1930s, when the cabin was first moved to Sarnia Township, and will showcase the cabin's story as a pioneer home and a lakeside summer cabin. Once complete, the cabin will serve as a focal point for school programs and tours, and plans are in development to use the cabin to create a new winter tourism offering for the site that allows visitors to snowshoe on the 1-kilometer Woodland Heritage Trail and end their hike with the cabin experience, incorporating a fireside costumed interpreter offering hot apple cider and a history of the cabin.

### **FINANCIAL IMPLICATIONS**

To date, no levy funds have been required to restore the Canatara Cabin. At the time of the original report in 2020, the cost to relocate and restore the Canatara Cabin was estimated at approximately \$100,000.00 based on the assumption that the cabin would be moved fully intact to Lambton Heritage Museum. However, when the contractors engaged by the City of Sarnia began the work of deconstructing the cabin in Canatara Park, it was determined that the cabin did not have sufficient structural integrity to relocate the building intact, and as a result, it had to be deconstructed log by log and delivered in pieces, resulting in a higher than anticipated cost of reconstruction.

As noted in the report, over \$142,000 has been raised through community fundraising and federal grants, supporting the work accomplished. Staff are currently pursuing estimates for the balance of work required, and this work will only advance as fundraising dollars become available to support it.

Staff continue to actively campaign for donations and have developed a Donor Package (attached to this report for reference) as a tool to solicit community support to bring this project to completion.

### **CONSULTATIONS**

The Canatara Cabin Restoration Project has included consultation with community volunteers and restoration advocacy groups, Architect John Rutledge, and various County staff to support the research, procurement, project coordination and fundraising aspects of

the project. The Curator/Supervisor, Lambton Heritage Museum and General Manager, Cultural Services Division, were consulted in the creation of this update report.

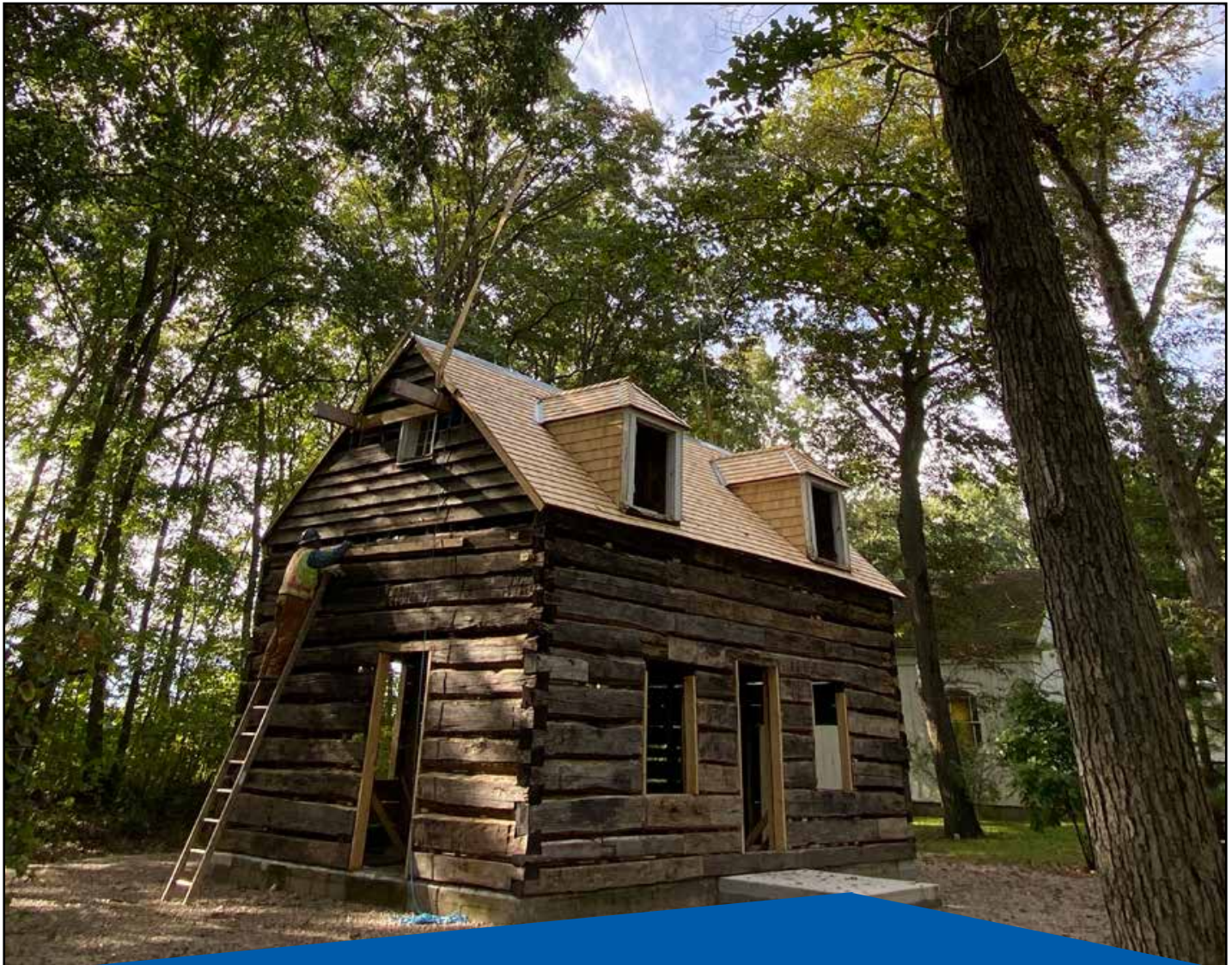
**STRATEGIC PLAN**

The Canatara Cabin reconstruction project meets the Cultural Services Division 2022-2026 Strategic Plan Strategic *Goal 2 "Creating & Delivering Great Experiences"* specifically Action Items 2.3: Building a year-round slate of experiences to ensure tourism in every season; 2.20: Continue to invest in cultural services facilities, visitor amenities, and the interpretation of historic features and buildings and Strategic *Goal 4: "Maximizing the Value of Collections and Spaces"*, specifically Action Item 4.26: Support the conservation/renewal of historic buildings at Lambton Heritage Museum and the Oil Museum of Canada.

**CONCLUSION**

The Canatara Cabin is the first log cabin structure to be featured at Lambton Heritage Museum, and brings to life an era not currently represented at the Museum site. At the time of relocating the Canatara Cabin to Lambton Heritage Museum, it was understood that the reconstruction would be a multi-year project and would advance as fundraising allowed. Thanks to the generosity of the community and the dedicated work of staff and volunteers, significant progress has been made on the project. Fundraising efforts continue in an effort to complete the project by the spring of 2025. Once complete, the Canatara Cabin will be a focal point for school and public programming, and will offer an exciting new opportunity in the winter months for visitors to experience Lambton's history.





# CANATARA CABIN DONATION PACKAGE



LAMBTON HERITAGE  
**MUSEUM**



# Lambton Heritage Museum

Lambton Heritage Museum is a community museum that preserves and interprets the history of Lambton County. Owned and operated by the County of Lambton, we welcome residents and visitors to come discover our stories and incredible artifacts.

With a collection of over 25,000 historic artifacts, the Museum tells the unique stories of our local residents. Situated on 30 acres, the Museum maintains six historic buildings, two display halls, and one main exhibition centre. The Museum is open year round, and provides picnic grounds and the 1 km Woodland Heritage Trail.

Our newest addition, the historic Canatara Cabin, represents a unique opportunity for donors to leave a lasting legacy in Lambton County's cultural heritage.

## Our Mission

Lambton Heritage Museum tells the stories of Lambton County through the preservation and presentation of artifacts, culture and local history. We encourage the Lambton County community to experience their unique heritage through participatory museum programs and special events.

## Our Mandate

Lambton Heritage Museum is hereby continued for the purpose of preserving enhancement and presentation of heritage, artifacts, culture and history of the County of Lambton and its surroundings.





## Canatara Cabin

Built in the 1830s near Goderich, this historic log cabin has witnessed nearly two centuries of Ontario history. After serving as a residence for almost 100 years, it began an extraordinary journey when the prominent Hanna/Spaulding family purchased and relocated it to Sarnia's lakeshore in the 1930s - floating it piece by piece down Lake Huron.

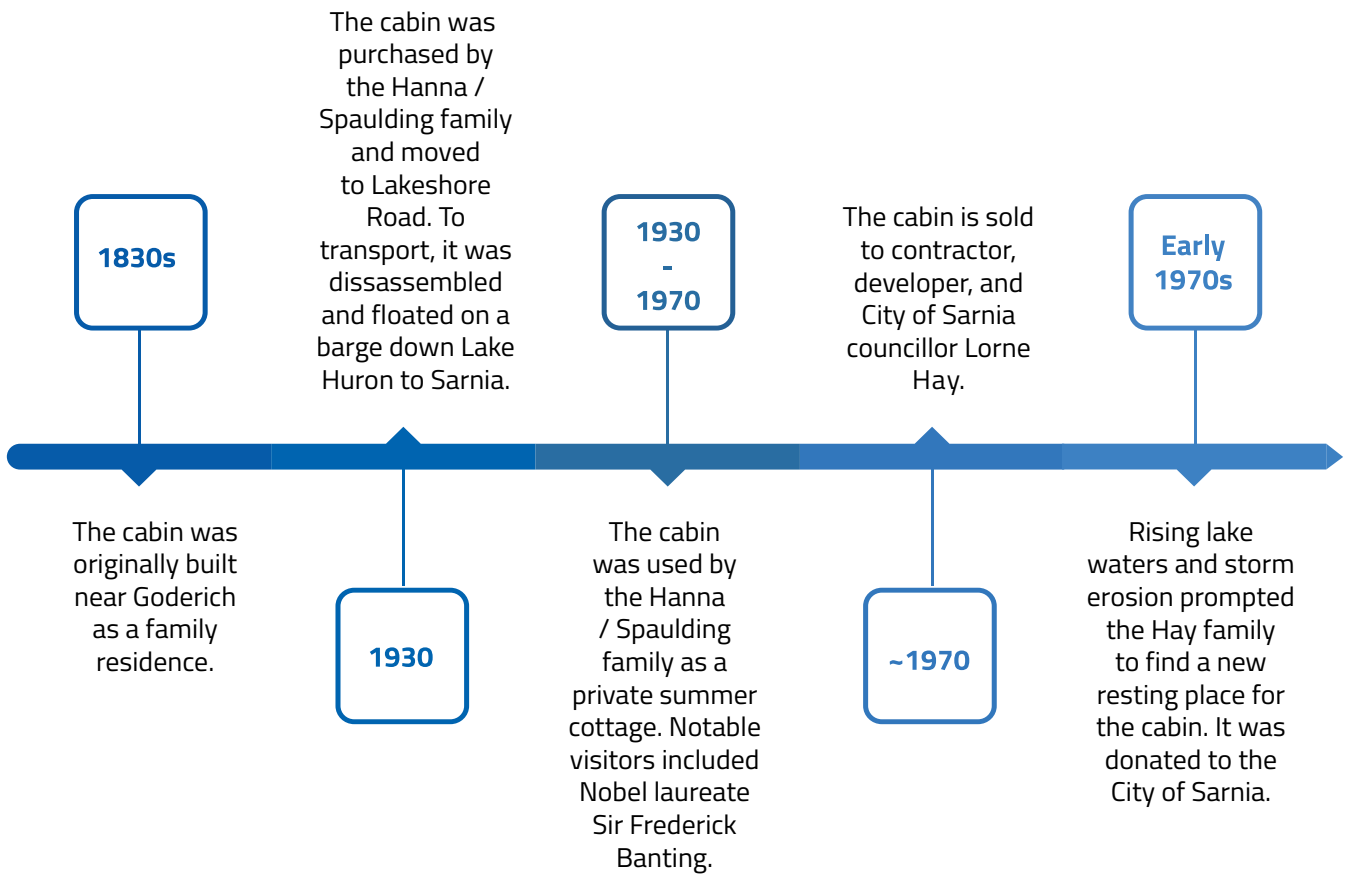
The cabin hosted many distinguished visitors, including Nobel laureate Sir Frederick Banting, co-discoverer of insulin. After being threatened by shoreline erosion in 1971, it was donated by the Hay family to the City of Sarnia and moved again to Canatara Park. It served as a beloved landmark for decades before undertaking its final journey to Lambton Heritage Museum.

In 2020, the original cabin was carefully dismantled and relocated to the Lambton Heritage Museum site. The Canatara Cabin complements the existing historic buildings at the Museum, including:

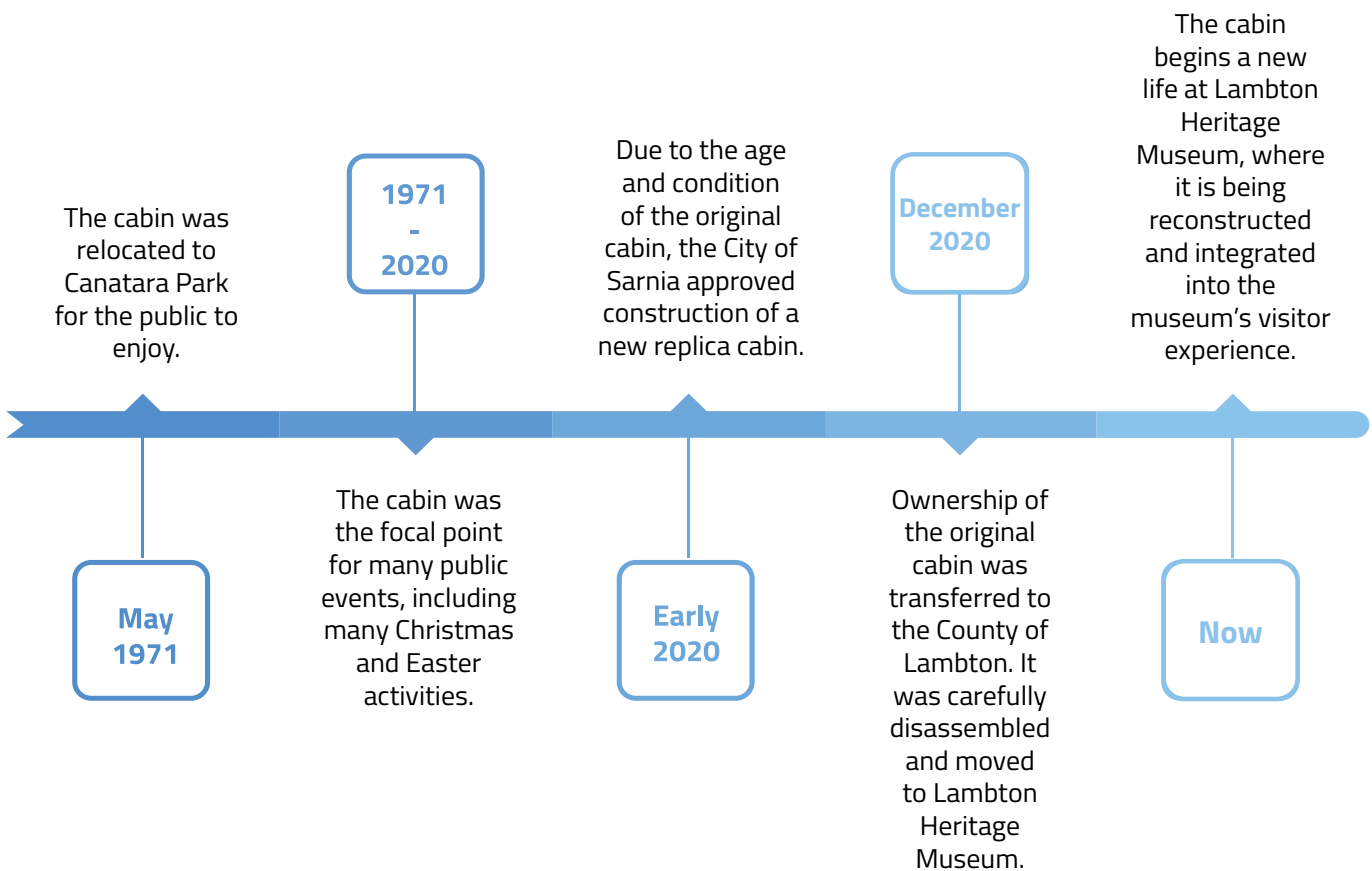
- Tudhop House (1857, formerly of Bosanquet Township)
- Cameron Presbyterian Church (1867, formerly of Euphemia Township)
- Springvale Beef-Ring Slaughterhouse (1915, formerly of Bosanquet Township)
- Ravenswood Blacksmith Shop (late 1800s, formerly of Bosanquet Township)
- Rokeby School (1899, formerly of Brooke Township).

*IMAGE: The cabin logs are tagged and sorted in February 2024. The inventory project identified logs requiring repair.*





*IMAGE: From top left - 1) Early picture of the cabin after it was moved to Lakeshore Road, from Sarnia Observer. 2) Cabin at Lakeshore Road. 3) Spaulding family on the beach in front of the cabin at Lakeshore Road, 1955.*



*IMAGES: From top left - 1) Rade Construction assembles the restored cabin logs inside the Lambton Heritage Museum exhibition barn in April 2024. Logs were reshaped or adjusted as necessary. 2) Restoration contractor Jim Rade of Rade Construction reviews the pre-assembly work with project architect John Rutledge in April, 2024. 3) First layer of logs are installed on the cabin foundation in June 2024.*

## Opportunities to Give

Lambton Heritage Museum is thrilled to have added a new historic building to our site. The Canatara Cabin is the oldest building at the Museum and holds an important place in Lambton County's history. Our goal is for future generations to enjoy and learn from this unique historic building, but we need your help!

Explore how you can help us meet this goal.

### Huron Level Donor

#### \$5,000+ Gift

Help preserve a cherished piece of Lambton County's history by becoming a Huron Level Donor to the Canatara Cabin restoration project at Lambton Heritage Museum. Your generous contribution at this distinguished level helps ensure that this historic log cabin, a testament to our region's early settlers, will continue to educate and inspire future generations.

#### Your Legacy Benefits Include:

- Recognition on the permanent donor plaque as a Huron Level Donor.
- VIP access to the cabin's grand reopening celebration with option to speak if desired.
- Personal guided tour for you and your guests.
- Commemorative piece of the cabin's original structure.
- All Cabin Level benefits.

Your meaningful investment in the Canatara Cabin restoration project helps preserve an irreplaceable piece of our local heritage while creating a lasting legacy for your name.



*IMAGES: From left - 1) Cabin reconstruction progress in July 2024. 2) Cedar shingles being applied to the cabin roof before it was installed on the main structure, August 2024*

**Donor Levels**

<b>DOWEL</b> \$20 - \$49	<b>CHINKING</b> \$50 - \$149	<b>LOG</b> \$150 - \$299	<b>BEAM</b> \$300 - \$999	<b>CABIN</b> \$1,000 +
<ul style="list-style-type: none"> <li>• Tax receipt</li> <li>• Donor recognition on the Museum's website</li> </ul>	<ul style="list-style-type: none"> <li>• Tax receipt</li> <li>• Donor recognition on the Museum's website</li> <li>• Canatara Cabin greeting card</li> </ul>	<ul style="list-style-type: none"> <li>• Tax receipt</li> <li>• Donor recognition on the Museum's website</li> <li>• Canatara Cabin greeting card</li> <li>• Family membership to Lambton Heritage Museum</li> </ul>	<ul style="list-style-type: none"> <li>• Tax receipt</li> <li>• Donor recognition on the Museum's website</li> <li>• Canatara Cabin greeting card</li> <li>• Family membership to Lambton Heritage Museum</li> <li>• Invitation to attend an exclusive launch event after the cabin is rebuilt</li> </ul>	<ul style="list-style-type: none"> <li>• Tax receipt</li> <li>• Donor recognition on the Museum's website</li> <li>• Canatara Cabin greeting card</li> <li>• Family membership to Lambton Heritage Museum</li> <li>• Invitation to attend an exclusive launch event after the cabin is rebuilt</li> <li>• Name inscribed on permanent plaque at the cabin's new location</li> </ul>

To discuss planned giving options, please contact:

**Dana Thorne**

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LAMBTON HERITAGE  
**MUSEUM**

[www.heritagemuseum.ca](http://www.heritagemuseum.ca)

**f** @LambtonHeritageMuseum  
**X** @HeritageLambton

*IMAGE: Front - Cabin restoration work at Lambton Heritage Museum, August 2024. Back - Cabin at Lakeshore Road, c. 1960.*

	<b>CULTURAL SERVICES DIVISION</b>
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>LIBRARIES</b>
<b>PREPARED BY:</b>	<b>Darlene Coke, Manager</b>
<b>REVIEWED BY:</b>	<b>Andrew Meyer, General Manager Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Libraries Third Quarter 2024 Statistics</b>

**BACKGROUND**

Lambton County Library provides services to the public through 25 libraries and a mobile library service. In-library services include books, audio books, magazines, audio-visual materials, story hours, guest speakers, reference services, and internet access. The Sarina Library is also home to the Sarnia Library Theatre which is used for library programming and available to the community for rent, hosting many concerts, celebrations, film screenings and more.

Lambton County also offers an eLibrary which provides access to electronic books, magazines, newspapers, digital media such as music and movies, and educational courses from any device connected to the internet, along with a library card. Lambton County also operates a Makerspace at the Sarnia Library and offers a Mobile Makerspace service to the remaining 24 branch libraries by circulating maker equipment on a rotating basis. Makerspaces offer opportunities for innovation and creation through the use of technology such as 3D printers which are not typically available in most households.

Statistics on the usage of various programs and services are maintained throughout the year and reported to Lambton County Council quarterly. Detailed third quarter 2024 statistics for the Libraries Department are attached.

**DISCUSSION**

With just three months left in the calendar year, it appears that physical circulation and digital circulation will exceed last year's usage levels which extended beyond one million. Currently, physical circulation is trending about 4 per cent higher than last year, and electronic circulation is about 10 per cent higher than last year. Of total circulating materials this calendar year to date, 48 per cent of the circulation applies to physical materials, compared to 52 per cent of electronic materials.



There are nearly 600 new library card holders since the beginning of the year, with Clearwater Library generating the majority of those new card holders.

Computer activity is matching last year's usage, and the library has offered about six per cent more programs this calendar year. Attendance rates for programming has increased by about 16 per cent.

Private community meeting rooms continue to see strong use with nearly 200 bookings in the third quarter, serving 318 people. Usage of the East Room and West Room and Sarnia Library Theatre was slightly lower this quarter, as the rooms were out of service for several days while new lighting was installed, and the East Room's ceiling was painted. The remaining renovation work in both the East and West Room (the installation of new flooring and new painting) completed by the County of Lambton as part of a 2024 capital budget project was halted as asbestos abatement must be completed before further work can proceed. This work will be proposed in the department's 2025 draft budget.

A number of literacy and cultural initiatives took place during this third quarter of 2024 including:

- *Summer Reading Challenge:* From July 2 to August 11, the library's annual Summer Reading Program took place. With a theme of *Tales Through Time*, 3,683 adults, teens and children registered for this year's challenge, an increase of 27 per cent from last year. Library staff set a community reading goal of 40,000 books and at the conclusion of the challenge, 43,851 books had been reported as read by participants. Just over 2,800 children registered for the challenge, earning 3,220 book prizes. Some feedback from participants included:
  - 52 per cent of this year's participants were new.
  - When asked why they participated, 25 per cent cited a desire to find enjoyable activities, and 21 per cent cited a desire to maintain their child's reading levels during the summer, with 20 per cent citing each the opportunity to win prizes and helping the community achieve its reading goal.
  - When asked if participation helped maintain / improve their child's reading skills, 23 per cent strongly agreed, and 55 percent agreed.
  - Eighty-five per cent reported that the prizes motivated them to read / participate more.
- *Sports Kits Added to the Collection:* In July, Lambton County Library introduced four distinct sports kits into its collection: basketball kit, pickleball kit, baseball kit and soccer kit. The opportunity to borrow any of these new sports kits allow people to learn new hobbies, develop new skills, and experience the benefits of physical activity. Each kit is available to borrow for seven days. By the end of September, the sports kits have circulated 29 times.
- *Used Book Sale:* On July 24, 2024 Lambton County Library hosted a Used Book Sale at the Wyoming Fairgrounds. Gently used books that have been withdrawn from the library's collection due to duplication, age, or condition were available for \$1 (adult titles) or \$0.50 (children's titles). Alternatively, shoppers could also fill a

shopping bag for \$5. The library has dedicated a considerable amount of time over the last several years to collection maintenance efforts and as a result, each year fewer books are available for sale. This year the book sale sold out in just a few hours and contributed about \$2,600 to the Department's revenue.

- *Telescopes Added to the Collection:* In August, Lambton County library introduced telescope kits into its collection. These kits allow borrowers the opportunity to spark curiosity about the night sky and enhance STEAM learning. Telescope kits are available for a seven-day borrowing period. By the end of September, the telescope kits have circulated 37 times.
- *AMO Delegation:* In August, a representative from Lambton County Library joined the Warden and Deputy Warden's delegation at the Association of Municipalities of Ontario's 2024 AMO Conference with The Honourable Stan Cho, Minister of Tourism, Culture & Gaming, to advocate for enhanced provincial operating funding for Lambton County Library.
- *Doors Open Lambton County:* Several libraries including those in Alvinston, Bright's Grove, Petrolia, Point Edward, Sarnia and Watford participated in Doors Open Lambton County on September 28, 2024.
- *Lambton 175 Show & Tell:* For the entire summer, Lambton County Library and Lambton County Museums organized a special program to celebrate Lambton's 175<sup>th</sup> Anniversary, Lambton 175 Show & Tell. Residents were asked to show off their local historical items and tell Cultural Services Staff about them, while the items were photographed, scanned or video recorded. Twelve Lambton 175 Show & Tell events took place over the summer, with 77 people in attendance. Seventeen people made donations to the Gallery, Museums and Archives Department at the events. Just over three hours of video footage was recorded, which will be available on the Lambton County Archives youtube channel.
- *EarlyON Child and Family Centre Pop-Up:* During the third quarter, 260 visits from children and their caregivers were made to the weekly EarlyON Child and Family Centre pop-up located at Sarnia Library. On average, approximately 25 adults and 37 children are making unique visits to the pop-ups monthly.

**FINANCIAL IMPLICATIONS**

None.

**CONSULTATIONS**

The Technical Services Supervisor, the Community Library Supervisor and the Facilities Supervisor were consulted in the preparation of this report.

**STRATEGIC PLAN**

The array of library services offered in Lambton align with the County of Lambton's mission statement to provide residents with "an enhanced quality of life through the

provision of responsive and efficient services. Such provision is accomplished by working with municipal and community partners.”

**CONCLUSION**

It is encouraging to see Lambton’s physical and electronic circulation rates increasing once again this quarter and on the path to easily surpassing 1,000,000 circulating items in 2024. Physical and mental health, and the economic conditions in every local community continues to be a focal point. Literacy is a fundamental component of a community’s physical, mental and economic health and there is no shortage of research linking high rates of literacy – the ability to read, write, count, create, comprehend, and critically evaluate information – with improved community outcomes measured by lower unemployment rates, greater levels of entrepreneurship, greater educational attainment and higher household incomes. Lambton County Library continues to serve an important and critical role in Lambton County by helping grow and nurture a literate community at all ages and stages of life.

**Libraries Third Quarter 2024 Statistics**

	Circulation						
	Q1-2024	Q2-2024	Q3-2024	Q4-2024	YTD	2023 Total	YTD %
General	0	0	0	0	0	0	0%
Alvinston	1,496	1,639	1,847	0	4,982	7,197	69%
Arkona	1,656	1,623	1,616	0	4,895	5,485	89%
Books by Mail	45	32	28	0	105	18	583%
Brigden	6,416	3,727	2,485	0	12,628	13,683	92%
Bright's Grove	7,430	9,567	11,271	0	28,268	40,103	70%
Camlachie	1,504	1,430	1,782	0	4,716	5,909	80%
Clearwater	2,487	20,752	25,834	0	49,073	0	0%
Corunna	5,946	6,376	7,503	0	19,825	24,831	80%
Courtright	646	777	724	0	2,147	3,449	62%
Florence	790	642	957	0	2,389	3,129	76%
Forest	10,064	9,862	12,816	0	32,742	37,506	87%
Grand Bend	6,900	6,561	6,544	0	20,005	27,740	72%
Headquarters	2,753	2,501	1,447	0	6,701	7,299	92%
Inwood	709	573	748	0	2,030	2,914	70%
Mallroad	40	9	10	0	59	83,037	0%
Mobile Library	2,097	2,057	1,754	0	5,908	6,844	86%
Mooretown	864	577	415	0	1,856	2,871	65%
Oil Springs	884	969	1,280	0	3,133	3,579	88%
Petrolia	11,458	11,382	13,174	0	36,014	45,585	79%
Pt. Edward	8,021	6,973	7,573	0	22,567	19,486	116%
Pt. Franks	1,439	1,425	1,862	0	4,726	5,516	86%
Pt. Lambton	926	918	1,233	0	3,077	4,102	75%
Samia	43,419	32,014	36,279	0	111,712	127,234	88%
Shetland	150	221	214	0	585	986	59%
Sombra	710	839	1,241	0	2,790	3,674	76%
Theford	1,012	714	760	0	2,486	3,858	64%
Watford	3,263	2,924	3,264	0	9,451	13,009	73%
Wilkesport	486	647	871	0	2,004	2,090	96%
Wyoming	7,422	6,564	7,747	0	21,733	27,915	78%
<b>TOTALS</b>	<b>131,033</b>	<b>134,295</b>	<b>153,279</b>	<b>0</b>	<b>418,607</b>	<b>529,049</b>	<b>79%</b>

Internet / Computer Use							
	Q1-2024	Q2-2024	Q3-2024	Q4-2024	YTD	2023 Total	YTD %
General	0	0	0	0	0	0	0%
Alvinston	148	149	181	0	478	844	57%
Arkona	8	6	15	0	29	20	145%
Books by Mail	0	0	0	0	0	0	0%
Brigden	17	19	18	0	54	148	36%
Bright's Grove	156	169	172	0	497	609	82%
Camlachie	9	9	13	0	31	58	53%
Clearwater	0	577	842	0	1,419	0	0%
Corunna	452	457	365	0	1,274	1,499	85%
Courtright	24	22	13	0	59	45	131%
Florence	11	12	14	0	37	30	123%
Forest	434	423	414	0	1,271	1,882	68%
Grand Bend	302	406	268	0	976	969	101%
Headquarters	0	0	0	0	0	0	0%
Inwood	21	32	86	0	139	115	121%
Mallroad	0	0	0	0	0	3,095	0%
Mobile Library	0	0	0	0	0	0	0%
Mooretown	8	8	0	0	16	38	42%
Oil Springs	9	6	13	0	28	34	82%
Petrolia	480	426	580	0	1,486	1,820	82%
Pt. Edward	112	72	64	0	248	221	112%
Pt. Franks	13	12	12	0	37	49	76%
Pt. Lambton	11	6	13	0	30	27	111%
Samia	2,438	2,115	1,793	0	6,346	7,996	79%
Shetland	28	36	8	0	72	85	85%
Sombra	55	60	65	0	180	221	81%
Thedford	29	18	43	0	90	80	113%
Watford	80	66	98	0	244	333	73%
Wilkesport	32	31	38	0	101	112	90%
Wyoming	101	100	110	0	311	408	76%
<b>TOTALS</b>	<b>4,978</b>	<b>5,237</b>	<b>5,238</b>	<b>0</b>	<b>15,453</b>	<b>20,738</b>	<b>75%</b>

Reference Queries							
	Q1-2024	Q2-2024	Q3-2024	Q4-2024	YTD	2023 Total	YTD %
General	0	0	0	0	0	0	0%
Alvinston	38	64	86	0	188	147	128%
Arkona	163	114	144	0	421	412	102%
Books by Mail	0	0	0	0	0	0	0%
Brigden	122	137	151	0	410	644	64%
Bright's Grove	305	363	400	0	1,068	1,742	61%
Camlachie	82	73	73	0	228	185	123%
Clearwater	0	845	1,201	0	2,046	0	0%
Corunna	861	1,098	965	0	2,924	1,808	162%
Courtright	30	21	22	0	73	140	52%
Florence	11	5	12	0	28	31	90%
Forest	578	587	900	0	2,065	2,109	98%
Grand Bend	241	386	388	0	1,015	1,462	69%
Headquarters	68	61	73	0	202	136	0%
Inwood	74	64	63	0	201	262	77%
Mallroad	0	0	0	0	0	7,693	0%
Mobile Library	0	0	0	0	0	0	0%
Mooretown	153	103	38	0	294	887	33%
Oil Springs	8	24	39	0	71	41	173%
Petrolia	418	395	336	0	1,149	1,066	108%
Pt. Edward	163	179	302	0	644	604	107%
Pt. Franks	70	70	79	0	219	340	64%
Pt. Lambton	71	64	68	0	203	421	48%
Sarnia	857	1,219	489	0	2,565	2,106	122%
Shetland	6	12	8	0	26	12	217%
Sombra	17	21	45	0	83	117	71%
Thedford	34	48	71	0	153	379	40%
Watford	154	160	134	0	448	727	62%
Wilkesport	49	76	67	0	192	245	78%
Wyoming	303	209	267	0	779	897	87%
<b>TOTALS</b>	<b>4,876</b>	<b>6,398</b>	<b>6,421</b>	<b>0</b>	<b>17,695</b>	<b>24,613</b>	<b>72%</b>

<b>Number of Valid Library Card Holders</b>				
	<b>Q1-2023</b>	<b>Q2-2023</b>	<b>Q3-2023</b>	<b>Q4-2023</b>
General	0	0	0	0
Alvinston	362	370	373	0
Arkona	150	149	144	0
Books by Mail	11	14	14	0
Brigden	335	339	355	0
Bright's Grove	1,424	1,444	1,459	0
Camlachie	233	227	234	0
Clearwater	2,912	3,163	3,489	0
Corunna	1,421	1,455	1,435	0
Courtright	102	104	101	0
Florence	86	88	86	0
Forest	1,736	1,744	1,778	0
Grand Bend	1,525	1,564	1,585	0
Headquarters	155	82	83	0
Inwood	83	88	88	0
Mallroad	0	0	0	0
Mobile Library	153	149	141	0
Mooretown	86	96	94	0
Oil Springs	133	138	141	0
Petrolia	2,113	2,131	2,088	0
Pt. Edward	509	538	551	0
Pt. Franks	254	247	245	0
Pt. Lambton	199	208	228	0
Sarnia	8,855	8,858	8,722	0
Shetland	56	57	59	0
Sombra	151	144	150	0
Thedford	159	144	152	0
Watford	603	602	594	0
Wilkesport	52	52	49	0
Wyoming	860	852	877	0
<b>TOTALS</b>	<b>24,718</b>	<b>25,047</b>	<b>25,315</b>	<b>0</b>

Library Programs (#)							
	Q1-2024	Q2-2024	Q3-2024	Q4-2024	YTD	2023 Total	YTD %
General	0	0	0	0	0	0	0%
Alvinston	76	64	35	0	175	274	64%
Arkona	34	38	30	0	102	107	95%
Brigden	35	68	57	0	160	286	56%
Bright's Grove	110	111	74	0	295	278	106%
Camlachie	31	41	46	0	118	128	92%
Clearwater	0	113	160	0	273	0	0%
Corunna	131	115	95	0	341	286	119%
Courtright	24	25	31	0	80	132	61%
EarlyON Centres	117	121	101	0	339	398	0%
Florence	47	42	24	0	113	166	68%
Forest	134	106	110	0	350	379	92%
Grand Bend	85	71	65	0	221	170	130%
Headquarters	9	16	28	0	53	35	151%
Inwood	52	46	53	0	151	193	78%
Makerspace (Independent)	162	175	162	0	499	654	0%
Mallroad	0	0	0	0	0	430	0%
Mobile Library	45	51	48	0	144	186	77%
Mooretown	42	36	17	0	95	152	63%
Oil Springs	44	43	43	0	130	152	86%
Petrolia	204	192	192	0	588	690	85%
Pt. Edward	56	38	38	0	132	168	79%
Pt. Franks	20	17	22	0	59	86	69%
Pt. Lambton	33	32	21	0	86	121	71%
Sarnia	358	352	359	0	1069	1364	78%
Shetland	21	27	18	0	66	53	125%
Sombra	24	23	24	0	71	117	61%
Theford	32	32	33	0	97	96	101%
Watford	67	59	56	0	182	212	86%
Wilkesport	41	28	17	0	86	113	76%
Wyoming	122	122	86	0	330	442	75%
<b>TOTALS</b>	<b>2,156</b>	<b>2,204</b>	<b>2,045</b>	<b>0</b>	<b>6,405</b>	<b>7,868</b>	<b>81%</b>



<b>Library Programs (attendance)</b>							
	<b>Q1-2024</b>	<b>Q2-2024</b>	<b>Q3-2024</b>	<b>Q4-2024</b>	<b>YTD</b>	<b>2023 Total</b>	<b>YTD %</b>
General	0	0	0	0	0	0	0%
Alvinston	506	320	493	0	1,319	1,800	73%
Arkona	222	286	241	0	749	751	100%
Brigden	87	244	2868	0	3,199	3,888	82%
Bright's Grove	1076	1253	444	0	2,773	1,920	144%
Camlachie	139	69	145	0	353	361	98%
Clearwater	0	479	976	0	0	0	0%
Corunna	1631	1372	617	0	3,620	2,665	136%
Courtright	102	102	110	0	314	558	56%
EarlyON Centres	2,267	2020	1863	0	6,150	6,648	93%
Florence	67	51	24	0	142	243	58%
Forest	695	785	1342	0	2,822	3,881	73%
Grand Bend	340	286	380	0	1,006	846	119%
Headquarters	479	739	1931	0	3,149	1,117	282%
Inwood	161	125	226	0	512	707	72%
Makerspace (Independent)	162	230	186	0	578	682	85%
Mallroad	0	0	0	0	0	2,161	0%
Mobile Library	335	472	360	0	1,167	1,673	70%
Mooretown	452	305	167	0	924	1,838	50%
Oil Springs	59	183	101	0	343	513	67%
Petrolia	1057	1300	1365	0	3,722	3,730	100%
Pt. Edward	448	269	189	0	906	1,105	82%
Pt. Franks	93	73	129	0	295	330	89%
Pt. Lambton	253	268	171	0	692	734	94%
Sarnia	2,915	2,227	2390	0	7,532	10,422	72%
Shetland	9	26	5	0	40	86	47%
Sombra	20	28	137	0	185	336	55%
Theford	101	43	92	0	236	282	84%
Watford	296	263	269	0	828	1,156	72%
Wilkesport	36	31	68	0	135	245	55%
Wyoming	831	825	843	0	2,499	1,759	142%
<b>TOTALS</b>	<b>14,839</b>	<b>14,674</b>	<b>18,132</b>	<b>0</b>	<b>47,645</b>	<b>52,437</b>	<b>91%</b>

<b>Wireless Internet Usage</b>							
	<b>Q1-2024</b>	<b>Q2-2024</b>	<b>Q3-2024</b>	<b>Q4-2024</b>	<b>YTD</b>	<b>2023 Total</b>	<b>YTD %</b>
Daily Clients	170	180	162	0	512	649	79%
Daily Sessions	74	88	70	0	232	346	67%
Total Clients	4,446	4,579	4,765	0	13,790	17,512	79%
Total Sessions	6,641	7,948	4,320	0	18,909	26,169	72%

<b>Electronic Information Sources</b>							
	<b>Q1-2024</b>	<b>Q2-2024</b>	<b>Q3-2024</b>	<b>Q4-2024</b>	<b>YTD</b>	<b>2023 Total</b>	<b>YTD %</b>
Electronic Databases	8,394	15,153	6,838	0	30,385	28,029	108%
Early Literacy Stations	4,120	3,250	3,317	0	10,687	6,550	163%
NextReads	3,409	3,225	3,337	0	9,971	14,503	69%
<b>TOTAL</b>	<b>15,923</b>	<b>21,628</b>	<b>13,492</b>	<b>0</b>	<b>54,723</b>	<b>49,082</b>	<b>111%</b>

<b>e-circulation</b>							
<b>Q1-2024</b>	<b>Q2-2024</b>	<b>Q3-2024</b>	<b>Q4-2024</b>	<b>YTD</b>	<b>2023 Total</b>	<b>YTD %</b>	
153,400	143,442	150,243	0	447,085	524,248	85%	

<b>Inter-library Loans</b>							
	<b>Q1-2024</b>	<b>Q2-2024</b>	<b>Q3-2024</b>	<b>Q4-2024</b>	<b>YTD</b>	<b>2023 Total</b>	<b>YTD %</b>
Items Borrowed	435	349	397	0	1,181	1,802	66%
Items Loaned	359	331	366	0	1,056	1,258	84%

<b>Total Number of Volunteers</b>							
<b>Q1-2023</b>	<b>Q2-2023</b>	<b>Q3-2023</b>	<b>Q4-2023</b>	<b>YTD</b>	<b>2023 Total</b>	<b>YTD %</b>	
0	0	0	0	0	0	0%	

Website Visits							
	Q1-2024	Q2-2024	Q3-2024	Q4-2024	YTD	2023 Total	YTD %
Library	59,153	59,268	60,199	0	178,620	320,848	56%
Theatre	763	619	609	0	1,991	1,911	104%
<b>TOTAL</b>	<b>59,916</b>	<b>59,887</b>	<b>60,808</b>	<b>0</b>	<b>180,611</b>	<b>322,759</b>	<b>56%</b>
	Q1-2024	Q2-2024	Q3-2024	Q4-2024			
Facebook Friends	3,675	3,743	3,874	0			
X Followers	1,007	1,021	1,036	0			

Sarnia Library Theatre & Meeting Room Rentals							
	Q1-2024	Q2-2024	Q3-2024	Q4-2024	YTD	2023 Total	YTD %
<b>Internal Bookings</b>							
Bookings	1	3	1	0	5	23	22%
Hours	3	9.5	3	0	15.5	60.3	26%
Attendance	11	8	110	0	129	359	36%
<b>External Bookings</b>							
Bookings	73	100	48	0	221	345	64%
Hours	232.25	331.75	138.5	0	702.5	1,053.55	67%
Attendance	3,773	5,609	1,949	0	11,331	18,054	63%
<b>Library Bookings</b>							
Bookings	63	47	54	0	164	173	95%
Hours	165.5	122.25	144.75	0	432.5	509.75	85%
<b>Total Bookings</b>	<b>137</b>	<b>150</b>	<b>103</b>	<b>0</b>	<b>390</b>	<b>541</b>	<b>72%</b>
<b>Total Hours</b>	<b>400.75</b>	<b>463.5</b>	<b>286.25</b>	<b>0</b>	<b>1,150.5</b>	<b>1,623.55</b>	<b>71%</b>

 <p style="text-align: center;"><b>CULTURAL SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>MUSEUMS, GALLERY AND ARCHIVES</b>
<b>PREPARED BY:</b>	<b>Laurie Webb, Manager</b>
<b>REVIEWED BY:</b>	<b>Andrew Meyer, General Manager Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Museums, Gallery and Archives Third Quarter 2024 Statistics</b>

**BACKGROUND**

Lambton Heritage Museum (**LHM**) and Oil Museum of Canada National Historic Site (**OMC**) manage collections of over 35,000 artifacts that serve to interpret the settlement and development of the area and celebrate Lambton's oil heritage. Lambton County Archives (**LCA**) preserves family genealogical records, local newspapers, land records, historic images, maps, and community histories. Judith & Norman Alix Art Gallery (**JNAAG**) collection contains over 1,200 Canadian paintings, drawings, and sculptures that represent significant Canadian art history with many considered national treasures, including over 43 works by the Group of Seven.

The [\*Cultural Services Division Strategic Plan 2022-2026\*](#) adopted by County Council outlines the Strategic Direction of Cultural Services which identifies the actions to be taken, criteria it must meet, or performance indicators it must strive to reach to achieve success with plan implementation. As an outcome of extensive consultation, six areas of focus are relevant in setting direction and evaluating the progress of the Division. The discussion section of this report outlines the progress made in these six areas of strategic priority in relation to activity in the third quarter of 2024.

**DISCUSSION**

This quarter's analysis highlights efforts to engage and enrich the community through several initiatives.

**Enhancing Access, Inclusion and Community Engagement**

Enhancing access, inclusion, and community engagement was a focus through several key initiatives.

Show & Tell events in collaboration with Lambton County Library continued through July, August, and September. These events at cultural locations around the County allow community members to share personal histories and artifacts with Museum and Archives staff who digitized them and conducted on-the-spot oral history interviews which add depth to the community’s historical narrative. Lambton County Archives and Lambton Heritage Museum received significant donations, further enhancing their collections and demonstrating the community’s commitment to preserving our heritage.

In July the Oil Museum of Canada, a National Historic Site, hosted its annual Black Gold Fest, an event dedicated to commemorating the oil industry’s history and its significant impact on Lambton County. This year’s festival attracted 453 visitors of diverse age groups, offering them an engaging opportunity to explore the museum’s exhibits and participate in oil-themed celebrations. The event successfully combined educational elements with festive activities, allowing attendees to discover the rich petroleum heritage of the region while enjoying a day of family-friendly entertainment. Through this annual gathering, the Oil Museum of Canada continues to play a crucial role in preserving and sharing the unique industrial history that has shaped Lambton County’s identity.

In September Lambton County Museums hosted Doors Open Lambton County, coinciding with Lambton County’s 175th anniversary celebration. This one-day event showcased 33 historical sites spread across all 11 lower-tier municipalities, offering a comprehensive view of the region’s rich heritage. The event drew over 2,000 attendees, who had the opportunity to explore and tour these unique historical locations. This remarkable turnout not only highlighted the public’s interest in Lambton’s history but also reinvigorated the community’s commitment to historical preservation. By providing access to these significant sites, Doors Open Lambton County 2024 successfully renewed local passion for heritage conservation and underscored the importance of maintaining these historical treasures for future generations.

**Creating and Delivering Great Experiences**

Exhibitions and programs drive attendance to the Museums, Gallery and Archives sites and create meaningful cultural experiences. The chart below summarizes visitation to each site including general attendance, in person educational offerings, and participation in special events in the third quarter.

	JNAAG		LCA		LHM		OMC	
	2024	2023	2024	2023	2024	2023	2024	2023
<b>Visitors</b>	1,331	1,047	212	149	2,266	2,160	1,192	1,396
<b>Tour Participants</b>	0	4	6	18	216	180	60	29
<b>Special Event Participants</b>	395	314	45	n/a	171	270	502	402

<b>On-Site Program Participants</b>	520	296	0	0	21	57	0	0
<b>Site Use Attendees</b>	0	n/a	0	n/a	0	n/a	188	n/a
<b>Third Quarter TOTAL</b>	<b>2,246</b>	1,661	<b>263</b>	167	<b>2,674</b>	2,667	<b>1,942</b>	1,827

*\*Oil Museum of Canada recently launched an app for the Driving Tour. In the third quarter, 104 users engaged with the app.*

The table below outlines the exhibitions at each site available to the community during the third quarter of 2024:

**Third Quarter Exhibits**

<p><b>JNAAG</b>  <a href="#">Homage</a>                      April 19 to September 1, 2024  <a href="#">Tom Thomson and the Group of Seven</a>                      April 19 to September 1, 2024  <a href="#">In the Garden of Exquisite Unknown</a>                      April 19 to September 1, 2024  <a href="#">Lambton Through The Lens</a>                      August 2 to October 12, 2024</p>	<p><b>LCA</b>  <a href="#">Petrolia 150<sup>th</sup> Anniversary</a> on display until 2025  <i>History of Lambton County Library</i> on display at Sarnia Library until late 2024</p>
<p><b>LHM</b>  <a href="#">Hockey</a>                      July 17 to November 9, 2024  <a href="#">Lambton Gallery</a>                      Permanent Exhibit.  <i>Collections Centre</i>                      Permanent Exhibit.  <i>History of Lambton County Library</i> on display at Sarnia Library until late 2024.</p>	<p><b>OMC</b>  <a href="#">Main Gallery</a>                      Permanent Exhibit</p>

**Developing Partnerships That Increase Participation in Culture**

The Lambton County Archives continues to partner with the Emergency Management Coordinator and the library system to deliver programming related to Emergency Preparedness throughout the County.

Staff at both the Oil Museum of Canada and Lambton County Archives continued to partner with the Petrolia Heritage Committee and participated in the Petrolia 150<sup>th</sup> Anniversary Heritage Fair interacted with 217 people.

Lambton Heritage Museum collaborated with residents across the County to present "Hockey," a traveling exhibition from the Canadian Museum of History. This exhibition has been enhanced with a curated collection of artifacts and narratives submitted by community members that showcase the rich hockey heritage of Lambton County. By combining national hockey history with local stories and memorabilia, the exhibition offers visitors a comprehensive look at the sport's impact on both Canadian culture and the Lambton County community.

The Judith & Norman Alix Art Gallery continued their partnership with the Sarnia-Lambton Alzheimer's Society offering their "Inspirational Moments" program. They also continued to work with both Pathways to offer "Art Pod" for youth with support needs and Rebound to offer "jobPath", a workshop geared for work-ready people who have a disability. This past quarter, the Gallery also partnered with Lambton County Library for the annual Teen Photo Contest. The juried exhibit showcased photography of local teens in [Lambton Through The Lens](#).

**Maximizing the Value of Collections and Spaces**

As the second project to celebrate Lambton County's 175<sup>th</sup> Anniversary, Lambton County Museums launched a new online collections database. Through this database, over 8,000 objects from the collections at Lambton Heritage Museum, Oil Museum of Canada and Lambton County Archives can be access from anywhere around the world. This provides access to the Museums and Archives collections for those who are unable to visit, eliminating a barrier to accessing Lambton's history while also raising Lambton's profile through online research. The chart below outlines ways the public can access collections materials, along with their engagement this quarter.

	JNAAG		LCA		LHM		OMC	
	2024	2023	2024	2023	2024	2023	2024	2023
<b>Website Visits*</b>	15,870	n/a	56,236	n/a	56,236	n/a	56,236	n/a
<b>Social Media Reach</b> (Collections Content only)	2,154	n/a	96,943	n/a	12,429	n/a	11,912	n/a
<b>Social Media Engagement</b> (Collections Content only)	57	n/a	9,015	n/a	801	n/a	646	n/a
<b>Collections Database*</b> (Past Perfect)	n/a	n/a	3,882	n/a	3,882	n/a	3,882	n/a
<b>Virtual Tour Engagement</b>	28	n/a	n/a	n/a	46	n/a	38	n/a

*\*Lambton Heritage Museum, Oil Museum of Canada and Lambton County Archives share a single [website](#) and online [database](#). Work is currently underway at the Judith & Norman Alix Art Gallery to make the collection available online.*

**Building Cultural Capacity and Raising Lambton’s Profile**

Museums, Gallery and Archives continuously explore ways to engage with the community and raise Lambton’s profile on a larger scale. Offsite outreach events provide opportunity to promote the department collections and services to new audiences. The department continues to offer virtual programming to schools and local community groups. Although the number of virtual programs peaked during the COVID-19 pandemic and have been in decline as more groups return to in-person programming, they are still an important offering to reach those schools or groups who are unable to visit the sites due to financial or transportation barriers.

	JNAAG		LCA		LHM		OMC	
	2024	2023	2024	2023	2024	2023	2024	2023
<b>Offsite Outreach Participants</b>	346	0	260	84	157	0	378	159
<b>Virtual Education Program Participants</b>	0	0	0	131	0	0	0	0

Continued through September, the Show & Tell events provided valuable opportunities for community members to share their personal histories and artifacts, significantly contributing to our goal of building cultural capacity and raising Lambton's profile.

Additionally, Lambton County Archives received physical donations comprising of approximately 14 items, while Lambton Heritage Museum received three donations during the third quarter from the Show & Tell events.

In August, the General Manager, Cultural Services Division and the Manager, Museums, Gallery and Archives had the opportunity to join Warden Marriott and senior staff of the County in a delegation with Honourable Stan Cho, Ontario Minister of Tourism, Culture and Gaming. The delegation focused on increasing Provincial support for the ongoing operating funding provided by the Province. The delegation also provided an opportunity to raise the Lambton County’s Museums, Gallery and Archives profile with the Minister and his staff.

By actively engaging with communities beyond the confines of the departmental buildings and beyond Lambton’s borders, the Museums, Gallery and Archives have not only expanded their reach but also fostered a deeper appreciation for their collections and services.



**Managing Resources Efficiently and Effectively**

Museums, Gallery and Archives strive to make informed decisions. Through recent implementation of new data collection practices, analysis can now be performed to support a range of objectives. Furthermore, the data collected at each site has been standardized and streamlined to support broader departmental reviews. Going forward, this data will be used to inform program and exhibition planning with the goal of achieving those Strategic Priorities set out in the Cultural Services Strategic Plan.

**FINANCIAL IMPLICATIONS**

None.

**CONSULTATIONS**

None.

**STRATEGIC PLAN**

The exhibitions, programs and outreach of the Museums, Gallery and Archives supports the strategic directions and actions outlined in the Cultural Services Strategic Plan as follows:

1. Enhancing access, inclusion & community engagement,
2. Creating & delivering great experiences,
3. Developing partnerships that increase participation in culture,
4. Maximizing the value of collections & spaces,
5. Building cultural capacity & raising Lambton's profile, and
6. Managing resources efficiently & effectively

**CONCLUSION**

The third quarter statistics emphasize that Museums, Gallery and Archives collectively advanced their strategic priorities through innovative programming, community engagement, and collaborative partnerships. Notable achievements include the successful Doors Open Lambton County event, the launch of the online collections database, and the continued success of exhibitions such as "Hockey" at Lambton Heritage Museum.

 <p style="text-align: center;"><b>CULTURAL SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>CULTURAL SERVICES DIVISION</b>
<b>PREPARED BY:</b>	<b>Andrew Meyer, General Manager</b>
<b>REVIEWED BY:</b>	<b>Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>SUBJECT:</b>	<b>Creative County Grant Program Analysis</b>

**BACKGROUND**

In 2010, The County of Lambton adopted a cultural strategic plan for the Corporation entitled, *Building A Creative Economy: A Cultural Plan for Lambton County*. The cultural plan identified creativity, culture and quality of place as fundamental to building a sustainable, prosperous and diversified economy and providing a superior quality of life for Lambton’s residents. The plan also positioned culture as a core planning and economic development theme to be considered by all County Divisions and identified strategies and actions to guide cultural development in the County.

As an outcome of this plan, Lambton’s Creative County Committee was established by County Council in 2012. It is tasked with encouraging, partnering and funding activities that build a better sense of identity and pride of place in Lambton. The committee is comprised of five community representatives with a demonstrated history of involvement in Lambton’s cultural community as well as the County Warden and four Councillors representing the four geographic regions of the County.

The committee carries an annual budget of \$75,000 to award through its Creative County Grant Program (**CCGP**), which was launched in 2013 with a scheduled annual application intake during the fall months preceding the application year. Funding is allocated to each of the four geographic regions as follows:

- Up to \$10,000 for projects from Central Lambton (Enniskillen, Oil Springs, Petrolia, Point Edward).
- Up to \$10,000 for projects from South Lambton (Brooke-Alvinston, Dawn-Euphemia, St. Clair).
- Up to \$10,000 for projects from North Lambton (Lambton Shores, Plympton-Wyoming, Warwick).
- Up to \$10,000 for projects from Sarnia.
- Up to \$35,000 for projects that demonstrate cultural benefit for all areas of Lambton County.

Funding made available through this program is intended to enhance the cultural landscape by supporting new, unique and innovative projects that strengthen and build the creative community, define the County's unique identity and enrich the quality of life for all residents.

After 12 years of administering this grant program within the community, the Creative County Committee recently undertook a program analysis to inform County Council's decision making regarding the future of the program. This report outlines the findings of that analysis.

### **DISCUSSION**

The 2010 cultural planning process revealed a lack of awareness and appreciation for culture as a key driver of local economic growth and quality of life. In response, the CCGP was created with the following program objectives:

- Nurture creativity and imagination through arts, culture and heritage projects;
- Promote innovation and support new, dynamic efforts in the creative community with the goal of financial self-sufficiency and continuity;
- Develop unique cultural resources and enhance the health and vitality of our communities;
- Support the development of new and diverse audiences for cultural activities and programs;
- Encourage inclusion and celebrate diversity through our rich creative community;
- Foster creativity by encouraging collaborative partnerships;
- Promote culture as a key component of economic growth and quality of life.

#### *CCGP Investment Analysis*

Over the past 12 years, over 200 projects have been supported through CCGP with a total investment of over \$730,000 from the County of Lambton. These projects have included a wide range of arts, heritage, and cultural activities that have occurred in every community across Lambton County – from feature film projects, theatre, dance and music performances, visual arts workshops, public art installations, community festivals and events, historical publications, heritage signage and interpretation, street murals, anniversary celebrations, projects that celebrate Indigenous culture, heritage restoration projects, fall fairs, heritage tours, etc.

The program requires each applicant to demonstrate partner contributions and other funding sources to ensure that the County's contribution to any project does not exceed 50% of the total project costs. As such, each project leverages significant matching investment (at a minimum, often exceeding 50 per cent) from community organizations.

The total estimated project costs submitted by applicants over the past 12 years provides a measurable indicator of success. Since 2013, CCGP has supported projects with a total estimated cost of over \$4,400,000 based on the anticipated expenses reported by

applicants at the time of submitting their applications. The investment over 12 years (\$730,000) measured against this total estimated project costs leveraged (\$4,400,000) represents a return on investment (**ROI**) of approximately 500 per cent, or stated differently, an investment gain of \$3,670,000 in funding from community organizations towards cultural projects over the 12-year period.

Other approaches to measuring success include the number of projects successfully completed across the County, and their respective success rate and community reach. Of the over 200 projects that have received funding over the past 12 years, all but one project was successfully completed. Staff continue to work with the one recipient to bring the proposed project to a successful conclusion and can exercise the option to have the funds returned, if necessary.

Additional benefits that result from the CCGP include enhanced capacity for community organizations, improved quality of life through community programs that may not otherwise exist without the fund, and a measurable local economic impact. Committee members involved in the administration of the program also note that each project generates significant local economic spin-off in communities that cannot be measured, but undoubtedly has a positive economic impact beyond the ROI for the County noted above.

#### *Opportunities to Strengthen the CCGP*

Despite the demonstrated success of the program, there are opportunities to strengthen the CCGP and support the effectiveness of the program into the future. The following items have been identified in consultation with the committee, and are put forward for Council's review and consideration:

- *Annual Review:* It is recommended that the Creative County Committee incorporate an annual review of the program criteria, reporting requirements and application processes into its regular meeting cycle to ensure they remain relevant, effective, and feasible.
- *Progress Reporting:* While the current post project reporting obligation holds grantees accountable for the use of funds they receive, this could be strengthened through more frequent progress reporting throughout the 18-month span from award of grant to project completion.
- *Contribution Agreement:* It is recommended that the Creative County Committee establish a funding agreement between the County and the grantee upon award, clearly outlining the expectations of both parties. This would help avoid the very few circumstances where recipients have not completed their projects within the allotted time period of 18 months.
- *Adjust Payment Release:* Introduce balanced progress payments, providing 50 per cent upon signing of a contribution agreement (rather than the current 75 per cent up front initial payment), and a final payment of 50 per cent upon completion.

Subject to Council's support of this direction, and continued support of the program, these administrative changes can be implemented in the 2025 program year.

**FINANCIAL IMPLICATIONS**

The County's annual contribution to the CCGP is \$75,000. The identified opportunities to strengthen the program would not create any additional financial implications for the County.

**CONSULTATIONS**

The members of Creative County Committee and the County's Revenue Officer were consulted in the creation of this report.

**STRATEGIC PLAN**


The Creative County Grant Program aligns with the County of Lambton's Strategic Plan 2024-2027 mission statement and outcomes by working with municipal and community partners and stakeholders to enhance the quality of life of its citizens, and advancing the County's commitment to sustainable, economic growth.

**CONCLUSION**

Since 2013, the Creative County Grant Program has enhanced the cultural landscape of Lambton County by supporting new, unique and innovative projects that strengthen and build the creative community, define the County's unique identity and enrich the quality of life for all residents. Over the past 12 years, over 200 projects have been supported through the program. The Creative County Committee recently undertook a program analysis to inform County Council's decision making regarding the future of the program. The committee determined that the program has consistently provided a significant return on investment and continues to accomplish the County's cultural planning goals related to building a sustainable, prosperous and diversified economy and providing a superior quality of life for Lambton's residents.

**RECOMMENDATION**

**That Lambton County Council direct the Creative County Committee ("Committee") to continue with the administration of the Creative County Grant Program, and direct staff to work with the Committee to strengthen the administration of the program through the implementation of an annual review, progress reporting, contribution agreements and incremental progress payments.**

	<b>CULTURAL SERVICES DIVISION</b>
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>LIBRARIES</b>
<b>PREPARED BY:</b>	<b>Darlene Coke, Manager</b>
<b>REVIEWED BY:</b>	<b>Andrew Meyer, General Manager Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>SUBJECT:</b>	<b>Libraries Donations, July 1 to September 30, 2024</b>

**BACKGROUND**

Lambton County Library receives occasional donations from patrons, individuals, community organizations and local businesses.

**DISCUSSION**

The following donations were received from the period July 1, 2024 to September 30, 2024:

- \$2,500 from Robert Trumble, Sarnia for children’s and adult materials.
- One copy each of “Awareness: poems” by Katherine L. Gordon and James Deahl and “Earth’s Signature: new and selected Jackpine sonnets”, by James Deahl from James Deahl.
- \$117.30 from donations boxes.

The following donations were received from a previous reporting period between May 1, 2024 and June 30, 2024:

- One copy of “The Man Named Sole: a short story for all ages about a miracle” by Gerry VanHoorn, from Gerry VanHoorn, Petrolia.
- The DOW Chemical DIN (Dow’s Indigenous Network) Reads program donated the following books to the library: “Our Voice of Fire” by Brandi Morin, “21 Things You May Not Know About the Indian Act” by Robert P.C. Joseph, “Johnny Appleseed” by Joshua Whitehead, “The Marrow Thieves” by Cherie Dimaline, and “Peace Pipe Dreams: the truth about lies about Indians” by Darrell Dennis.

**FINANCIAL IMPLICATIONS**

Financial donations are recorded as revenue in the Department's budget each year.

**CONSULTATIONS**

The Executive Assistant / Administrative Services Supervisor assisted in the completion of the report.

**STRATEGIC PLAN**

Any monetary donations contribute to the operation of Lambton's library services which support the strategic plan's principles and values including: a healthy community, a shared community of interest and a learning organization.

**CONCLUSION**

Lambton County Library is fortunate to receive occasional support from individuals and community organizations.

**RECOMMENDATIONS**

**That the Libraries donations, July 1 to September 30, 2024 Report, and the additional donations from the previous reporting period of May 1 to June 30, 2024, be accepted.**

 <p style="text-align: center;"><b>CULTURAL SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>MUSEUMS, GALLERY AND ARCHIVES</b>
<b>PREPARED BY:</b>	<b>Laurie Webb, Manager</b>
<b>REVIEWED BY:</b>	<b>Andrew Meyer, General Manager Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>SUBJECT:</b>	<b>Museums, Gallery and Archives Collections Management September 2024</b>

**BACKGROUND**

The Manager, Museums, Gallery and Archives reviews donations to Lambton Heritage Museum (**LHM**), Oil Museum of Canada (**OMC**), Judith & Norman Alix Art Gallery (**JNAAG**), and Lambton County Archives (**LCA**) to ensure they align with the mandate of each facility and serve to enhance the respective collections of each site.

As the governing body of the Museums, Gallery and Archives, County Council must review all artifact and art donations offered to these facilities and approve their acceptance into the permanent collection, after consideration of the recommendations of the Manager, Museums, Gallery and Archives. The following list of donations is from the month of September 2024.

**DISCUSSION**

**Recommended for Acceptance**

Attached are items recommended for acceptance that have been offered for donation to Lambton Heritage Museum, Oil Museum of Canada, and Lambton County Archives in the month of September 2024.

*Attachment A – Museums and Archives Donations*

**Recommended for Refusal**

Many items are offered to the Museums, Gallery and Archives for donation. Items are reviewed for fit within the collecting mandate at the respective site, whether they are already represented in the collection and what condition the object is in prior to



acceptance into the permanent collection. The list below outlines objects which were offered for donation in the month September 2024 and are recommended for refusal.

<b>Institution</b>	<b>Details</b>	<b>Reason for Refusal</b>	<b>Donor</b>
Lambton Heritage Museum	Bases for oil lamps	Duplicate of item already in collection. Referred to Moore Museum.	Name not given.
Lambton Heritage Museum	Infant dress	Poor condition and duplicate of items already in collection.	Doug Stevens
Lambton Heritage Museum	Shop dispensing cabinet	Duplicates of items already in collection. Referred to Huron County Museum.	Vicki Brenner
Lambton Heritage Museum	Player piano	Duplicate of item already in collection. Referred to Victoria Hall.	Sombra Museum

**FINANCIAL IMPLICATIONS**

The cost associated with the acceptance of items into the permanent collection and commitment to ongoing stewardship of material culture is incorporated into the annual operating budgets of the department.

**CONSULTATIONS**

This report involved consultation with collections and curatorial staff of the Museums, Gallery and Archives department.

**STRATEGIC PLAN**

The ongoing collection and preservation of local heritage artifacts and Canadian art supports the County of Lambton Strategic Plan’s Principles and Values of a Healthy Community by "*providing a host of cultural and lifestyle services while understanding and respecting the environment.*"

Museums, Gallery and Archives Collections Management September 2024 (page 3) November 20, 2024

**CONCLUSION**

Artifact donations to the Museums, Gallery and Archives demonstrate ongoing public support of the facilities and a keen interest in preserving the local and community history of Lambton County through our various facilities.

**RECOMMENDATION**

**That the Museums, Gallery and Archives Collections Management September 2024 Report be accepted, and items recommended for acceptance to the collection be approved for inclusion in the respective permanent collection.**

**Museums and Archives Donations  
September 2024**

10/10/2024

<b>Institution</b>	<b>Council Report Information</b>	<b>Contact</b>	<b>City</b>
Lambton County Archives	Archival family material pertaining to the Rice family of Wyoming.	Michael Roberts	Thamesville
Lambton County Archives	Four copies of death notices regarding the Thomson Family of Alvinston dated from 1896-1899, one Bullick and Doan family tree.	Don Roberts	Brights Grove
Lambton County Archives	Minutes and membership of the Marthaville United Friendship Circle 2008-2020.	Ann Selman-Wade	Petrolia
Lambton County Archives	Three Crown deeds dated ca. 1850s for lots in Brooke Township.	Ken McNally	Petrolia
Lambton Heritage Museum	1930s era baseball uniform belonging to John South of Brigden.	Jackie South	Brigden
Lambton Heritage Museum	Horse head bust from the Eisenbach Museum in Grand Bend.	Nancy (Gratton) Hannigan	Port Stanley
Lambton Heritage Museum	Six merchant tokens from two different general stores in Florence.	Mary Emerick	Florence
Lambton Heritage Museum	Wedding dress top from 1884 marriage of Mawlam and Currie, and original photograph from their wedding day.	Marie Charbonneau	Windsor
Lambton Heritage Museum	Wedding suit belonged to the donor's grandfather, James McElroy, and Victorian hoop skirt.	Mac Redmond	Sarnia
Oil Museum of Canada	Esso oil items.	Jeff Filip	Sarnia



**LONG-TERM CARE DIVISION**

<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>ADMINISTRATION</b>
<b>PREPARED BY:</b>	<b>Lipine Prak, Quality Assurance Manager</b>
<b>REVIEWED BY:</b>	<b>Michael Gorgey, General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>2024 Feedback Survey – Long-Term Care</b>

**BACKGROUND**

The *Fixing Long-Term Care Act 2021* (“**FLTCA**”) requires an annual survey to be taken by residents, their families and/or caregivers (“**Care Partners**”) to measure their experience in home, care, services, programs and goods. The FLTCA, Section 43, highlights the Administration, Action, Advice and Documentation for Resident and Family/Caregiver Feedback Surveys. The legislation requires long-term care homes to explain how the survey is administered, to act on the results of the survey, seek advice from Residents’ Council, Family Council and document the results. Documentation needs to be readily available to Residents’ Council, Family Council and for Ministry Inspections.

In addition, Health Quality Ontario (“**HQO**”) requires long-term care homes to submit annual publicly reported Quality Improvement Plans (“**QIP**”). QIPs must fit within the years’ priority issues. Resident experience is included in one of the priority issues. This report outlines a structured approach for collecting and analyzing feedback surveys, highlighting 2024 Feedback Survey results from each long-term care home within the County of Lambton and how it correlates with continuous quality improvement.

**DISCUSSION**

1) Collecting Feedback Surveys

**a) Survey Design**

Surveys are designed by the Quality Improvement Committee, Elders and Care Partners to ensure they are accessible and clear. Surveys are built to capture key areas of service and evaluate the satisfaction for the persons served. This discussion takes place in Residents’ Council, Family Council and Quality Improvement Committee meetings. The design of the survey breakdowns to sub sections to organize key areas. Key areas include meaningful activities, information/health communication, respect/dignity, safety/security, building/environmental, care/support, overall quality of care and recommendation

of the home. Questions are customized to ensure it is easy to understand for both Elders and Care Partners. Comment sections are provided for each key area for those who wish to add additional statements.

**b) Survey Distribution**

Elder and Family/Caregiver Feedback surveys are distributed to each long-term-care home. Surveys are offered in two formats to accommodate different levels of comprehension for Elders, including the full survey and the condensed survey. The full survey contains additional detailed questions relating to the key areas, whereas the condensed survey does not. Both versions of the surveys for Elders and the Family/Caregiver survey cover all important key areas. Distribution of surveys is offered through e-mail, phone, mail, Surge Learning, paper or in-person.

**c) Encouraging Participation**

All homes are notified when surveys are made available through newsletters and in-home signage/posters. Assistance is offered to Elders as required. Under supervision, if and when a Quality Student is present with the home, the student assists with the administration of the surveys and assists with Elders and Care Partners.

**d) Data Collection, Analysis and Reporting**

Feedback surveys are submitted through the Surge Learning platform as it collects data and calculates results. Surveys are analyzed by the Quality Assurance Manager. Calculations of percentages depends on how many participants responded. Desired responses are calculated and displayed in final reports. Comments are summarized and may be organized into common themes for the final survey reports. Final results are shared with the Quality Improvement Committee, Residents' Council and Family Council.

**2) Highlights of 2024 Elder Feedback Surveys (both versions)****a) North Lambton Lodge**

There were 57 Elders who participated in the survey. The highest area that received 100% of satisfaction was in the building/environmental section. The sections that received more than 90% of desired responses were in the following areas: respect/dignity, safety/security and care/support. Other areas of high satisfaction include meaningful activities, overall quality of care and recommendation of the home. However, information/health communication received a lower satisfaction rate of 66%.

**b) Lambton Meadowview Villa**

There were 69 Elders who participated in the survey. The highest area of satisfaction was in building/environmental with a result of 96%. Other high areas of satisfaction are respect/dignity, safety/security, care/support, recommendation of the home and overall quality of care. The lowest areas of satisfaction are meaningful activities (71%) and information/health communication (57%).

**c) Mashall Gowland Manor**

There were 52 Elders who participated in the survey. The highest areas of satisfaction that received 100% were respect/dignity, and building/environmental. Other areas that were well received are safety/security, care/support, meaningful activities, recommendation of the home and overall quality of care. The lowest area of satisfaction is information/health communication with a result of 61%.

**3) Highlights of 2024 Families/Caregiver Feedback Survey****a) North Lambton Lodge**

There were 38 Care Partners who responded to the survey. All sections received high levels of desired responses from 97% to 100%.

**b) Lambton Meadowview Villa**

There were 56 Care Partners who responded to the survey. All sections received high levels of desired responses above 94%.

**c) Marshall Gowland Manor**

There were 43 Care Partners who responded to the survey. All sections received high levels of desired responses from 97% to 100%.

**4) Impact on Quality of Care****a) Sharing Results and Engagement**

Final survey reports along with comparison year to year reports are shared with the Quality Improvement Committee, Residents' Council, Family Council and Leadership team. Elders and Care Partners are welcome to share thoughts and suggestions to help formulate action plans for areas for improvements. Perspectives from Elders and Care Partners can help target key areas for improvements such as staff training and/or improved processes.

**b) Continuous Quality Improvement and Action Plan**

Each home contributes an action plan to improve outcomes for the next year. With considerable discussion, the Quality Improvement Committee, Residents' Council and Family Council approves which survey response to work on for the new year in each individual home. Each home's Leadership team is involved with interventions to target better outcomes. The survey response action plan contributes into QIP and it is submitted to HQO to be recorded.

**c) Evaluating Quality Improvement Plans**

In each long-term care home, the Quality Improvement Committee hosts Quality Council meetings bi-annually. Elders and Care Partners are encouraged to attend. If required, a new QIP related to resident experience is created at the initial meeting. Progress reports are presented to highlight progression towards goals at the second meeting. The team evaluates consistently and shares reports throughout the home.

**FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

**CONSULTATIONS**

Each Home's Quality Improvement Committee, Residents' Council, Family Council and Leadership Team were consulted on the writing and data in this report.

**STRATEGIC PLAN**

In keeping with the Mission and Vision statements of the County of Lambton, the feedback surveys contribute to the enhanced quality of life in Lambton County through survey questions to evaluate various aspects of care, quality, staff responsiveness, services, physical environment and the culture of resident focused care.

**CONCLUSION**

Feedback surveys have provided valuable insights into the current strengths and areas for improvement in each long-term care home. By gathering detailed insights from Elders and care partners, these surveys allow homes to identify areas for improvement, create action plans, continuously improve care services and support the legislation of the *Fixing Long-Term Care Act 2021* and keep with publicly reported Quality Improvement Plans designed by Health Quality Ontario.

 <p style="text-align: center;"><b>LONG-TERM CARE DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>ADMINISTRATION</b>
<b>PREPARED BY:</b>	<b>Michael Gorgey, General Manager</b>
<b>REVIEWED BY:</b>	<b>Stéphane Thiffault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Long-Term Care Occupancy – Q3 2024</b>

**BACKGROUND**

The Long-Term Care Division (“**Division**”) manages and operates three Long-Term Care Homes (“**LTCH**”) within Lambton County: Marshall Gowland Manor in Sarnia, Lambton Meadowview Villa in Petrolia, and North Lambton Lodge in Forest. Together, these homes have a total of 339 beds.

The Division’s financial model is directly linked to its occupancy rates, with the provincial funding policy stipulating that each LTCH must maintain an average annual occupancy rate of 97% to optimize funding. This threshold is crucial for sustaining operational budgets and ensuring that adequate resources are available to meet the care needs of Elders.

**DISCUSSION**

The *Fixing Long-Term Care Act, 2021* (“**FLTCA**”) governs the operational and funding policies of long-term care homes in Ontario. Under this Act, the *Level of Care Per Diem Funding Policy* outlines the financial structure, including specific rules and conditions under which LTCHs receive daily funding based on the level of care provided (Level of Care Per Diem). The funding a LTCH receives is determined by the number of approved beds and the percentage of those beds that are occupied throughout the year.

To receive 100% of the Level of Care (“**LOC**”) per diem funding, LTCHs must maintain a minimum occupancy rate of 97%. If this target is not met, the home receives funding based only on actual "resident days" (the days beds are physically occupied by residents), as per the conditions outlined in the policy. This structure makes maintaining high occupancy rates essential for LTCHs to access full funding, thus ensuring optimal operation.

For the period spanning the third quarter of 2024, the attached occupancy report details each County LTCH's performance in meeting these funding thresholds. It is worth noting



that all three LTCHs have experienced strong demand, with significant waitlists across all levels of accommodation. However, achieving these occupancy targets can be challenging, particularly when admissions are paused due to outbreak protocols being activated in response to infectious disease events.

Lambton County LTCHs are actively working to fill all available beds as quickly as possible. The ongoing demand for long-term care, as indicated by the significant waitlists across all three LTCHs, highlights the increasing need for such services in the community.

Admissions can be delayed for various reasons, such as pending assessments by Ontario Health atHome, delays in bed offer acceptance, or the need to accommodate internal waitlists for residents wishing to transfer between different levels of accommodation within the same LTCH. However, by continuing to closely manage factors affecting admissions and bed availability, the County's LTCHs are well-positioned to maintain full funding, meet the growing needs of the aging population, and provide consistent, high-quality care to our elders.

### **FINANCIAL IMPLICATIONS**

Maintaining occupancy rates is critical to the financial stability of LTCHs, as it directly impacts revenue generated through the 'Other Accommodation' funding envelope. Several factors contribute to fluctuations in revenue, primarily the ability to sustain high occupancy levels.

Delays in admissions, stemming from external assessments, infection control measures, and resident preferences, can create short-term revenue shortfalls. For instance, during outbreaks, admissions are temporarily halted, reducing the number of resident days that can be counted toward the occupancy target. Additionally, multiple bed offers may be made before a prospective resident accepts placement, further prolonging vacancy periods.

To manage these fluctuations, each LTCH within the Division maintains internal waitlists to ensure swift transfers between accommodation levels, maximizing bed utilization and mitigating financial risks associated with vacancies.

### **CONSULTATIONS**

Not Applicable.

### **STRATEGIC PLAN**

In keeping with the Mission Statement of the County of Lambton, the programs provided by this Division contribute to the enhanced quality of life in Lambton County through building a community where residents are safe and healthy; feel a sense of belonging, pride, and purpose; and care for one another.

**CONCLUSION**

All three County of Lambton LTCHs are currently operating at full capacity, meeting the Ministry of Health and Ministry of Long-Term Care's requirement for at least 97% occupancy to receive full LOC per diem funding. This achievement ensures the homes are maximizing their funding, which is critical to maintaining high standards of care. Despite challenges such as outbreaks and delayed admissions, effective management has allowed the homes to fill beds and sustain occupancy targets.

The ongoing demand for long-term care, as indicated by the significant waitlists across all three LTCHs, highlights the increasing need for such services in the community. By continuing to closely manage factors affecting admissions and bed availability, the County's LTCHs are well-positioned to maintain full funding, meet the growing needs of the aging population, and provide consistent, high-quality care to Elders.

COUNTY OF LAMBTON - LONG TERM CARE DIVISION  
2024 OCCUPANCY REPORT

Period: **Jan to Sep**

YTD Days = **274**

	Lambton Meadowview Villa				Marshall Gowland Manor				North Lambton Lodge			
<b>Approved Beds</b>	125				127				89			
<b>Total Occupancy</b> (Based on Beds)	2024		2023		2024		2023		2024		2023	
	#	%	#	%	#	%	#	%	#	%	#	%
Long Term Care	123	98%	122	98%	125	98%	125	98%	88	99%	87	98%
<b>Year-to-Date</b>												
Total Available Elder Days	34,250		34,125		34,798		34,398		24,386		24,024	
*Ministry Funding Target (97%)	33,223		33,101		33,754		33,366		23,654		23,303	
Actual YTD	33,658	98.3%	33,279	97.5%	34,139	98.1%	45,495	98.1%	24,144	99.0%	31,799	97.9%
<b>Bed Breakdown</b>												
Private Beds	60	49%	56	46%	48	39%	49	39%	33	38%	33	38%
Semi-Private Beds	12	10%	12	10%	26	20%	25	20%	18	20%	16	19%
Ward Beds	51	42%	54	44%	51	41%	50	40%	37	42%	38	43%

\*Based on Long Term Care beds



**AAMJIWNAANG FIRST NATION**

**CORP 11-13-24**

978 Tashmoo Ave.  
Sarnia, Ontario N7T 7H5  
Ph.: 519-336-8410  
Fax: 519-336-0382

Aanii Lambton County Council,

I'm writing today on behalf of Aamjiwnaang Chief & Council to bring your attention to the longstanding environmental concerns and environmental injustices we face within our community.

In April of 2021, several residents of Aamjiwnaang First Nation called Spills Action to file reports of an odor complaint. An investigation was launched and in September 2024 Aamjiwnaang was informed that fines from the Imperial Oil incident were to be given to Lambton County. The fine was in the amount of \$1.125 million, which included a victim surcharge amounting to \$225,000 and impacted our Treaty territory.

It's far too frequent that Aamjiwnaang residents have to accept noise, odor, vibration, harmful chemical exposure and light pollution as well as other impacts.

This letter is to request that fines acquired from the environmental fine and penalty be given directly to Aamjiwnaang. We understand that currently, fines go to the county. However, we are the ones directly impacted as well as South Sarnia residents in this circumstance. Aamjiwnaang declared a State of Emergency in April of this year and remains in a State of Emergency as a result of high benzene emissions. However, many are aware that benzene is not our only environment and health concern. We could certainly use the funds to improve our Environment / Health departments capacity to address cumulative impacts.

In 2019, the United Nations Special Rapporteur on Human Health and Toxins visited the community and made a statement in their report the following;

*The condition of the Aamjiwnaang First Nation in Sarnia is deeply unsettling. Deeply connected with their land, residents on the reservation are now surrounded on three sides by over 60 industrial facilities that create the physiological and mental stress among community members regarding the risk of impending explosions or other disasters, as well as a wide variety of health impacts from unquestionably poisonous chronic exposures. It is one of the most polluted places in Canada, dubbed "chemical valley."*

*It is acknowledged that existing regulations do not protect the health of Aamjiwnaang. There remains considerable room for improvement to investigate health impacts, conduct proper monitoring, and enforce of existing standards. Cumulative impacts remain of grave concern regarding the manner in which risks are assessed. The environmental injustice is an ongoing tragedy, a legacy of land use planning that would not be allowed today. It is important to note that the community and companies have increased their cooperation and engagement in recent years, including the provision of financial resources for the communities to hire their own environmental scientists to ensure meaningful participation.*



**AAMJIWNAANG FIRST NATION**

978 Tashmoo Ave.  
Sarnia, Ontario N7T 7H5  
Ph.: 519-336-8410  
Fax: 519-336-0382

We would also like to mention that Canada has in place the United Nations declaration Act and we would like to point out Article 29.

**Article 29**

- **1.** Indigenous peoples have the right to the conservation and protection of the environment and the productive capacity of their lands or territories and resources. States shall establish and implement assistance programmes for indigenous peoples for such conservation and protection, without discrimination.
- **2.** States shall take effective measures to ensure that no storage or disposal of hazardous materials shall take place in the lands or territories of indigenous peoples without their free, prior and informed consent.
- **3.** States shall also take effective measures to ensure, as needed, that programmes for monitoring, maintaining and restoring the health of indigenous peoples, as developed and implemented by the peoples affected by such materials, are duly implemented.

In June of this year ,the Environmental Racism Bill, Bill-226 received Royal Assent, which Aamjiwnaang was very much involved with.

We are requesting that Lambton County Council assist us in our pursuit of Environmental Justice and Environmental Leadership and consider our request. The current allocation of environmental fines in chemical valley is not helpful to us and we do plan to advocate for change in that. We are hopeful that ahead of those changes, County Council decides to be ahead of the changes and show good relations with Aamjiwnaang.

In appreciation of your time,

Chief Janelle Nahmabin

O'gimaa Mskwaanakwod Kwe

 <p style="text-align: center;"><b>CORPORATE SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>COURT SERVICES</b>
<b>PREPARED BY:</b>	<b>Kelly Wiebenga, Supervisor</b>
<b>REVIEWED BY:</b>	<b>Olivia Leger, General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Court Services – 2024 3<sup>rd</sup> Quarter Statistics and Activity</b>

**BACKGROUND**

The Court Services Department (the “**Department**”) maintains statistical data regarding the number, type, and value of fines assessed and paid through the County’s *Provincial Offences Act* (POA) court. Staff provides Council with summary and analysis of this data at the end of each quarter.

**DISCUSSION**

Total Charges Received

In the third quarter of 2024, the Department recorded a total of 6,026 charges received, representing an increase of 949 charges or 19% from the previous quarter. In comparison to the same quarter in 2023, charges increased by 868 or 17%. At the end of this third quarter, the Department has already surpassed the total charges received in 2023 by 10%.

Charges Laid by Enforcement Agency

The Ontario Provincial Police (“**OPP**”) has recorded a 10% increase in this quarter with a total of 2,509 charges laid, up by 269 charges from the previous quarter. When compared to the third quarter of 2023, charges laid by OPP have increased by 596 or 24%.

With a total of 1,041, Sarnia Police Service has recorded an increase of 302 charges since last quarter or 29% and are on par with the total charges laid in the third quarter of 2023.

The Ministry of Transportation (“**MTO**”) recorded a slight decrease this quarter of 14 charges or 6% decrease compared to the previous quarter. Total charges received in this

third quarter were 850. In comparison to the same quarter in 2023, MTO charges have increased by 18% or 152.

Charges laid by Municipalities continued to rise in this third quarter by 415 or 28% since the previous quarter, with a total of 1,479 charges. Compared to the same quarter in 2023, charges increased by a total of 146 or 10%.

In this third quarter of 2024, charges laid by all other enforcement agencies increased by 17 or 12% since last quarter. When compared to the same quarter in 2023, total charges laid decreased by 24 or 16%.

#### Charges Laid by Act

*Highway Traffic Act* charges continue to lead the charges laid by Act at 60% of the total charges laid. Municipal By-Laws remain in second place at 26% of total charges laid. In this third quarter, *Liquor Licence and Control Act* charges increased by 202 or 78% compared to the previous quarter.

#### Courtroom Activity

With courts resuming to full operations in June, there were a total of 23 court days operating in this third quarter, compared to 17 court days (15 regular and two blitz) operating in the previous quarter. Considering there was one (1) court closure week in July and one in August, this still marks an increase of six (6) court dates in this quarter. In addition, there was one (1) Judicial Pre-trial date held in this third quarter.

The Department continues to address a backlog of MTO trial requests.

#### Early Resolution Meetings

The Municipal Prosecutor held a total of six (6) full days of Early Resolution Meetings in this third quarter, up from three (3) full days in the previous quarter. Like the second quarter, the MTO Prosecutor held a total of one (1) full day of Early Resolution Meetings this quarter.

The Department continues to address a backlog of Early Resolution Meeting requests.

#### New Fines Ordered

New fines ordered totaled \$1,843,806, an increase of \$1,071,061 from the previous quarter and an increase of \$1,271,391 compared to the same quarter in 2023.

\$1,125,005 of the total amount of new fines ordered was a fine received by a company for a conviction under the *Environmental Protection Act*. It should also be noted that of the new fines ordered, \$30,555 of that total is federal. Accordingly, when those fines are paid the revenue is received by the province.

Enforcing Payment of Court-Ordered Fines

During the reporting period, collections staff reported that \$125,167 was collected in-house, with third party collections recording \$53,898; a decrease of \$43,400 and an increase of \$8,082 respectively, over the previous quarter.

**FINANCIAL IMPLICATIONS**

As a result of the resumption of full court operations, the increase in fines and charges laid thus far, the Court Services Department is starting to experience favourable revenue trends.

**CONSULTATIONS**

Not applicable.

**STRATEGIC PLAN**

In keeping with the principles and values of the County of Lambton through leadership and accountability, the County's current efforts employ reasonable and sound decision-making and is accountable to ratepayers for the appropriate stewardship of their tax dollars.

**CONCLUSION**

The Court Services Department has resumed full court operations in this quarter and the scheduling of backlogged Trial and Early Resolution Meeting requests are continuing to move matters forward. The total number of charges received at the end of this third quarter has already surpassed the total number of charges received in 2023 by 10%.

As a result, the Court Services Department is starting to experience favourable revenue trends.



 <p style="text-align: center;"><b>CORPORATE SERVICES DIVISION</b></p>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>COURT SERVICES</b>
<b>PREPARED BY:</b>	<b>Kelly Wiebenga, Supervisor Olivia Leger, General Manager</b>
<b>REVIEWED BY:</b>	<b>Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>SUBJECT:</b>	<b>Collection Agency Services for Provincial Offences and Municipal Collections</b>

**BACKGROUND**

Since 2001, the Court Services Department has maintained an internal collection policy for the collection of defaulted fines. When internal collection efforts prove difficult or the defendant cannot be found, the department hires external collection agencies to aid in the collection process. These contracts are important as the actions of the agencies reflect on the County as its agent in this delicate area of collections. The current external collection agency contract will reach its term and expire on December 1, 2024. In accordance with the County of Lambton’s Purchasing Policy, an issuance of a formal Request for Proposal to secure collection services is required.

**DISCUSSION**

Court Services staff collaborated with the Region of Niagara along with 15 other municipalities (“**Participating Municipalities**”) to collectively enter into a joint Request for Proposal (“**RFP**”) agreement for external collection agency services for collection of defaulted *Provincial Offence Act* fines and other municipal collections. The joint RFP provides for an opportunity to collaborate with other municipalities responsible for Provincial Offences Court and serves as a cost-effective measure.

The Region of Niagara 2024-RFP-91 Collection Agency Services for Provincial Offences and Municipal Collections (“**Collection Agency RFP**”) document was issued on July 19, 2024. On August 15, 2024, the Collection Agency RFP closed with 16 collection agencies responding to the proposal.

The evaluation panel consisted of a portion of the Participating Municipalities and the proposals were evaluated using a multi-stage approach. Stage one consisted of reviewing the proposals to determine compliance of the mandatory submission requirements. Stage two focused on the non-price rated criteria as set out in the Collection Agency RFP.

Collection Agency Services for Provincial Offences and Municipal Collections (page 2) November 20, 2024

To successfully move to stage three, the agency must have obtained a minimum score of 70%. Eleven of the 16 agencies met the required 70% technical score. Stage three consisted of a scoring of the submitted pricing of each qualified proposal in accordance with the price evaluation method set out in the Collection Agency RFP.

After considering the technical and the commission scores, the agencies placed as follows:

<b>Ranking</b>	<b>Agency</b>	<b>Score</b>
<b>1<sup>st</sup></b>	Credit Bureau Services Canada (a division of St. Catharines Credit Corporation Limited)	80.79
<b>2<sup>nd</sup></b>	CBV Collection Services Ltd.	76.93
<b>3<sup>rd</sup></b>	A-1 Credit Recovery & Collection Services Inc.	72.71
<b>4<sup>th</sup></b>	Commercial Credit Adjusters Ltd.	71.57
<b>5<sup>th</sup></b>	Partners in Credit Inc	70.71
<b>6<sup>th</sup></b>	Gatestone & Co. Inc	69.43

Attached to this report at Appendix "A" are the commission rates for each agency.

It is recommended that the County enter into an agreement with the top 5 collection agencies listed above, in the following manner:

- Defaulted fines aged two years or less will first be provided to A-1 Credit Recovery & Collection Services Inc. for a period of 9 months, after which, if still uncollected, the fines will be split evenly between Credit Bureau Services Canada (a division of St. Catharines Credit Corporation Limited) and CBV Collection Services Ltd. for the remainder period of the initial contract term;
- Defaulted fines over two years will be split evenly between Credit Bureau Services Canada (a division of St. Catharines Credit Corporation Limited) and CBV Collection Services Ltd. for a period of three years; and
- Commercial Credit Adjusters Ltd. and Partners in Credit Inc. will be retained on a contract basis for the renewal periods, as applicable.

Upon the County entering into a new agreement, the term will commence on January 1, 2025, for a period of three (3) years with the option to extend the contract annually for a further two years. The commission rates charged by the agencies and detailed in the proposal is fixed for the term of the contract and any applicable renewal period. The RFP provides for flexibility with respect to workflow and assignment, which aids in the performance management of the agencies.

Collection Agency Services for Provincial Offences and Municipal Collections (page 3) November 20, 2024

**FINANCIAL IMPLICATIONS**

Commission rates charged by the agencies are applied to the defaulted fines and come at a cost to the defendant and not the rate payers of the County of Lambton.

**CONSULTATIONS**

The Participating Municipalities were consulted prior to the preparation of this report.

**STRATEGIC PLAN**

The County collaborating with the Region of Niagara and 15 other municipalities in Ontario demonstrates effective governance shown through financial sustainability, openness and transparency. In addition, the joint RFP highlights the County's commitment to collaboration and partnership.

**CONCLUSION**

The County of Lambton collaborated with the Region of Niagara and 15 other municipalities to recommend external agencies detailed in this report as a "cost effective" measure to deal with the delicate area of collections.

**RECOMMENDATIONS**

**a) That the County of Lambton enter into agreements with the following collection agencies as set out in the terms of the 2024-RFP-91 Collection Agency Services for Provincial Offences and Municipal Collections document ("Collection Agencies RFP"):**


- i. Credit Bureau Services Canada (a division of St. Catharines Credit Corporation Limited);**
- ii. CBV Collection Services Ltd.;**
- iii. A-1 Credit Recovery & Collection Services Inc.;**
- iv. Commercial Credit Adjusters Ltd.; and**
- v. Partners in Credit Inc.**

**and that the Warden and Clerk be authorized to sign such agreements and any other agreements or documents to give effect to the foregoing;**

- b) That Schedule "A" of By-Law No. 21 of 2011 be amended to reflect the new fixed rates as determined in the Collection Agencies RFP; and**
- c) That the appropriate By-Law be presented to County Council for its consideration.**

**Appendix "A"**  
Commission Rates

Name:	CONSUMER 1st Placement	COMMERCIAL 1st Placement	CONSUMER 2nd Placement	COMMERCIAL 2nd Placement	CONSUMER 3rd Placement	COMMERCIAL 3rd Placement
<b>Credit Bureau Services Canada (a division of St. Catharines Credit Corporation Limited)</b>	11.15%	11.15%	16.50%	16.50%	25.50%	25.50%
<b>CBV Collection Services Ltd.</b>	13.85%	14.05%	19.75%	25.00%	30.00%	35.00%
<b>A-1 Credit Recovery &amp; Collection Services Inc.</b>	12.17%	12.17%	19.46%	19.46%	38.94%	38.94%
<b>Commercial Credit Adjusters Ltd.</b>	13.00%	10.00%	20.00%	18.00%	28.00%	28.00%
<b>Partners in Credit Inc</b>	11.50%	10.00%	18.00%	16.50%	26.00%	24.00%

 <b>FINANCE, FACILITIES AND ACQUISITIONS DIVISION</b>	
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>FINANCE, FACILITIES AND ACQUISITIONS DIVISION</b>
<b>PREPARED BY:</b>	<b>Larry Palarchio, CPA, CMA, General Manager</b>
<b>REVIEWED BY:</b>	<b>Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>2024 – Q3 Budget Monitoring Update</b>

**BACKGROUND**

The purpose of this report is to provide an overview of the projected 2024 year-end position and identify key cost/revenue pressures that are impacting these year-end results.

The County is presently forecasting a \$265,000 operational deficit as at the 3<sup>rd</sup> quarter, 2024.

It is important to note that the projection could fluctuate widely by 2024 year-end as a result of conditions that are beyond the control of the County.

**DISCUSSION**

The County Divisions, with the support of the Divisional Support Services staff, continue to monitor the 2024 budgets to ensure fiscal stability and to mitigate any potential budget shortfalls. The County strives to be resilient against the ongoing financial pressures and challenges including staffing challenges, unexpected infrastructure repairs, and interest rates.

The key financial challenges are further highlighted below and in the attached “Appendix A”.

**FINANCIAL IMPLICATIONS**

As staff continues to work towards achieving a balanced County 2024 budget, the following provides Council with additional context by Division on the County’s budgetary performance and challenges to date:

- **General Government:** Interest from investments are trending lower than budget due to lower reserve/reserve fund balances.
- **Chief Administrative Officer:** Minor savings are projected due to unanticipated staff vacancies.
- **Corporate Services Division:** Minor one-time operational savings are projected in Legal Services/Clerk's, Information Technology and the Human Resources Departments.

The Court Services Department is starting to experience favourable revenue trends due to increased court room activity, increased charges and an unanticipated one-time fine, if collected.

- **Finance, Facilities and Acquisitions Division:** A balanced operating position is anticipated in the Finance, Facilities and Acquisitions' departmental areas.

The Acquisitions Department (LSSC) is projecting \$500,000 in operational savings resulting from lower occupancy costs (rent vs. debt payments) and building maintenance costs resulting from the recent purchase of the Lambton Shared Services Centre in June. These operational savings will be contributed to the LSSC Reserve Fund to assist with an earlier retirement of the \$7.0 million debt issuance on the purchase of the building in June 2024.

- **Infrastructure & Development Services Division:** An operating deficit is projected in the Infrastructure & Development Services Division due to increased costs for emergency roadway repairs and inflationary pressures on roadway maintenance expenses. Several budgeted capital projects will be carried forward into next year due to both external factors and internal resourcing capacity. Building Services and Planning & Development Services are projecting higher than budgeted operating expenses specifically related to travel and advertising costs.
- **Public Health Services Division:** The Division is projecting a surplus due to additional provincial funding received and staff vacancies.
- **Long-Term Care Division:** A relatively break-even position is anticipated in the Long-Term Care Division, it being noted that continued staffing challenges require periodic use of agency staff at an increased cost, as well as overtime costs. These costs have been offset by operational savings within the Division.
- **Social Services Division:** The Division is projecting an operational deficit primarily related to the continued operation of the Out of the Cold emergency shelter.

- **Cultural Services Division:** Operational savings are projected in the Cultural Services Division due to lower than anticipated program delivery costs.

**CONSULTATIONS**

The Chief Administrative Officer, General Managers, and Divisional Support Services staff were consulted in the preparation of this report.

**STRATEGIC PLAN**

In keeping with the Principles and Values of the County of Lambton through leadership and accountability, the County's current efforts employ reasonable and sound decision-making and is accountable to ratepayers for the appropriate stewardship of their tax dollars.

**CONCLUSION**

Staff is projecting an operational deficit of \$265,000. Cost pressures in the Social Services Division resulting from keeping shelters open during the summer months, shortfalls in investment income and emergency infrastructure repairs have been partially offset by divisional savings in Corporate Services, Public Health Services, Cultural Services and the Long-Term Care Divisions.

Staff will continue to implement cost containment strategies to mitigate budgetary impacts with the goal of achieving a balanced position for the 2024 year-end.

Potential surplus/deficits will be allocated in accordance with the Council approved Reserve and Reserve Fund Policy. The Reserve and Reserve Fund Policy provides for the allocation of year-end surplus, if realized, to the Stabilization Reserve. Application of year-end surplus in accordance with the policy, benefits future budget development processes through reduced future debt issuances, one-time contributions to address infrastructure needs and other investments at the discretion of County Council.

**Appendix A**  
**2024 Financial Year-End Projection by Division Overview**

<b>Division</b>	<b>Projected Position</b>	<b>Comments</b>
<b>General Government</b>	<b>(\$250,000)</b>	Interest from investments are trending lower than budget due to lower than originally anticipated reserve/reserve fund balances.
<b>CAO</b>	<b>\$35,000</b>	A small surplus is projected due to staff vacancies at the beginning of the year.
<b>Corporate Services</b>	<b>\$395,000</b>	Minor one-time savings are projected in Legal Services/Clerk's, Information Technology and the Human Resources Departments. The Court Services Department is also starting to experience favourable revenue trends due to increased court room activity, increased charges and an unanticipated one-time fine revenue, if collected.
<b>Finance, Facilities and Acquisitions</b>	<b>\$0</b>	A balanced operating position is anticipated in the Finance and Facilities departmental areas.  A balanced operating position is also projected in the Acquisitions Department (LSSC), it being noted that operational savings expected from lower occupancy and maintenance costs will be contributed to the LSSC Reserves/Reserve Funds to assist with retirement of debt resulting from the acquisition of the LSSC in June 2024.
<b>Infrastructure &amp; Development Services</b>	<b>(\$300,000)</b>	Unexpected emergency culvert and drain repairs. Advertising and Travel expenses higher than budget.
<b>Public Health Services</b>	<b>\$315,000</b>	Additional Ministry funding and lower than anticipated staffing costs due to vacancies.
<b>Long-Term Care</b>	<b>\$10,000</b>	The Division continues to experience significant recruitment/staffing challenges which have been offset by other operational savings.



<b>Division</b>	<b>Projected Position</b>	<b>Comments</b>
<b>Social Services</b>	<b>(\$600,000)</b>	An operational deficit is projected due to keeping emergency shelters open during the summer months to assist with encampment issues in the City of Sarnia.
<b>Cultural Services</b>	<b>\$130,000</b>	The Cultural Services Division is forecasting some operational savings due to underspending in program delivery costs.

**Ministry of  
Municipal Affairs  
and Housing**

Office of the Minister

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

**Ministère des  
Affaires municipales  
et du Logement**

Bureau du ministre

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



234-2024-4112

November 4, 2024

SSD 11-09-24

Warden Kevin Marriott  
County of Lambton  
[kevin.marriott@county-lambton.on.ca](mailto:kevin.marriott@county-lambton.on.ca)

Dear Warden Marriott:

I would like to thank you, Deputy Warden Brian White, Chief Administrative Officer Stéphan Thiffeault and municipal staff for taking the time to meet with me at the 2024 Association of Municipalities Conference.

I appreciated hearing about your challenges with encampments and your interest in additional capital funding for the development of supportive housing. I recognize that this is a complex issue. I meet regularly with my colleagues to consider how the province can address the challenges of homelessness, mental health and addictions across Ontario's communities.

I also appreciate hearing about your affordable housing projects and the need for last mile funding to complete the project. We hope to have promising news in the coming months.

If you would like to discuss your matters further, please contact my Director of Stakeholder Relations, Madison Lee, at [Madison.Lee2@ontario.ca](mailto:Madison.Lee2@ontario.ca). Municipal staff are also welcome to contact the ministry's regional Municipal Services Office. Regional Director Ian Kerr can be reached at [Ian.Kerr@ontario.ca](mailto:Ian.Kerr@ontario.ca) or 519-873-4026.

I look forward to continuing to work with you and all our municipal partners to build more housing, support economic growth and strengthen Ontario's communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Calandra".

Hon. Paul Calandra  
Minister of Municipal Affairs and Housing

c. Bob Bailey, MPP Sarnia – Lambton [bob.baileyco@pc.ola.org](mailto:bob.baileyco@pc.ola.org)  
Steve Pinsonneault, MPP Lambton – Kent – Middlesex  
[steve.pinsonneault@pc.ola.org](mailto:steve.pinsonneault@pc.ola.org)



SSD 11-10-24

Tuesday, October 22, 2024

Sent via email  
[justin.trudeau@parl.gc.ca](mailto:justin.trudeau@parl.gc.ca)

Hon. Justin Trudeau  
Prime Minister of Canada  
Office of the Prime Minister  
80 Wellington Street  
Ottawa, ON K1A 0A2

**Re: Support for Ontario Big City Mayors Caucus, Solve the Crisis Campaign**

At its regular meeting held on October 4, 2024 the Western Ontario Wardens' Caucus passed the following motion:

**Moved by B. Milne, seconded by A. Lennox:**

“THAT the presentation from Mayor Marianne Meed Ward, Chair, and Michelle Baker, Executive Director, Ontario's Big City Mayors, be received and

THAT the Western Ontario Wardens' Caucus supports the SolvethetheCrisis.ca Campaign and requests that the Provincial and Federal Governments take Action to Address the Growing Mental Health, Addictions and Homelessness Crisis in Ontario

WHEREAS there is a humanitarian crisis unfolding on the streets in our cities, large and small, urban and rural, across Ontario. The time for words is over, we need immediate action at all levels of government, starting with the Province of Ontario

WHEREAS the homelessness, mental health and addictions crisis continues to grow with 3432 drug related deaths in Ontario in 2023 and over 1400 homeless encampments across Ontario communities in 2023; and

WHEREAS the province has provided additional funding and supports, such as the recent investment of \$378 million for HART Hubs and approximately 375 beds with wraparound supports, it does not adequately address the growing crisis and the financial and social impact on municipalities and regions across the province; and

WHEREAS municipalities and regions are stepping up and working with community partners to put in place community-specific solutions to address this crisis, but municipalities and regions lack the expertise, capacity, or resources to address these increasingly complex health care and housing issues alone; and

WHEREAS this is primarily a health issue that falls under provincial jurisdiction and municipalities and regions should not be using the property tax base to fund these programs; and

WHEREAS there is no provincial lead focused on this crisis leading to unanswered questions that span over a dozen ministries, and a lack of support to manage the increasing needs of those who are unhoused.

THEREFORE BE IT RESOLVED THAT the Western Ontario Wardens' Caucus supports the SolveTheCrisis.ca Campaign;

AND calls on provincial and federal governments to commit to immediate action to solve the Humanitarian Crisis that Ontario is facing as the numbers of unhoused individuals and those suffering with mental health & addictions grows exponentially;

AND that the province officially makes Homelessness a Health Priority;

AND appoints a responsible Minister and Ministry with the appropriate funding and powers as a single point of contact to address the full spectrum of housing needs as well as mental health, addictions and wrap around supports;

AND that the provincial government strike a task force with broad sector representatives including municipalities, regions, healthcare, first responders, community services, the business community and the tourism industry to develop a Made in Ontario Action Plan;

AND that this provincial task force reviews current programs developed by municipalities, regions and community partners that have proven successful in our communities, to ensure that solutions can be implemented quickly and effectively to tackle this crisis.

AND that the federal government is included in these conversations.

AND that both levels of government provide adequate, sufficient and sustainable funding to ensure that municipalities have the tools and resources to support individuals suffering with mental health and addictions, including unhoused people and those from vulnerable populations that may be disproportionately impacted;

AND THAT the Western Ontario Wardens' Caucus calls on the municipalities in Western Ontario to join us in appealing to the provincial and federal governments for support by visiting SolveTheCrisis.ca and showing your support;

AND further that a copy of this motion be sent to:

- The Right Honourable Justin Trudeau, Prime Minister of Canada
- The Honourable Sean Fraser, Minister of Housing, Infrastructure and Communities of Canada
- The Honourable Doug Ford, Premier of Ontario
- The Honourable Sylvia Jones, Deputy Premier and Minister of Health
- The Honourable Paul Calandra, Minister of Municipal Affairs and Housing
- The Honourable Michael Parsa, Minister of Children, Community and Social Services
- The Honourable Michael Tibollo, Associate Minister of Mental Health and Addictions
- Local MPs
- Local MPPs
- Ontario's Big City Mayors
- 117 Western Ontario Municipalities"

**– CARRIED**

Please contact the office if you require any further information.

Yours sincerely,



Glen McNeil  
Chair, Western Ontario Wardens' Caucus

cc:

---

[www.wowc.ca](http://www.wowc.ca)



**SOCIAL SERVICES DIVISION**

<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>ONTARIO WORKS</b>
<b>PREPARED BY:</b>	<b>Lisa Jacaruso, Program Supervisor Melissa Fitzpatrick, Manager</b>
<b>REVIEWED BY:</b>	<b>Valerie Colasanti, General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Employment Ontario Service Delivery Update</b>

**BACKGROUND**

The vision for social assistance is an integrated human services delivery model that consolidates programs and services to provide more effective support for individuals. Continuous efforts have been underway to transform social assistance, emphasizing a person-centred approach with a focus on stability supports, service navigation, and improved connections to Employment Ontario (“EO”).

Lambton County Council, at its meeting held on November 15, 2023, was made aware that on October 6, 2023, the County of Lambton was notified by our Service System Manager, the City of Windsor and Workforce Windsor Essex, that it had been selected as an employment services provider under EO.

On January 2, 2024, Lambton Ontario Works (“OW”) commenced the delivery of comprehensive employment services to job seekers and employers that include job search coaching, resume development, interview readiness, career exploration, job matching, employment programming and financial assistance to support positive employment outcomes and long-term employment retention. A new team made up of six Employment Caseworkers and a Supervisor of Employment Services was put in place and worked in partnership with the existing Lambton Works staff.

**DISCUSSION**

Since its inception, the newly formed employment services team has engaged in extensive training, planning, and development to effectively implement the Windsor Regional Employment Network service protocols, programs, new technologies, and delivered services tailored to individuals’ needs. Supporting people where they are at, with a non-judgmental, strength-based approach, has yielded results that have positively impacted people, especially those who require holistic wraparound support. Customer

satisfaction surveys conducted with participants show that 100% of people were satisfied or very satisfied with our services.

From January to August 2024, staff completed 412 intakes, with over 75% of participants being OW recipients. During this time, staff assisted 63 individuals in gaining meaningful employment. At one-month checkpoints, people reported working an average of 30 hours per week and receiving an average wage of \$22 per hour, which supports long-term independence and mitigates recidivism. Currently, staff have exceeded program intake targets for specialized populations, including persons with disabilities, Francophones, Indigenous peoples, youth, and newcomers.

Beginning in March of this year, a collaborative partnership with Cultural Services has enabled people to conveniently access employment services at six local libraries, including Alvinston, Corunna, Forest, Thedford, Watford, and Wyoming. Employment Caseworkers stationed at these libraries offer personalized employment assistance and programming to the public in and around each of these communities, thereby eliminating transportation barriers and enhancing accessibility to services. Work is currently underway to expand these services with drop-in dates and in-person employment readiness workshops at the Sarnia, Clearwater and Brights Grove libraries, planned for early 2025.

In May and June 2024, staff partnered with Women Building Futures, which offers programs and support services for women to explore, train, and connect to careers in trades that offer pay above a living wage. Over 100 local women registered to attend our information sessions to learn about current growth trends, career paths, and the skills and attributes needed to succeed in the trades.

Collaboration is underway with the Lambton County Children's Services Workforce Development team to support the high demand for child care workers. A large-scale job fair is planned for Tuesday November 19, 2024 at the Sarnia Polish Hall from 10am-2pm with several local child care providers as well as employment services staff on-site to assist people with services and supports beyond the event.

Staff have been engaging with employers across the county to identify their hiring requirements and provide customized services to meet their unique needs. Supports include posting jobs, screening applicants, financial assistance to offset hiring costs, and job placement support for up to 12 months after new hires are onboarded. Recently, staff have partnered with Bayshore HealthCare to support the implementation of a new, innovative paid Home Support Worker training and placement program to meet the local demand for health care workers.

**FINANCIAL IMPLICATIONS**

Not applicable.

**CONSULTATIONS**

Not applicable.

**STRATEGIC PLAN**

The activities of the Division support the Community Development Area of Effort #3 in the County of Lambton's Strategic Plan, specifically:

- Consulting with the community and stakeholders on ways to increase housing options and affordability, and innovative programs and initiatives that focus on poverty reduction and promote social belonging;
- Implementing, monitoring and updating community health and wellness-related plans and priorities, including, but not limited to, the *Housing and Homelessness Plan*, *Community Safety & Well-Being Plan*, the Long-Term Care division's mission, vision, and values, *Age Friendly Community Planning* framework, Lambton Public Health's strategic priorities, *Lambton Drug & Alcohol Strategy*, *Lambton EMS Master Plan*, and *Child Care and Early Years 5-Year Service System Plan*; and
- Advocating for, and supporting access to, mental health and addiction services.

**CONCLUSION**

Statistical data and feedback from the Service System Manager have been positive, with employment services staff being recognized for their strong knowledge of and compassion for those experiencing unemployment, poverty, trauma and mental health challenges. Staff have been successful in working with individuals to find employment, develop training and career plans and assist them in becoming self-sufficient.

Internal and external partnerships are vital to our success and staff have strengthened long standing partnerships along with building new opportunities to provide services that meet the needs of local job seekers and employers. Some future collaborations include partnering with other local EO providers to host a Chamber of Commerce Business After 5 event, collaborating with the Lambton-Kent District School Board to facilitate a soft skills training program, organizing a job fair in the county to support job seekers and employers outside of Sarnia, and building on union relationships to connect people with trades and apprenticeships.

Continuous analysis of program data and outcomes will guide ongoing refinement of the delivery model, ensuring that services remain focused on the evolving needs of the people we serve and meet program guidelines and targets.





## Lambton Works Centre September 2024 Update

### January to August 2024



**412**

new intakes were completed!



**63**

job seekers secured employment!



**100%**

of job seekers were satisfied or completely satisfied with our services!



**80%**

of our referrals came from Ontario Works!



**3196**

service and support interactions took place at the Lambton Works Centre!

[www.lambtononline.ca/LWC](http://www.lambtononline.ca/LWC)

	<b>SOCIAL SERVICES DIVISION</b>
<b>REPORT TO:</b>	<b>CHAIR AND COMMITTEE MEMBERS</b>
<b>DEPARTMENT:</b>	<b>HOUSING SERVICES</b>
<b>PREPARED BY:</b>	<b>Melisa Johnson, Manager</b>
<b>REVIEWED BY:</b>	<b>Valerie Colasanti, General Manager Stéphane Thiffeault, Chief Administrative Officer</b>
<b>MEETING DATE:</b>	<b>November 20, 2024</b>
<b>INFORMATION ITEM:</b>	<b>Housing Services Statistical Report - Quarter 3</b>

**BACKGROUND**

The Housing Services Department provides rental assistance and support services to over 2,300 residents of Lambton County. This assistance helps some of the most vulnerable residents to acquire and maintain permanent housing that is safe and affordable.

The Housing Services Department administers legislated housing programs, numerous housing agreements, maintains a wait list for approximately 1,500 units and manages 832 housing units owned by the County of Lambton.

**DISCUSSION**

The 2024 third quarter statistical report is attached and provides a quarterly comparison over 2023.

There were 27 households that moved into rent geared-to-income (“**RGI**”) assisted housing units in quarter three of 2024 compared to 31 households in quarter three of 2023. The offers of RGI assistance have been fairly consistent year over year.

The average monthly rent arrears for the 832 County of Lambton owned units slightly decreased to \$11,565 in the third quarter of 2024 from \$23,109 in the previous year. This saw an average of 17 households in arrears compared to 33 households over the same period in 2023. Staff continue to work with individuals to address arrears, make repayment agreements and/or access funding to assist.

The Housing Advocacy Program is an eviction prevention program. Community Support Workers (“**CSWs**”) within this program provide outreach and supports to tenants and their families by advocating on behalf of tenants to improve their quality of life while maintaining their housing. The CSWs have caseloads that consist of many individuals with complex

needs. In the third quarter of 2024, the CSWs assisted an average of 120 individuals monthly and prevented evictions for an average of 15 tenancies each month. They had an average of 249 client visits per month and assisted clients in accessing a cumulative average of \$11,497 per month in funds such as community resources related to eviction prevention and retro payments of government assistance such as pension or child tax benefits.

The average number of applicants on the wait list for rental assistance in quarter three of 2024 has increased 22% to 926, up from 761 in the third quarter of 2023. The Housing Services Department has seen an increase in the number of eligible applicants applying for RGI assistance which is partially attributed to the lack of affordable housing and low vacancy rates in the area.

Wait times in quarter three of 2024 for various sized units across the housing portfolio have been consistent with wait times in quarter three of 2023. Although this rate is consistent with 2023, it represents a significant increase when compared to prior years. This increase can be attributed to the lack of affordable housing and low vacancy rates in the community.

**FINANCIAL IMPLICATIONS**

Not applicable.

**CONSULTATIONS**

Not applicable.

**STRATEGIC PLAN**

Providing safe affordable housing is in keeping with the County's Mission to promote an enhanced quality of life through the provision of responsive and efficient services accomplished by working with municipal and community partners.

The activities of the Division support the Community Development Area of Effort #3 in the County of Lambton's Strategic Plan, specifically:

- Strengthening the County's advocacy and lobbying efforts with other levels of government to raise the profile of the County and its needs to secure improved senior government supports, funding, grants, and other resources to meet emerging infrastructure and service needs;
- Consulting with the community and stakeholders on ways to increase housing options and affordability, and innovative programs and initiatives that focus on poverty reduction and promote social belonging;
- Supporting the development of a variety of affordable housing to meet demand;

- Implementing, monitoring and updating community health and wellness-related plans and priorities, including, but not limited to, the *Housing and Homelessness Plan*, *Community Safety & Well-Being Plan*, the Long-Term Care division’s mission, vision, and values, *Age Friendly Community Planning* framework, Lambton Public Health’s strategic priorities, *Lambton Drug & Alcohol Strategy*, *Lambton EMS Master Plan*, and *Child Care and Early Years 5-Year Service System Plan*; and
- Advocating for, and supporting access to, mental health and addiction services.

**CONCLUSION**

Quarterly statistics provide information which assists in the management of the wait list and rent arrears. This information will also be helpful as the County implements the *County of Lambton Housing and Homelessness Plan 2020 – 2024*.

**HOUSING SERVICES DEPARTMENT**  
Statistical Report

Comparative Data	Quarter 3 2024	Quarter 3 2023
Number of applicants housed	27	31
Number of applicants housed (COHB)	0	0
Total applicants housed	27	31
Average monthly tenant rent arrears	\$11,565	\$23,109
Housing Advocacy Program		
Average number of unique individuals receiving services per month	120	114
Average number of evictions prevented per month	15	Not available
Average ongoing case management appointments per month	249	Not available
Average funds per month obtained by clients including eviction prevention and retro benefit payments	\$11,497	Not Available
Average Number of Eligible Applicants for Rent-Geared-to-Income Assistance		
Bachelor/1 Bedroom	698	597
2 Bedroom	90	57
3 Bedroom	78	58
4 Bedroom	58	47
5 Bedroom	2	2
Total	926	761
Average Minimum Wait Times for Rent-Geared-to-Income Assistance		
Bachelor/1 Bedroom	48 months	48 months
2 Bedroom	36 months	36 months
3 Bedroom	36 months	36 months
4 Bedroom	36 months	36 months