



## **COMMUNITY DEVELOPMENT & TOURISM COMMITTEE**

### **AGENDA**

**Thursday, May 25, 2023 at 3:00 p.m.**

**W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON L9W 2X1**

The meeting will be live streamed on YouTube at the following link:

<https://www.youtube.com/channel/UCCx9vXkywflJr0LUVkKnYWQ>

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#### Land Acknowledgement Statement

*We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.*

*We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.*

*These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.*

#### Declarations of Pecuniary Interest by Members

### **PUBLIC QUESTION PERIOD**

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at [info@dufferincounty.ca](mailto:info@dufferincounty.ca) or 519-941-2816 x2500 prior to 4:30 p.m. on May 24, 2023.

### **REPORTS**

1. COMMUNITY DEVELOPMENT & TOURISM – May 25, 2023 – ITEM #1  
Financial Report – January 1 – April 30, 2023

A report from the Manager of Corporate Finance, Treasurer, dated May 25, 2023, to

provide a financial report up to April 30, 2023 for the following departments:

- Building Services
- Museum of Dufferin
- Land Use Planning
- Economic Development

**Recommendation:**

**THAT the report from the Manager of Corporate Finance, Treasurer, dated May 25, 2023, regarding a financial report up to April 30, 2023, be received.**

2. COMMUNITY DEVELOPMENT & TOURISM – May 25, 2023 – ITEM #2  
Building Code Enforcement Manual

A report from the Director of Development and Tourism, dated May 25, 2023, to share the new Building Code Enforcement Manual.

**Recommendation:**

**THAT the report of the Director of Development and Tourism, “Building Code Enforcement Manual”, dated May 25, 2023, be received.**

3. COMMUNITY DEVELOPMENT & TOURISM – May 25, 2023 – ITEM #3  
Museum Visitor and Outreach Statistics Report

A report from the Director of Development and Tourism, dated May 25, 2023, to provide Museum visitor and outreach statistics for the first quarter of 2023.

**Recommendation:**

**THAT the report of the Director of Development and Tourism, “Museum Visitor and Outreach Statistics Report”, dated May 25, 2023, be received.**

4. COMMUNITY DEVELOPMENT & TOURISM – May 25, 2023 – ITEM #4  
OPA Phase III – Policy Framework, Engagement Plan

A report from the Director of Development and Tourism, dated May 25, 2023, to provide an overview of the upcoming stakeholder engagement sessions related to Phase III OPA – Policy Framework.

**Recommendation:**

**THAT the report of the Director of Development and Tourism, "Phase III OPA – Policy Framework, Engagement Plan", dated May 25, 2023, be received.**

**CORRESPONDENCE**

5. COMMUNITY DEVELOPMENT & TOURISM – May 25, 2023 – ITEM #5  
Association of Municipalities of Ontario (AMO) Conference Delegations

Correspondence from the Association of Municipalities of Ontario (AMO), dated May 11, 2023, to advise Municipal Delegation Requests for the 2023 AMO Conference is now available.

**NOTICE OF MOTIONS**

**Next Meeting**

Thursday, June 22, 2023

W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON



# FINANCIAL REPORT

JANUARY 1 - APRIL 30, 2023

Community Development & Tourism Committee

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# INTRODUCTION

This Financial Report offers a comprehensive overview of Dufferin County's financial performance from January 1 to April 30, 2023. The Report is primarily focused on operational highlights with progress on the capital work plan being reported separately. It contains information about the financial plans of various departments and functional areas, and presents updates on revenues, expenses, assets and liabilities.

Dufferin County is committed to supporting a strong, connected community with responsive services for all residents. This report highlights the achievements of divisions to date this year, and initiatives planned for the coming months. It addresses challenges the County has faced during the reporting period, like insufficient funding and staffing and the impact of inflation on the County's financial performance.

The primary goal of this report is to provide a transparent, consumable and accurate account of Dufferin County's financial performance and position. By presenting a comprehensive overview, the County aims to inform stakeholders and highlight its progress.



# DEVELOPMENT & TOURISM

## DEVELOPMENT & TOURISM FINANCIAL PLAN

| (in 000s)                            | 2022<br>ACTUAL | APR 2023<br>ACTUAL | 2023<br>BUDGET  | DOLLAR<br>CHANGE | %AGE<br>CHANGE |
|--------------------------------------|----------------|--------------------|-----------------|------------------|----------------|
| <b>Revenues</b>                      |                |                    |                 |                  |                |
| User Fees                            | \$1,940        | \$240              | \$1,238         | \$998            | 19.39%         |
| Government Transfers                 | \$154          | \$17               | \$89            | \$72             | 19.48%         |
| Other Revenue                        | \$118          | \$119              | \$245           | \$126            | 48.53%         |
| <b>Total Revenues</b>                | <b>\$2,212</b> | <b>\$376</b>       | <b>\$1,571</b>  | <b>\$1,195</b>   | <b>23.93%</b>  |
| <b>Expenditures</b>                  |                |                    |                 |                  |                |
| Salaries and Benefits                | \$2,108        | \$607              | \$2,565         | \$1,958          | 23.66%         |
| Administrative and Office            | \$444          | \$79               | \$578           | \$498            | 13.75%         |
| Service Delivery                     | \$159          | \$134              | \$1,061         | \$927            | 12.65%         |
| IT and Communications                | \$137          | \$101              | \$143           | \$42             | 70.70%         |
| Facilities                           | \$247          | \$71               | \$289           | \$217            | 24.69%         |
| Vehicles and Equipment               | \$29           | \$8                | \$35            | \$28             | 21.79%         |
| Internal Services Used               | \$239          | \$116              | \$316           | \$200            | 36.76%         |
| <b>Total Expenditures</b>            | <b>\$3,363</b> | <b>\$1,117</b>     | <b>\$4,987</b>  | <b>\$3,870</b>   | <b>22.40%</b>  |
| <b>Transfers</b>                     |                |                    |                 |                  |                |
| Transfers from Reserves              | -\$38          | -\$274             | -\$1,111        | -\$837           | 24.70%         |
| Transfers from Trust                 | -\$8           | -\$3               | \$0             | \$3              | 0.00%          |
| Transfer to Trust                    | \$4            | \$0                | \$15            | \$15             | 0.00%          |
| DC Contribution                      | -\$74          | \$0                | \$0             | \$0              | 0.00%          |
| Transfers to Reserves                | \$454          | \$0                | \$0             | \$0              | 0.00%          |
| <b>Total Transfers</b>               | <b>\$338</b>   | <b>-\$277</b>      | <b>-\$1,096</b> | <b>-\$819</b>    | <b>25.28%</b>  |
| <b>Total Operating Development</b>   | <b>\$1,489</b> | <b>\$464</b>       | <b>\$2,319</b>  | <b>\$1,855</b>   | <b>20.00%</b>  |
| Capital Investment                   | \$94           | \$95               | \$95            | \$0              | 100.00%        |
| <b>Total Development and Tourism</b> | <b>\$1,583</b> | <b>\$559</b>       | <b>\$2,414</b>  | <b>\$1,855</b>   | <b>23.15%</b>  |

# DEVELOPMENT & TOURISM CAPITAL ASSET FUND

|  | 2022<br>ACTUAL | 2023<br>ACTUAL | 2023<br>BUDGET |
|--|----------------|----------------|----------------|
| <b>Opening Balance</b>                   | <b>\$685</b>   | <b>\$710</b>   | <b>\$710</b>   |
| Contributions                            |                |                |                |
| Capital Levy                             | \$94           | \$0            | \$95           |
| Transfers from Reserves/Trust            | \$33           | \$0            | \$240          |
| <b>Total Contributions</b>               | <b>\$127</b>   | <b>\$0</b>     | <b>\$335</b>   |
| Capital Work                             |                |                |                |
| Buildings                                | \$0            | \$0            | \$293          |
| Equipment & Machinery                    | \$102          | \$0            | \$0            |
| Vehicles                                 | \$0            | \$0            | \$400          |
| <b>Total Capital Work</b>                | <b>\$102</b>   | <b>\$0</b>     | <b>\$693</b>   |
| <b>Ending Capital Asset Fund Balance</b> | <b>\$710</b>   | <b>\$710</b>   | <b>\$352</b>   |

*\*Progress on the capital work plan will be reported separately and will not exist in this report.*





# BUILDING SERVICES

## AT A GLANCE

|  |                              |  |  |
|--|------------------------------|--|--|
| <b>1,737</b><br>Inspections<br>conducted | <b>126</b><br>Permits issued | <b>\$718,938</b><br>Total permit<br>fees collected | <b>\$68,036,134</b><br>Total construction<br>value |
|--|------------------------------|--|--|

## WHAT HAS HAPPENED THUS FAR

- Legal training for staff completed
- Implemented interactive mapping for snow loads now available on webpage
- 3 policies implemented

## WHAT IS GOING ON NOW

- Building Permit Fees Study commencing, expected to be completed late Q3 2023
- Final stages for Legal Procedures Manual with DEIA lens
- Inspection team closing dormant permits with 16 closed dormant permits this year

## WHAT IS UP NEXT

- Customer feedback tool
- Implement new policies, including a Dormant Permit Program

## CHALLENGES

- Gaining compliance on illegal buildings
- Enforcement cases at an all-time high

# BUILDING SERVICES FINANCIAL PLAN

| (in 000s)                 | 2022<br>ACTUAL | APR 2023<br>ACTUAL | 2023<br>BUDGET | DOLLAR<br>CHANGE | %AGE<br>CHANGE |
|---------------------------|----------------|--------------------|----------------|------------------|----------------|
| Revenues                  |                |                    |                |                  |                |
| User Fees                 | \$1,883        | \$217              | \$1,181        | \$964            | 18.38%         |
| Other Revenue             | \$4            | \$0                | \$3            | \$3              | 0.00%          |
| <b>Total Revenues</b>     | <b>\$1,887</b> | <b>\$217</b>       | <b>\$1,184</b> | <b>\$967</b>     | <b>18.33%</b>  |
| Expenditures              |                |                    |                |                  |                |
| Salaries and Benefits     | \$1,070        | \$297              | \$1,095        | \$798            | 27.08%         |
| Administrative and Office | \$82           | \$29               | \$131          | \$102            | 22.27%         |
| Service Delivery          | \$10           | \$3                | \$11           | \$8              | 30.89%         |
| IT and Communications     | \$114          | \$87               | \$112          | \$25             | 77.77%         |
| Vehicles and Equipment    | \$23           | \$6                | \$24           | \$18             | 24.52%         |
| Internal Services Used    | \$135          | \$69               | \$187          | \$117            | 37.16%         |
| <b>Total Expenditures</b> | <b>\$1,434</b> | <b>\$492</b>       | <b>\$1,560</b> | <b>\$1,069</b>   | <b>31.51%</b>  |
| Transfers                 |                |                    |                |                  |                |
| Transfers from Reserves   | \$0            | -\$274             | -\$376         | -\$101           | 73.04%         |
| Transfers to Reserves     | \$453          | \$0                | \$0            | \$0              | 0.00%          |
| <b>Total Transfers</b>    | <b>\$453</b>   | <b>-\$274</b>      | <b>-\$376</b>  | <b>-\$101</b>    | <b>73.04%</b>  |
| <b>Total Building</b>     | <b>\$0</b>     | <b>\$0</b>         | <b>\$0</b>     | <b>\$0</b>       | <b>0.00%</b>   |

## FINANCIAL HIGHLIGHTS

- A considerable IT expense is paid at the beginning of the year for our annual software fee
- Permit revenues are typically lower this time of year and will increase throughout the summer and fall season
- Our reserve transfer is at 73% due to the low permit revenues



# BUILDING SERVICES CAPITAL ASSET FUND

|  | 2022<br>ACTUAL | 2023<br>ACTUAL | 2023<br>BUDGET |
|--|----------------|----------------|----------------|
| <b>Opening Balance</b>                   | <b>\$127</b>   | <b>\$160</b>   | <b>\$160</b>   |
| Contributions                            |                |                |                |
| Transfers from Reserves                  | \$33           | \$0            | \$240          |
| <b>Total Contributions</b>               | <b>\$33</b>    | <b>\$0</b>     | <b>\$240</b>   |
| Capital Work                             |                |                |                |
| Vehicles                                 | \$0            | \$0            | \$400          |
| <b>Total Capital Work</b>                | <b>\$0</b>     | <b>\$0</b>     | <b>\$400</b>   |
| <b>Ending Capital Asset Fund Balance</b> | <b>\$160</b>   | <b>\$160</b>   | <b>\$0</b>     |

*\*Progress on the capital work plan will be reported separately and will not exist in this report.*



# MUSEUM OF DUFFERIN

## AT A GLANCE

|  |   |   |  |
|--|---|---|--|
| <b>1055</b><br>Visitors to the MoD -<br>a 176% increase from<br>2022 | <b>4</b><br>Sold out 'Mini MoD'<br>programs | <b>5</b><br>'Archivist on the<br>Road' programs | <b>245</b><br>People engaged<br>through outreach |
|--|---|---|--|

## WHAT HAS HAPPENED THUS FAR

- Three exhibitions launched: Snow Place Like Home, Our Story, Ordinary Women by Keight MacLean
- MoD Strategic Plan Implementation has begun with the creation of a 2023 outreach, event and programming schedule and a 3-year exhibition plan
- Update of Museum of Dufferin fees, including a revitalization of the membership offerings

## WHAT IS GOING ON NOW

- Preparation and purchasing for summer programming and event materials, including two youth day-camps, one PA Day Camp and six "MoD Mini" sessions and various workshops
- Preparation for the Multicultural Art Show "Unity in Diversity" and Multicultural Event in partnership with Dufferin County Multicultural Foundation
- May is Museum Month behind-the-scenes tours and International Museum Day
- Red Dress Day exterior display bringing awareness to missing and murdered Indigenous Women, Girls and Two Spirit People

## WHAT IS UP NEXT

- Onboarding of Museum Interpreter position (full-time, temporary)
- Onboarding of three summer intern positions
- Initial planning meetings for veteran-focused event in collaboration with Shelburne and Orangeville Legions

## CHALLENGES

- Expected stresses as a result of shifting direction because of new priorities
- Staff changeovers (Manager, Curator, Events Coordinator and hiring of Museum Interpreter) resulting in capacity challenges and delays during transition

# MUSEUM OF DUFFERIN FINANCIAL PLAN

| (in 000s)                       | 2022<br>ACTUAL | APR 2023<br>ACTUAL | 2023<br>BUDGET | DOLLAR<br>CHANGE | %AGE<br>CHANGE |
|---------------------------------|----------------|--------------------|----------------|------------------|----------------|
| Revenues                        |                |                    |                |                  |                |
| User Fees                       | \$15           | \$6                | \$17           | \$11             | 38.18%         |
| Government Transfers            | \$154          | \$0                | \$54           | \$54             | 0.00%          |
| Other Revenue                   | \$114          | \$8                | \$128          | \$119            | 6.58%          |
| <b>Total Revenues</b>           | <b>\$283</b>   | <b>\$15</b>        | <b>\$198</b>   | <b>\$184</b>     | <b>7.50%</b>   |
| Expenditures                    |                |                    |                |                  |                |
| Salaries and Benefits           | \$661          | \$210              | \$883          | \$673            | 23.76%         |
| Administrative and Office       | \$116          | \$25               | \$113          | \$88             | 22.12%         |
| Service Delivery                | \$67           | \$18               | \$83           | \$65             | 21.35%         |
| IT and Communications           | \$21           | \$14               | \$24           | \$10             | 58.33%         |
| Facilities                      | \$247          | \$71               | \$289          | \$217            | 24.69%         |
| Vehicles and Equipment          | \$6            | \$2                | \$11           | \$9              | 15.76%         |
| Internal Services Used          | \$104          | \$47               | \$129          | \$82             | 36.17%         |
| <b>Total Expenditures</b>       | <b>\$1,222</b> | <b>\$386</b>       | <b>\$1,532</b> | <b>\$1,145</b>   | <b>25.21%</b>  |
| Transfers                       |                |                    |                |                  |                |
| Transfers to Trust              | \$4            | \$0                | \$15           | \$15             | 0.00%          |
| Transfers from Trust            | -\$8           | -\$3               | \$0            | \$3              | 0.00%          |
| Transfers from Reserves         | -\$38          | \$0                | -\$8           | -\$8             | 0.00%          |
| <b>Total Transfers</b>          | <b>-\$42</b>   | <b>-\$3</b>        | <b>\$7</b>     | <b>\$10</b>      | <b>-38.10%</b> |
| <b>Total Operating Museum</b>   | <b>\$897</b>   | <b>\$369</b>       | <b>\$1,340</b> | <b>\$972</b>     | <b>27.51%</b>  |
| Capital Investment              | \$94           | \$95               | \$95           | \$0              | 100.00%        |
| <b>Total Museum of Dufferin</b> | <b>\$991</b>   | <b>\$464</b>       | <b>\$1,435</b> | <b>\$972</b>     | <b>32.31%</b>  |

## FINANCIAL HIGHLIGHTS

- User fees up from previous quarters due to new programming and visitor traffic
- Applied for a number of summer student and intern funding
- Revitalized giftshop is also increasing revenue
- Remaining budget relatively on-track

# MUSEUM OF DUFFERIN CAPITAL ASSET FUND

|  | 2022<br>ACTUAL | 2023<br>ACTUAL | 2023<br>BUDGET |
|--|----------------|----------------|----------------|
| <b>Opening Balance</b>                   | <b>\$557</b>   | <b>\$550</b>   | <b>\$550</b>   |
| Contributions                            |                |                |                |
| Capital Levy                             | \$94           | \$95           | \$95           |
| <b>Total Contributions</b>               | <b>\$94</b>    | <b>\$95</b>    | <b>\$95</b>    |
| Capital Work                             |                |                |                |
| Buildings                                | \$0            | \$0            | \$293          |
| Equipment & Machinery                    | \$102          | \$0            | \$0            |
| <b>Total Capital Work</b>                | <b>\$102</b>   | <b>\$0</b>     | <b>\$293</b>   |
| <b>Ending Capital Asset Fund Balance</b> | <b>\$550</b>   | <b>\$645</b>   | <b>\$352</b>   |

*\*Progress on the capital work plan will be reported separately and will not exist in this report.*



# LAND USE PLANNING

## AT A GLANCE

|   |  |  |                               |
|---|--|--|-------------------------------|
| <b>33</b><br>Planning applications reviewed | <b>10</b><br>County preconsultations submitted | <b>32</b><br>Building permits reviewed for zoning compliance | <b>34</b><br>Public inquiries |
|---|--|--|-------------------------------|

## WHAT HAS HAPPENED THUS FAR

- Municipal Comprehensive Review (MCR) significantly progressed
- Introduction of mandatory PreCon by-law along with new tariff of fees schedule
- 5 stakeholder engagement activities: 2 Public Information Centres, 3 public meetings
- 4 Planners of Dufferin meetings held including 1 with MMAH staff in regards to Bill 97
- Developed and implemented process for County comments on planning applications

## WHAT IS GOING ON NOW

- RFQ for policy guidelines to support County Official Plan with residential intensification and healthy community designs
- Reviewing current Official Plan policy framework and evaluating input from various County departments and local municipalities as part of Phase III of MCR project
- Continuing work on TMP with internal staff and MCR consultant

## WHAT IS UP NEXT

- Preparing for stakeholder engagement sessions on the new/updated OP policy framework for summer 2023
- Evaluating different software options for development review and reporting platform
- Working on County-wide Housing Strategy

## CHALLENGES

- Constant legislative changes
- Pressure to support many needs with limited staff resources

# LAND USE PLANNING FINANCIAL PLAN

| (in 000s)                 | 2022<br>ACTUAL | APR 2023<br>ACTUAL | 2023<br>BUDGET | DOLLAR<br>CHANGE | %AGE<br>CHANGE |
|---------------------------|----------------|--------------------|----------------|------------------|----------------|
| Revenues                  |                |                    |                |                  |                |
| User Fees                 | \$42           | \$17               | \$40           | \$24             | 41.25%         |
| Other Revenue             | \$0            | \$10               | \$69           | \$58             | 14.99%         |
| <b>Total Revenues</b>     | <b>\$42</b>    | <b>\$27</b>        | <b>\$109</b>   | <b>\$82</b>      | <b>24.65%</b>  |
| Expenditures              |                |                    |                |                  |                |
| Salaries and Benefits     | \$223          | \$81               | \$293          | \$212            | 27.73%         |
| Administrative and Office | \$213          | \$24               | \$217          | \$193            | 10.88%         |
| IT and Communications     | \$1            | \$0                | \$2            | \$2              | 8.04%          |
| <b>Total Expenditures</b> | <b>\$437</b>   | <b>\$105</b>       | <b>\$512</b>   | <b>\$407</b>     | <b>20.51%</b>  |
| Transfers                 |                |                    |                |                  |                |
| Transfers from Reserves   | \$0            | \$0                | -\$163         | -\$163           | 0.00%          |
| DC Contribution           | -\$74          | \$0                | \$0            | \$0              | 0.00%          |
| Transfers to Reserves     | \$1            | \$0                | \$0            | \$0              | 0.00%          |
| <b>Total Transfers</b>    | <b>-\$73</b>   | <b>\$0</b>         | <b>-\$163</b>  | <b>-\$163</b>    | <b>0.00%</b>   |
| <b>Total Planning</b>     | <b>\$321</b>   | <b>\$78</b>        | <b>\$241</b>   | <b>\$162</b>     | <b>32.49%</b>  |

## FINANCIAL HIGHLIGHTS

- Budget is on track, revenues expected to increase as a result of PreConsultation work and new fee structure
- Approximately \$387,000 spent on MCR since 2012, approximately \$100,000 remaining within scope





# ECONOMIC DEVELOPMENT

## AT A GLANCE

**26,000**

Explore Dufferin Guides distributed to homes and locations in Dufferin

## WHAT HAS HAPPENED THUS FAR

- Dufferin Guide was developed in collaboration with Dufferin Board of Trade with funding from Central Counties Tourism
- Meat Processing facility project reworking plan to revitalize the project, project on hold until mid-Fall due to IPM and summer season
- New manager started

## WHAT IS GOING ON NOW

- Liaising with speakers at the Economic Development Workshop and planning event logistics
- Collaborating with Dufferin Board of Trade to develop new tourism brand
- Meeting with community leaders and stakeholders

## WHAT IS UP NEXT

- Hosting the Economic Development Workshop
- Developing and finalizing a new tourism brand
- Recruitment of new Economic Development Officer
- County Tent at IPM will primarily focus on tourism development
- Memorandum of Understanding signed with IPM organizers

## CHALLENGES

- Lack of other division staff
- Coordinating timing for an EcDev workshop
- IPM requires a lot of focus resources

# ECONOMIC DEVELOPMENT FINANCIAL PLAN

| (in 000s)                         | 2022<br>ACTUAL | APR 2023<br>ACTUAL | 2023<br>BUDGET | DOLLAR<br>CHANGE | %AGE<br>CHANGE |
|-----------------------------------|----------------|--------------------|----------------|------------------|----------------|
| <b>Revenues</b>                   |                |                    |                |                  |                |
| Government Transfers              | \$0            | \$17               | \$35           | \$18             | 49.50%         |
| Other Revenue                     | \$0            | \$100              | \$45           | -\$55            | 222.22%        |
| <b>Total Revenues</b>             | <b>\$0</b>     | <b>\$117</b>       | <b>\$80</b>    | <b>-\$37</b>     | <b>146.66%</b> |
| <b>Expenditures</b>               |                |                    |                |                  |                |
| Salaries and Benefits             | \$154          | \$19               | \$294          | \$275            | 6.57%          |
| Administrative and Office         | \$34           | \$2                | \$117          | \$115            | 1.38%          |
| Service Delivery                  | \$81           | \$113              | \$967          | \$854            | 11.70%         |
| IT and Communications             | \$1            | \$0                | \$5            | \$5              | 3.14%          |
| <b>Total Expenditures</b>         | <b>\$270</b>   | <b>\$134</b>       | <b>\$1,383</b> | <b>\$1,249</b>   | <b>9.71%</b>   |
| <b>Transfers</b>                  |                |                    |                |                  |                |
| Transfers from Reserves           | \$0            | \$0                | -\$565         | -\$565           | 0.00%          |
| <b>Total Transfers</b>            | <b>\$0</b>     | <b>\$0</b>         | <b>-\$565</b>  | <b>-\$565</b>    | <b>0.00%</b>   |
| <b>Total Economic Development</b> | <b>\$271</b>   | <b>\$17</b>        | <b>\$738</b>   | <b>\$721</b>     | <b>2.29%</b>   |

## FINANCIAL HIGHLIGHTS

- Most IPM related expenses have not been incurred yet
- New staff just hired and others likely to have later start than originally planned
- Received 100k in tourism funding for branding and explore duferin guide
- Expect to receive more RED grant funding





Report To: Chair Horner and Members of the Community Development and  
Tourism Committee

Meeting Date: May 25, 2023

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**Subject: Building Code Enforcement Manual**

**From: Cody Joudry, Director of Development and Tourism**

### **Recommendation**

**THAT the report of the Director of Development and Tourism, Building Code Enforcement Manual, dated May 25, 2023, be received.**

### **Executive Summary**

The purpose of this report is to share the new Building Code Enforcement Manual. The manual has been created to ensure building officials use fair and consistent enforcement practices to all non-complying buildings.

### **Background & Discussion**

The County of Dufferin's Building Division is a regulatory service governed by the Ministry of Municipal Affairs and Housing (MMAH). The division is responsible to ensure all buildings, as defined under the Ontario Building Code (OBC), comply to the minimum standards set out by the Province. The code was developed and enforced to protect public health, safety, and general welfare, as they are related to the construction and occupancy of buildings and structures.

As described in 1.1 (7)(a) of the *Building Code Act* (BCA), the role of an inspector is to exercise powers and perform duties under this Act including reviewing building plans, inspecting construction, conducting maintenance inspections, and issuing orders related to these matters. As part of this work, Building Inspectors are tasked with investigating

complaints around building code violations and are empowered through the BCA to conduct code enforcement.

Building code enforcement is the prevention, detection, investigation, and enforcement of violations of statutes or ordinances regulating building standards. Some individuals on the receiving end of the investigation, view code enforcement as a displeasing intrusion into the free use of private property and can result in alleged targeting. That said, the public has come to expect a standard of safety and structural integrity of structures and buildings, regardless of its owner or builder.

This new manual has been designed to provide clear direction to Building Division staff when conducting enforcement of the BCA and the OBC. This new standard ensures complaints are managed consistently and uniformly while also providing support to those who require it.

The initial step of this project included soliciting input from a broad range of building industry groups. Staff wanted to understand best how others have used an equity lens on building code enforcement matters. After significant efforts, it became clear that no other building division had done any work in this regard. As such, the Chief Building Official identified several initial steps that could be incorporated. Those are:

- Include the building official code of conduct in the manual;
- Ensure the manual is accessible online to members of the public;
- Provide handouts to those who may require additional support and assistance to undertake the tasks required to gain compliance;
- Provide resources for interpretive language services;
- Provide additional compliance time for those who need accessibility services; and
- Provide clear direction and compliance timeframes for all enforcement types to ensure that each case is treated fairly and consistently.

Staff intend for the manual to be a “living document” that creates a consistent and fair method of handling enforcement matters. In 2024 staff will engage a third-party expert with expertise in applying equity lens to law enforcement procedures.

### Building Code Enforcement Handling Process

The following broadly outlines and summarizes the steps to building code enforcement matters:

- Conduct site visit for the purposes of investigating a complaint or inspector's observation of a building code violation.
- If the building is confirmed to be in violation of the building code act:
  - Owner is advised of the violation and what is required to obtain compliance under the BCA through an inspection report.
  - If the violation does not appear to pose a risk to health and safety and the individual is not a repeat offender:
    - They are provided a compliance date within the inspection report.
    - Offender is provided with information and resources to obtain compliance.
  - If the violation is deemed to pose a risk to health and safety:
    - The inspection report may be followed by an Order to Comply and in some cases an Unsafe Order and Stop Work Order.
- When compliance has not been achieved, an Order is issued with a compliance date:
  - The individual(s) and/or corporation that the order has been issued to does not gain compliance by this date, charges may be laid.
  - The individual(s) and/or corporation that the order has been issued to, may request an extension of the compliance date in the form of a written request.
- When compliance of an Order is not achieved, charges are laid:
  - Prepare disclosure package and complete part III information and Summons.
  - Swear charge documents at court.
  - Serve the Summons
  - Intake Court, swear out served Summons.
  - Submit disclosure packaged to prosecutor.
  - Prosecutor to secure a court date.

### **Financial, Staffing, Legal, or IT Considerations**

The manual does not require additional financial, IT, or staffing resources. Creating a standard process for enforcement ensures everyone is treated fairly and reduces liability on the County.

**In Support of Strategic Plan Priorities and Objectives**

Good Governance – ensure transparency, clear communication, prudent financial management

Inclusive & Supportive Community – support efforts to address current & future needs for a livable community

Respectfully Submitted By:

Cody Joudry  
Director of Development & Tourism

Prepared By:

Becky MacNaughtan  
Chief Building Official

Attachments: Legal Procedures Manual

Reviewed by: Sonya Pritchard, Chief Administrative Officer



**Dufferin**  
county

**BUILDING SERVICES DIVISION**

**ENFORCEMENT &  
COMPLIANCE  
PROCEDURES**



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## 1.0 DEFINITIONS

Ontario Building Code: Ontario Building Code is a regulation under the Building Code Act. It establishes detailed technical and administrative requirements, and minimum standards for building construction.

Building Code Act: Is the legislative framework governing the construction, renovation and change-of-use of a building in the Province of Ontario. Ontario Building Code is a regulation under the Building Code Act. It establishes detailed technical and administrative requirements.

Repeat Offender: For the purposes of laying charges, we consider this as a person or corporation that violates the Ontario Building Code more than once on any property in which the accused is interested. For the purposes of prosecution and sentencing through the court, a repeat offender is considered when a person or corporation has been previously convicted of a similar offence.

Corporation: A corporation is a legally established entity that can enter into contracts, own assets and incur debt, as well as sue and be sued—all separately from its owner(s)

Dwelling: Dwelling unit means a suite operated as a housekeeping unit, used or intended to be used as a domicile by one or more persons and usually containing cooking, eating, living, sleeping and sanitary facilities.

## 2.0 INTRODUCTION

The County of Dufferin Building Division is a regulatory service department governed by the Ministry of Municipal Affairs and Housing. Our job is to ensure all buildings defined under the Ontario Building Code comply to the minimum standards set out by the Province, to protect the public health, safety and general welfare, as they relate to the construction and occupancy of buildings and structures.

Building Inspectors are tasked with investigating complaints around building code violations. This manual is a tool that provides clear direction to staff when initiating legal action, to ensure that enforcement is applied fairly and equally to all people and corporations involved.

### **3.0 CODE OF CONDUCT FOR BUILDING OFFICIALS**

The purpose of having a Code of Conduct, is to ensure every matter is being treated fair and to provide behaviour standards for Building Officials.

#### **SCHEDULE C TO BY-LAW 2020-14**

#### **CODE OF CONDUCT CODE OF CONDUCT FOR BUILDING OFFICIALS**

##### **PURPOSE:**

The County of Dufferin Building Department maintains this Code of Conduct in accordance with the provisions of the Building Code Act. In addition to Article 5: "Code of Conduct" in the County's Personnel Policy Manual, which applies to all county staff, this Code of Conduct for Building Officials applies to the Chief Building Official and all Building Officials appointed under the Building Code Act in the performance of their duties under the Building Code Act and the Building Code.

This Code of Conduct promotes the appropriate standards of behaviour by Building Officials in the exercise of their powers and the performance of their duties. It prevents practices which may constitute an abuse of power including unethical or illegal practices and promotes appropriate standards of honesty and integrity.

##### **STATEMENT:**

Building Officials are exposed to potential conflicts of interest because of the special powers conferred on them. The County of Dufferin Building Department is committed to the highest standards of professionalism, technical competence, skill, honesty, fairness and independence. The County's Building Officials observe both the letter and the spirit of this Code of Conduct as it pertains to situations that arise in the performance of their duties.

##### **PROCEDURES:**

County of Dufferin Building Officials undertake at all times to:

1. Act in the public interest, particularly with regard to the safety of building works and structures;
2. Avoid situations where there may be, or where there may reasonably appear to be, a conflict between their duties to their clients, their profession, their peers and the public at large and their personal interests;
3. Avoid any conduct that could bring the Building Officials, the County of Dufferin or any of the County's Local Municipalities into disrepute;
4. Extend professional courtesy to all;
5. Not divulge any confidential or sensitive information or material that they become privy to in the performance of their duties, except in accordance with the laws governing the Municipal Freedom of Information and Protection of Privacy Act. Any requests for information that is not considered public information will be referred to the County Co-ordinator of the Municipal Freedom of Information and Protection of Privacy Act;
6. Apply all relevant building laws, regulations and standards strictly and without favour and independent of the influence of interested parties;
7. Comply with the provisions of the Building Code Act, the Building Code and any other Act, Law or By-Law that regulates or governs Building Officials or their functions;
8. Maintain their knowledge and understanding of the best current building practices, building laws and regulations by committing to a process of continuous education;
9. Perform their inspections and certifying duties impartially and in accordance with the highest professional standards; and
10. Not act beyond their level of competence or outside their area of expertise.

### **Responding to Allegations of Misconduct**

The Building Code Act provides that the performance of Building Officials will be measured against this Code of Conduct. In response to any allegation of a breach of this Code, the Chief Building Official shall direct an investigation and, where appropriate, recommend disciplinary action against any Building Official who fails to comply with this Code of Conduct. Where an allegation is made against the Chief Building Official, the Chief Administrative Officer will direct the investigation and make such recommendations as are reasonable. Disciplinary action arising from violations of this

Code of Conduct will be based on the severity and frequency of the violation in accordance with County Policies, and relevant employment laws and standards.

#### **4.0 BEFORE WE INITIATE LEGAL ACTION**

As Building Officials, we have been given power through the province under the Building Code Act to enforce the Ontario Building Code. While we obtain this power, our objective is to make sure people are safe and in compliance with the OBC. It is important to provide a service to the public by educating others on what is required by legislation before construction, demolition or changing the use of a building.

##### **4.1 The approach:**

1. Provide resources on how compliance can be achieved. This will be provided in the form of a handout attached to the inspection report or handed out on site. (if you provide the handout in person, make note of this in your inspection report). This handout will inform them that if they do not obtain compliance, an Order may be issued.
2. Follow up in CityView to confirm if a permit has been submitted. The follow up timeframe will look different, based on the level of risk.
  - a. Low Risk: Up to a month.
  - b. Medium Risk: Up to two weeks.

If an application has not been submitted, follow up with an email requesting the status of their application and approximate timeframe they will have it submitted.

If compliance has not be achieved and an application has not been made after several attempts, you may then issue an order.

##### This approach method should be used where:

- The violation does not pose a threat to life safety,
- the person or corporation is not a repeat offender, or
- the nature of the violation is considered low or medium.

## 5.0 DETERMINATION OF RISK

### **Low Risk**

*Examples:*

- Shed
- Detached garage
- Deck less than 4' from grade
- Finishes within a home
- Non res suite (not including restaurants)
- Temporary tents
- Solar panels.

### **Medium Risk**

*Examples:*

- Additions
- Decks over 4' above grade
- Roofed porch
- Suite finishes for restaurants or assembly occupancies and care occupancies with less than 60 occupants

### **High Risk**

*Examples:*

- Bedrooms in basement without windows or inadequate egress
- Addition of residential units within a building
- Grease hood
- Balcony guards
- Fire alarm
- Solid-fuel burning appliance and chimneys
- Spray booths
- Ventilation systems that constitute a fire hazard
- Suite finishes in assembly and care occupancies with more than 60 occupants

## 6.0 HANDOUT

# HOW TO OBTAIN A BUILDING PERMIT

You are receiving this handout as a result of a site visit conducted by one of our inspection staff. We are here to help you gain compliance and provide you with a positive experience with your permitting process. Our objective is to ensure people are safe and that everyone is in compliance with the Ontario Building Code and Building

## HOW TO SUBMIT AN ONLINE APPLICATION

1. Visit [www.dufferincounty.ca/building-services/apply-online](http://www.dufferincounty.ca/building-services/apply-online) to create a profile.
2. Ensure you have all the documentation required for your building permit. **Remember that incomplete applications will not be reviewed.**
3. Click "Apply for a Building Permit" and the Portal will walk you through the process. Follow the steps and upload your documents.
4. Complete applications will be reviewed by staff from your local municipality and by a County Building Official.
5. If everything is approved, your permit will be issued through the Portal. Print out the permit card and approved plans. You're ready to start construction!

QUESTIONS?

519-941-2816 ext 2700  
[building@dufferincounty.ca](mailto:building@dufferincounty.ca)

Visit our website: <https://www.dufferincounty.ca/services/building-services#applications-amp-permits> Where you will find:

Inspection Information

Forms

Permit Application Process

Portal Application Help

Permit Application Checklist

Fees

For assistance with language translation:

Immigrant Services Guelph Wellington Jean Chow 519 836 2222 x226 [jchow@is.gw.ca](mailto:jchow@is.gw.ca) or

MCIS Language Solutions [www.mcislanguages.com](http://www.mcislanguages.com) 1 888 990 9014 or (416) 467 3097

**IF COMPLIANCE IS NOT ACHIEVED, AN ORDER MAY BE ISSUED.**

## 7.0 INITIATING LEGAL ACTION

### 7.1 Building Code Act Offences

Due to the number of offences possible under the *Building Code Act*, an example of the most common *Building Code Act* violation is noted below. The example provides an understanding of how enforcement tools may reasonably be applied while taking into consideration the seriousness of the offence and the risk posed to life safety.

Example: Construction without a Building Permit

In general, where construction or demolition occurs without a building permit being issued, an inspection report is emailed to the owner and contractor (if known) advising that work is to cease and a building permit is to be obtained within a specified period.

Depending on the level of risk and nature of the work, issuing an Order to Comply may be appropriate followed by a Stop Work Order the next day.

Should work continue despite these efforts, charges may be laid.

*See Section 14 for Repeat Offenders.*

## 8.0 GUIDELINES FOR INSPECTOR'S NOTES, REPORT AND ORDERS

Accurate note taking and effective report-writing are two of the most important tasks of the inspector/officer's job. Precise, clear and complete notes can mean the difference between a successful and unsuccessful case.

Lacking in sufficient notes and documentation, puts the County at a disadvantage when prosecuting or defending and can discredit you as an inspector. Proper documentation can help to limit the County's exposure to liability in claims of negligent building inspections.

When documenting, you must consider the **who, what, why, when, where and how.**

**Who:** Name and title of the person to whom you spoke to on-site. (owner, tenant, contractor, property manager)

**What:** During your site visit, what stage of work was the building at. Note anything that might limit your ability to fully inspect all aspects of the work. Be clear on what corrective action that is required to be done.

**When:** Document date and time on all notes. Be clear on deadlines for notices and orders.

**Where:** Always document addresses of your inspections. Further to that, describe the exact locations (ex. South wall etc...). When you take photos, document who took the photo, where the photo was taken, the date and time it was taken and what the photo is showing (ex. Newly construction wall on west side of building on the second floor). When posting an order, document where it was posted (take photo).

**Why:** Why you are there and why you are issuing an order. If issuing an Order you must use the correct BCA reference.

**How:** Provide clear direction on what remedial actions are required and how to obtain permits.

## 9.0 FOLLOWING AN ORDER

Once the order is issued in CityView. Set the compliance date in the Code Enforcement file. This will prompt an inspection on this date for a follow up. We must complete this, so we don't lose track of our Orders where they get to the point of expiring.

The screenshot shows the 'Bylaw Enforcement Case Information' form in CityView. The 'next inspection date' field is circled in red, and a red arrow points to it from the text above. The form includes fields for case number, master project, case type, status, inspector, primary contact, primary location, priority, department, jurisdiction, entered by, date entered, origin, date & time closed, and next inspection date. The 'next inspection date' is set to 05/15/2023. The 'date entered' is 03/15/2023 12:30 PM. The 'desired description' field contains the text: 'Upon order to uncover: determined septic system in place not in compliance with approved plans. \*\*Original order to comply C-013-2022 was issued under CEBDGC202200072. This case is to extend the compliance date\*\*'. The 'inspector notes' field is empty. The 'Orders' section has checkboxes for 'order to comply (maintenance)?', 'order to comply?', 'unsafe order?', 'stop work order?', and 'emergency order?'. The 'location comments' and 'related applications/permit number' fields are also empty.



## 10.0 EXTENSIONS FOR ORDERS

**Low Risk:**

Up to two extensions can be granted up to a maximum of 6 months total from date of offence.

**Medium Risk:**

Only one extension can be granted up to a maximum of 3 months from date of offence.

**High Risk:**

No extensions can be granted.

Accessibility Needs: If someone requires accessibility services (ex. language interpretation), provide an additional 5-10 days to allow for accommodations.

*Note: The Chief Building Official may grant extensions beyond what's noted above based on unforeseen circumstances.*

Request for extensions on orders must be provided by the offender in the form of a written request. The request must be saved in CityView and documented within its enforcement file via inspector attempt.

## 11.0 BUILDING CODE ACT OFFENCES AND ORDERS

Due to the number of offences possible under the *Building Code Act*, an example of the most common Building Code Act Violations is noted below. The example provides an understanding of how enforcement tools may reasonably be applied while taking into consideration the seriousness of the offence and the risk posed to life safety.

## 11.1 Construction Without a Building Permit

In general, where construction or demolition occurs without a building permit being issued, an inspection report is emailed to the owner and contractor (if known) advising that work is to cease and a building permit is to be obtained within a specified period.

Depending on the nature of the work, issuing an Order to Comply may be appropriate followed by a Stop Work Order the next day. Issuance of an Order triggers additional administrative fees to the permit applicant. – see building by-law.

Unsafe Orders may be issued under sections 15.9 and 15.10 of the Building Code Act which should be considered in the most serious high risk cases. Consult with the Chief Building Official and depending on the situation, consult with Legal before initiating an Unsafe Order which could incur liability risk to the County.

\*Until a permit has been obtained, the inspector must make regular site visits to ensure construction does not continue. In some circumstances when an order is issued to a repeat offender, site visits will be required to occur more regularly\*

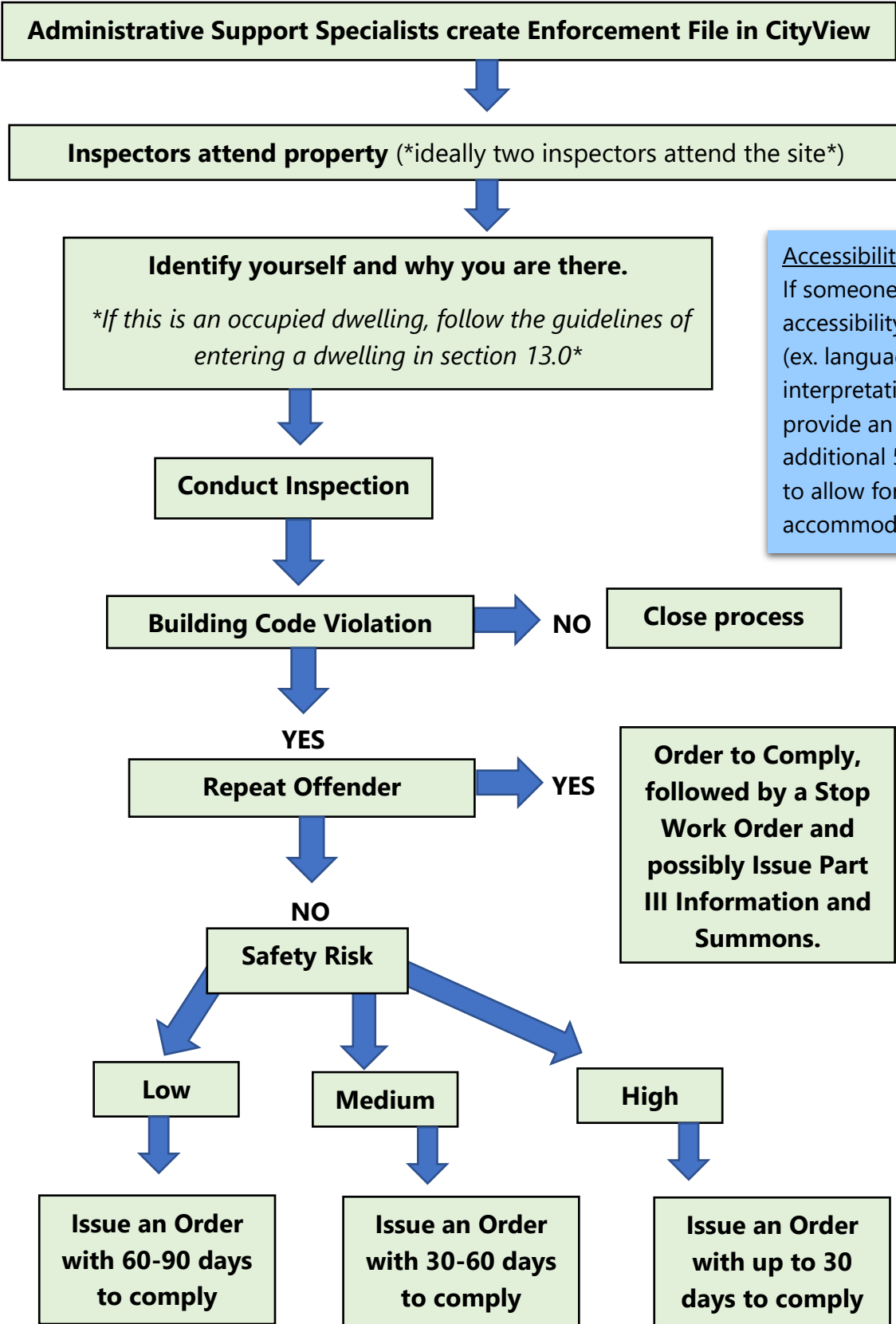
### For repeat offenders

Inspectors may proceed immediately with the issuance of an Order and a Charge. Prior to laying any charges, the approval of the Chief Building Official or designate is required.

Refer to flow chart: *"Building Code Act Violations and Enforcement Process Flowchart"*

*See Section 14 for Repeat Offenders.*

# 12.0 BUILDING CODE INSPECTION AND ENFORCEMENT PROCESS



Accessibility Needs:  
If someone requires accessibility services (ex. language interpretation), provide an additional 5-10 days to allow for accommodations.

### 13.0 RIGHT OF ENTRY

Building Code Act section 12(1) An inspector may enter upon land and into building at any reasonable time without a warrant for the purpose of inspecting the building site to determine whether or not the following are being complied with:

1. This Act
2. The Building Code
3. An order made under the Act. 2017, c. 34, Schedule 2, s. 6(1)

#### 13.1 Identification

Duty to carry identification

- The chief building official, inspectors and persons authorized by a registered code agency to exercise powers and perform functions on its behalf shall carry their certificate of appointment or authorization, as the case may be, when performing their duties and shall produce them for inspection upon request.
- Always display your identification clearly, hold up to security cameras/doorbell cameras
- Display when walking into backyard of properties/loudly identify yourself

**Caution Statement**

My name is\_\_\_\_\_.

- I am here based on a \_\_\_\_\_complaint
- I would like to enter to conduct an inspection
- If a violation is found an order/charge may result
- If not the file will be closed
- You have the right to refuse me entry
- You can tell me to leave at any time
- May I come in?

**Note: the occupier providing consent must be at least 18 years of age, in possession of the property and informed of their right to refuse.**

## **14.0 REPEAT OFFENDERS**

Inspectors may proceed immediately with the issuance of an Order and a Charge. Prior to laying any charges, the approval of the Chief Building Official or designate is required. Refer to flow chart: *"Building Code Act Violations and Enforcement Process Flowchart"*

In some circumstances when an order is issued to a repeat offender, site visits will be required to occur more regularly

### **14.1 Zero Tolerance for Repeat Offenders**

Applying a zero tolerance in relation to the Building Department, there is a zero tolerance approach for enforcement activity on medium to high risk violations. This applies to any properties in the County that a person is associated with through ownership or property management functions. This approach allows immediate commencement of legal action or prosecution to the extent that statutory requirements allow.

## **15.0 COMPLETING AN ORDER**

1. Building Enforcement File has been created in CityView. All site visits, note taking and photos should be logged here.
2. Obtain a Title Search. Request that a search be completed with our Administrative Support Specialists staff. Or, visit website: <https://www.ontariotitlesearch.ca/> and choose Option 3 for a "Full Search".
3. Complete Order using template generated in CityView.
4. For complex violations, submit to Chief Building Official or designate to review prior to sending.
5. Complete Orders must be signed and sent to Administrative Support Specialists to send by registered mail. The registered mail label must be filed in one location.

## 16.0 COMPLETING A PART III INFORMATION AND SUMMONS

1. Obtain a Title Search. Request that a search be completed with our Administrative Support Specialists staff. Or, visit website: <https://www.ontariotitlesearch.ca/> and choose Option 3 for a "Full Search".
2. Prepare the synopsis of the evidence (chronologically). Write the events from the beginning to the investigation to the date of writing the charge. This will provide a clear picture of events to the court and show that we have acted correctly. This will also allow the court to observe the level of risk associated with the violation in order to show the severity of the charge. The Synopsis of Evidence will be provided to our Prosecutor.
3. Prepare Information and Summons.
4. Photocopy all notes (handwritten too), inspection reports and any Orders that were issued. Also make sure you include a photocopy of the registered mail sticker (kept with Admin staff).
5. Photocopy permits/survey (if applicable)
6. Print all photos (must be in colour). Sign and date the back of each photograph. Some photos, you may need to highlight and/or circle the violation if it is not clear.
7. Obtain confirmation of assessment to connect the roll number from the Title Search documents to the municipal address.
8. Print all relevant emails, including all correspondence between yourself and the defendant(s).
9. Submit this package to Chief Building Official for review and sign off. Note the date submitted to CBO or designate.
10. Obtain court date, done through Prosecutor.
11. Print Information and Summons
12. Swear charge documents (information and summons) at court. You must have your ID and come prepared to answer questions from the Justice of the Peace. The JP will keep the Information and give you the Summons back, signed.
13. Photocopy the signed summons and put in prosecution file.
14. Serve the Summons.
15. Intake Court, swear out served summons and update this information in file.
16. Submit package to Prosecutor.

## **17.0 COURT DECORUM**

### **17.1 Appearance**

If you have appropriate Dufferin County apparel (collared shirt), or appropriate proper business attire, dress shirt/blouse, tie and pants/skirt.

Do Not Wear: Work boots, shorts, t-shirts, clothing with logos or name brands visible, no hats (religious headwear is permitted), no sunglasses.

### **17.2 Behaviour**

Remain professional and courteous at all times within the courthouse and courtroom.

Do not discuss the case with the defendant(s). If the defendant(s) approaches, the inspector should notify the prosecutor.

Once in court, if the inspector/officer needs to speak to the prosecutor about a file, or has any concerns about the trial or any part of the proceedings, it is to be done in private and not in the body of the court where defendants or other members of the public are present.

### **17.3 When testifying before the court, Do Not:**

- Swear
- Chew Gum
- Get angry or argue with the defendant(s) or their representative
- Lie or make up facts
- Put hands in your pocket
- Mumble
- Answer questions indirectly

Once you have completed your testimony, remain in the courtroom unless the prosecutor releases you.





# 19.0 INFORMATION SINGLE COUNT

## INFORMATION DÉNONCIATION

ONTARIO COURT OF JUSTICE  
COUR DE JUSTICE DE L'ONTARIO  
PROVINCE OF ONTARIO  
PROVINCE DE L'ONTARIO

Under Section 23 of the *Provincial Offences Act*  
En vertu de l'article 23 de la Loi sur les infractions provinciales

**Form / Formule 105**  
*Courts of Justice Act*  
Loi sur les tribunaux judiciaires  
R.R.O / R.R.O. 1990 / O. Reg. / Règl. de l'Ont. 200

This is the information of \_\_\_\_\_  
Dénonciation déposée par \_\_\_\_\_

of \_\_\_\_\_, \_\_\_\_\_  
de \_\_\_\_\_ (occupation / profession)

I have reasonable and probable grounds to believe and do believe that / J'ai des motifs raisonnables de croire et je crois effectivement que

**name / nom**

**address / adresse**

(name / nom)

**on or about / le ou vers le** \_\_\_\_\_ day of / jour de \_\_\_\_\_, yr. / an \_\_\_\_\_

at \_\_\_\_\_  
à(au) \_\_\_\_\_ (location / lieu)

did commit the offence of / a commis l'infraction suivante :

contrary to \_\_\_\_\_ section \_\_\_\_\_  
contrairement à(au) \_\_\_\_\_ article \_\_\_\_\_

Signature of informant / Signature du dénonciateur

### SUMMONS RETURNABLE / SOMMATION À RAPPORTER

Sworn before me  
Déclaré sous serment devant moi

at \_\_\_\_\_  
à(au) \_\_\_\_\_

this \_\_\_\_\_ day of \_\_\_\_\_, yr. \_\_\_\_\_  
ce \_\_\_\_\_ jour de \_\_\_\_\_ an \_\_\_\_\_

at \_\_\_\_\_  
à(au) \_\_\_\_\_

on the \_\_\_\_\_ day of \_\_\_\_\_, yr. \_\_\_\_\_  
le \_\_\_\_\_ jour de \_\_\_\_\_ an \_\_\_\_\_

at \_\_\_\_\_, at \_\_\_\_\_  
à \_\_\_\_\_ dans \_\_\_\_\_ (courtroom / salle d'audience)

Judge or Justice of the Peace in and for the Province of Ontario  
Juge ou juge de paix dans et pour la province de l'Ontario

(Sec. /  Summons for \_\_\_\_\_, yr. \_\_\_\_\_ Confirmed on \_\_\_\_\_, yr. \_\_\_\_\_  
Art. 24) *Sommation pour* \_\_\_\_\_ *an* \_\_\_\_\_ *Confirmée le* \_\_\_\_\_ *an* \_\_\_\_\_ Justice of the Peace  
Juge de Paix

| Date | Pleads / <i>Plaidoyer</i> <input type="checkbox"/> Guilty / <i>Coupable</i> <input type="checkbox"/> Not Guilty / <i>Non coupable</i> <input type="checkbox"/> Withdrawn / <i>Accusation(s) retirée(s)</i> <input type="checkbox"/><br>Found / <i>Décision</i> <input type="checkbox"/> Guilty / <i>Coupable</i> <input type="checkbox"/> Not Guilty / <i>Non coupable</i> <input type="checkbox"/> In Absentia / <i>Défaut de comparution</i> <input type="checkbox"/><br><input type="checkbox"/> Sentence Suspended<br><i>Condamnation avec sursis</i> |  |  |  |
|------|---|--|--|--|
|      | Fined \$ _____ & \$ _____ costs. Time to pay _____<br><i>Amende de</i> _____ \$ <i>et</i> _____ \$ <i>pour les frais. Délai de paiement</i>   |  |  |  |
|      | Date of Birth _____<br><i>Date de naissance</i> Day / jour Mo. / mois Yr. / année   |  |  |  |
|      | Probation for _____<br><i>Période de probation de</i>   |  |  |  |

Exhibits Filed  
*Pièces déposées*

Yes  No  
*Oui Non*

Sentenced to imprisonment for \_\_\_\_\_  
*Peine d'emprisonnement de \_\_\_\_\_*

\_\_\_\_\_  
Judge or Justice of the Peace in and for the Province of Ontario  
*Juge ou juge de paix dans et pour la province de l'Ontario*

FOR INFORMATION ON ACCESS  
TO ONTARIO COURTS  
FOR PERSONS WITH DISABILITIES, CALL  
**1-800-387-4456**  
TORONTO AREA **416-326-0111**



POUR PLUS DE RENSEIGNEMENTS SUR L'ACCÈS  
DES PERSONNES HANDICAPÉES  
AUX TRIBUNAUX DE L'ONTARIO, COMPOSEZ LE  
**1-800-387-4456**  
RÉGION DE TORONTO **416-326-0111**

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| Certificate of Default<br><i>Certificat de défaut</i>               |  |  |  |  |  |  |  |  |  |
| Bench Warrant<br><i>Mandat du tribunal</i>                          |  |  |  |  |  |  |  |  |  |
| Fails to Appear<br><i>Omet de comparaître</i>                       |  |  |  |  |  |  |  |  |  |
| Bail and/or other action<br><i>Cautionnement et/ou autre mesure</i> |  |  |  |  |  |  |  |  |  |
| Parties Consent<br><i>Consentement des parties</i>                  |  |  |  |  |  |  |  |  |  |
| Defendant Appears<br><i>Partie défenderesse Comparait</i>           |  |  |  |  |  |  |  |  |  |
| Date<br><i>Date</i>   |  |  |  |  |  |  |  |  |  |

|  |
|--|
| No. of Information / <i>N° de la dénonciation</i>                    |
| Return Date of Summons / <i>Sommation rapportée le</i><br>, yr. / an |

INFORMATION Against / *DÉNONCIATION Visant*

**name / nom**

|                           |                          |
|---------------------------|--------------------------|
| ADDRESS<br><i>ADRESSE</i> | <b>address / adresse</b> |
|---------------------------|--------------------------|

**CHARGE: / ACCUSATION :**

|   |  |  |
|---|--|--|
| <input type="checkbox"/> Summons<br><i>Sommation</i>  | <input type="checkbox"/> Warrant<br><i>Mandat</i>  | <input type="checkbox"/> Arrest<br><i>Arrestation</i>  |
| <input type="checkbox"/> Reportable M.V.<br>Offence (H.T.A. 210)<br><i>Rapport V.M.</i><br>(Code de la route 210) | <input type="checkbox"/> C.V.O.R. No. (Commercial Vehicles Only)<br><i>Numéro I.C.V.U. (véhicules utilitaires seulement)</i> |  |
| Sex<br><i>Sexe</i>  | Birth Date / <i>Date de naissance</i><br>Day / <i>Jour</i> Month / <i>Mois</i> Year / <i>Année</i>                           | Was defendant owner?<br><i>Le défendeur était-il propriétaire?</i><br><input type="checkbox"/> Yes / <i>Oui</i> <input type="checkbox"/> No / <i>Non</i> |
| Driver's Licence Number / <i>Numéro du permis de conduire</i>   |  |  |
| Plate No. / <i>Numéro de plaque</i>   | <input type="checkbox"/> Involves an Accident<br><i>Infraction reliée à un accident</i>                                      |  |
| Informant<br><i>Dénonciateur</i>  |  |  |
| Date Sworn<br><i>Date d'assermentation</i>  |  |  |
| Officer / <i>Agent de police</i>  | No. / <i>N°</i>  |  |
| Div.<br><i>Div.</i>   | Dist./Agency<br><i>Dist./Agence</i>  |  |
| Courtroom / <i>Salle d'audience</i>   |  |  |
| At / <i>À</i>   |  |  |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| Justice' s Initials<br><i>Initiales du juge de paix</i> |  |  |  |  |  |  |  |  |  |
| For Defendant<br><i>Pour la partie défenderesse</i>     |  |  |  |  |  |  |  |  |  |
| Prosecutor / <i>Poursuivant</i>                         |  |  |  |  |  |  |  |  |  |
| Reporter / <i>Sténographe</i>                           |  |  |  |  |  |  |  |  |  |
| Clerk / <i>Greffier</i>                                 |  |  |  |  |  |  |  |  |  |
| Date / <i>Date</i>                                      |  |  |  |  |  |  |  |  |  |

## 20.0 INFORMATION LONG FORM

### INFORMATION DÉNONCIATION

ONTARIO COURT OF JUSTICE  
COUR DE JUSTICE DE L'ONTARIO  
PROVINCE OF ONTARIO  
PROVINCE DE L'ONTARIO

Under Section 23 of the *Provincial Offences Act*  
En vertu de l'article 23 de la Loi sur les infractions provinciales

**Form / Formule 105**  
*Courts of Justice Act*  
Loi sur les tribunaux judiciaires  
R.R.O / L.R.O. 1990  
O.Reg. / Règl. de l'Ont. O. 200

This is the information of \_\_\_\_\_  
*Dénonciation déposée par*

of \_\_\_\_\_ , \_\_\_\_\_  
*de* (occupation / profession)

I have reasonable and probable grounds to believe and do believe that / *J'ai des motifs raisonnables de croire et je crois effectivement que*

**name of accused**

**address of accused**

(name / nom)

**on or about / le ou vers le** \_\_\_\_\_ day of / *jour de* \_\_\_\_\_ , yr. / *an* \_\_\_\_\_ ,

at \_\_\_\_\_  
*à* (location / lieu)

did commit the offence of  
*a commis l'infraction de*

contrary to \_\_\_\_\_ section \_\_\_\_\_  
*contrairement à(au)* *article*



Sworn before me at the \_\_\_\_\_  
 Assermenté devant moi au \_\_\_\_\_

this \_\_\_\_\_ day of \_\_\_\_\_, yr. \_\_\_\_\_  
 le \_\_\_\_\_ jour de \_\_\_\_\_ an \_\_\_\_\_

Judge or Justice of the Peace in and for the Province of Ontario  
 Juge ou juge de paix dans et pour la province d'Ontario  
 Sec. 24 / art. 24

Informant  
 Dénonciateur

Summons for \_\_\_\_\_, yr. \_\_\_\_\_  Confirmed on \_\_\_\_\_, yr. \_\_\_\_\_  
 Sommation pour \_\_\_\_\_ an \_\_\_\_\_ Confirmée le \_\_\_\_\_ an \_\_\_\_\_ Justice of the Peace  
 Juge de paix

| Date<br>Date | Defendant<br>Défendeur | Pleads / Plaide<br>Guilty to Counts /<br>Coupable sous les chefs | Pleads / Plaide<br>Not Guilty to Counts /<br>Non coupable sous les chefs | Found Guilty on Counts<br>Déclaré coupable<br>sous les chefs | Not Guilty on Counts<br>Déclaré non coupable<br>sous les chefs |
|--------------|------------------------|--|--|--|--|
|              |                        |  |  |  |  |
|              |                        |  |  |  |  |
|              |                        |  |  |  |  |
|              |                        |  |  |  |  |
|              |                        |  |  |  |  |
|              |                        |  |  |  |  |
|              |                        |  |  |  |  |
|              |                        |  |  |  |  |

Date \_\_\_\_\_  In Absentia / Défaut de comparution

counts / chefs d'accusation

Fined \$ \_\_\_\_\_ & \$ \_\_\_\_\_ Costs. Time to pay \_\_\_\_\_  
 Amende de \$ et \$ de frais. Délai de paiement \_\_\_\_\_

Date of Birth \_\_\_\_\_  
 Date de naissance D / J M Y / A

Probation \_\_\_\_\_  
 Période de probation de \_\_\_\_\_

Sentenced to Imprisonment for \_\_\_\_\_  
 Peine d'emprisonnement de \_\_\_\_\_

withdrawn  sentence suspended  
 accusation(s) retirée(s) condamnation avec sursis

counts / chefs d'accusation

Fined \$ \_\_\_\_\_ & \$ \_\_\_\_\_ Costs. Time to pay \_\_\_\_\_  
 Amende de \$ et \$ de frais. Délai de paiement \_\_\_\_\_

Date of Birth \_\_\_\_\_  
 Date de naissance D / J M Y / A

Probation \_\_\_\_\_  
 Période de probation de \_\_\_\_\_

Sentenced to Imprisonment for \_\_\_\_\_  
 Peine d'emprisonnement de \_\_\_\_\_

withdrawn  sentence suspended  
 accusation(s) retirée(s) condamnation avec sursis

counts / chefs d'accusation

Fined \$ \_\_\_\_\_ & \$ \_\_\_\_\_ Costs. Time to pay \_\_\_\_\_  
 Amende de \$ et \$ de frais. Délai de paiement \_\_\_\_\_

Date of Birth \_\_\_\_\_  
 Date de naissance D / J M Y / A

Probation \_\_\_\_\_  
 Période de probation de \_\_\_\_\_

Sentenced to Imprisonment for \_\_\_\_\_  
 Peine d'emprisonnement de \_\_\_\_\_

withdrawn  sentence suspended  
 accusation(s) retirée(s) condamnation avec sursis

counts / chefs d'accusation

Fined \$ \_\_\_\_\_ & \$ \_\_\_\_\_ Costs. Time to pay \_\_\_\_\_  
 Amende de \$ et \$ de frais. Délai de paiement \_\_\_\_\_

Date of Birth \_\_\_\_\_  
 Date de naissance D / J M Y / A

Probation \_\_\_\_\_  
 Période de probation de \_\_\_\_\_

Sentenced to Imprisonment for \_\_\_\_\_  
 Peine d'emprisonnement de \_\_\_\_\_

withdrawn  sentence suspended  
 accusation(s) retirée(s) condamnation avec sursis

counts / chefs d'accusation

Fined \$ \_\_\_\_\_ & \$ \_\_\_\_\_ Costs. Time to pay \_\_\_\_\_  
 Amende de \$ et \$ de frais. Délai de paiement \_\_\_\_\_

Date of Birth \_\_\_\_\_  
 Date de naissance D / J M Y / A

Probation \_\_\_\_\_  
 Période de probation de \_\_\_\_\_

Sentenced to Imprisonment for \_\_\_\_\_  
 Peine d'emprisonnement de \_\_\_\_\_

withdrawn  sentence suspended  
 accusation(s) retirée(s) condamnation avec sursis

counts / chefs d'accusation

Fined \$ \_\_\_\_\_ & \$ \_\_\_\_\_ Costs. Time to pay \_\_\_\_\_  
 Amende de \$ et \$ de frais. Délai de paiement \_\_\_\_\_

Date of Birth \_\_\_\_\_  
 Date de naissance D / J M Y / A

Probation \_\_\_\_\_  
 Période de probation de \_\_\_\_\_

Sentenced to Imprisonment for \_\_\_\_\_  
 Peine d'emprisonnement de \_\_\_\_\_

withdrawn  sentence suspended  
 accusation(s) retirée(s) condamnation avec sursis

counts / chefs d'accusation

Fined \$ \_\_\_\_\_ & \$ \_\_\_\_\_ Costs. Time to pay \_\_\_\_\_  
 Amende de \$ et \$ de frais. Délai de paiement \_\_\_\_\_

Date of Birth \_\_\_\_\_  
 Date de naissance D / J M Y / A

Probation \_\_\_\_\_  
 Période de probation de \_\_\_\_\_

Sentenced to Imprisonment for \_\_\_\_\_  
 Peine d'emprisonnement de \_\_\_\_\_

withdrawn  sentence suspended  
 accusation(s) retirée(s) condamnation avec sursis

Judge or Justice of the Peace in and for the Province of Ontario  
 Juge ou juge de paix dans et pour la province de l'Ontario



# 21.0 SUMMONS SINGLE COUNT

## SUMMONS ASSIGNATION

ONTARIO COURT OF JUSTICE  
COUR DE JUSTICE DE L'ONTARIO  
PROVINCE OF ONTARIO  
PROVINCE DE L'ONTARIO

Under Section 24 of the *Provincial Offences Act*  
*Aux termes de l'article 24 de la Loi sur les infractions provinciales*

**Form / Formule 106**  
*Courts of Justice Act*  
Loi sur les tribunaux judiciaires  
R.R.O. / R.R.O. 1990  
O. Reg. / Règl. de l'Ont. 200

(Region / Région)

To \_\_\_\_\_  
À \_\_\_\_\_  
of \_\_\_\_\_  
de(du) \_\_\_\_\_

Whereas you have been charged before me that you,  
*Attendu que vous avez été accusé(e) devant moi d'avoir*

**on or about the / le ou vers le** \_\_\_\_\_ day of / *jour de* \_\_\_\_\_, yr. / *an* \_\_\_\_\_ at / *à*

did commit the offence of / *commis l'infraction suivante*

contrary to \_\_\_\_\_ section \_\_\_\_\_  
*contrairement à \_\_\_\_\_ article \_\_\_\_\_*

THEREFORE YOU ARE COMMANDED IN HER MAJESTY'S NAME TO APPEAR BEFORE THE ONTARIO COURT OF JUSTICE  
*À CES CAUSES, VOUS ÊTES SOMMÉ(E), AU NOM DE SA MAJESTÉ, DE COMPARAÎTRE DEVANT LA COUR DE JUSTICE DE L'ONTARIO*

at \_\_\_\_\_  
*à(au) \_\_\_\_\_*

on the \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_, at \_\_\_\_\_ .m.  
*le \_\_\_\_\_ jour de \_\_\_\_\_, 20 \_\_\_\_\_, à \_\_\_\_\_ (time / heure) \_\_\_\_\_ h*

at \_\_\_\_\_  
*à \_\_\_\_\_ (courtroom / salle d'audience)*

and to appear thereafter as required by the court to be dealt with according to law.  
*et de comparaître par la suite selon les exigences du tribunal, afin d'être traité(e) selon la loi.*

Issued at \_\_\_\_\_  
*Délivrée à \_\_\_\_\_*

this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_  
*ce \_\_\_\_\_ jour de \_\_\_\_\_, 20 \_\_\_\_\_*

Judge or Justice of the Peace in and for the Province of Ontario  
*Juge ou juge de paix dans et pour la province de l'Ontario*

### NOTICE TO DEFENDANT

You may appear personally, or by representative.

If you do not appear, the court may issue a warrant for your arrest. The trial may proceed in your absence and evidence be taken.

If the trial proceeds and you are convicted, you could be sentenced in your absence. **Depending on the offence for which you have been convicted, you could be sentenced to jail and a warrant issued for your arrest.**

If you do appear, the trial may proceed. You or the prosecutor may ask the court to adjourn your case to another date. The court may grant or refuse an adjournment request.

Guide for Defendants available at [www.ontariocourts.ca/OCJPOAGuide](http://www.ontariocourts.ca/OCJPOAGuide), or contact the court office.



OCJPOAGuide

FOR INFORMATION ON ACCESS  
TO ONTARIO COURTS  
FOR PERSONS WITH DISABILITIES, CALL  
**1-800-387-4456**  
TORONTO AREA **416-326-0111**



### AVIS AU DÉFENDEUR

*Vous pouvez comparaître personnellement au procès ou y être représenté.*

*Si vous ne comparez pas, le tribunal peut décerner un mandat d'arrestation contre vous. Le procès peut se dérouler en votre absence et les témoignages peuvent être entendus.*

*Si le procès se déroule et que vous êtes déclaré coupable, vous pourriez être condamné à une peine en votre absence. **Selon l'infraction dont vous avez été reconnu coupable, vous pourriez être condamné à une peine d'emprisonnement et un mandat d'arrestation pourrait être délivré contre vous.***

*Si vous comparez, le procès peut avoir lieu. Vous ou le poursuivant pouvez demander à la cour d'ajourner votre cause à une autre date. La cour peut accorder ou refuser un ajournement.*

*Le guide pour Accusés disponibles à [www.ontariocourts.ca/GuideLIPCJO](http://www.ontariocourts.ca/GuideLIPCJO), ou contacter le bureau de tribunal énuméré.*

POUR PLUS DE RENSEIGNEMENTS SUR L'ACCÈS  
DES PERSONNES HANDICAPÉES  
AUX TRIBUNAUX DE L'ONTARIO, COMPOSEZ LE  
**1 800 387-4456**  
RÉGION DE TORONTO **416-326-0111**



GuideLIPCJO



**AFFIDAVIT OF SERVICE OF SUMMONS**  
**AFFIDAVIT DE SIGNIFICATION DE L'ASSIGNATION**

ONTARIO COURT OF JUSTICE  
 COUR DE JUSTICE DE L'ONTARIO  
 PROVINCE OF ONTARIO  
 PROVINCE DE L'ONTARIO

Under Subsection 26(6) of the *Provincial Offences Act*  
 En vertu du paragraphe 26(6) de la Loi sur les infractions provinciales

I, \_\_\_\_\_, of \_\_\_\_\_,  
 Je soussigné(e), \_\_\_\_\_ de(du) \_\_\_\_\_,

a provincial offences officer make oath and say as follows, that on the \_\_\_\_\_ day of \_\_\_\_\_, yr. \_\_\_\_\_,  
 un agent des infractions provinciales, déclare sous serment que le \_\_\_\_\_ jour de \_\_\_\_\_ an \_\_\_\_\_,

I did serve the summons in the manner indicated below:  
 j'ai signifié l'assignation de la manière suivante :

(CHECK ONE / COCHER LA CASE APPLICABLE)

- (a)  by delivering it personally to the Defendant;  
 en la remettant en main propre à la partie défenderesse;
- (b)  I could not conveniently find the Defendant and left the summons for **him/her** at **his / her** last known or usual place of abode  
 la partie défenderesse ne pouvant être commodément trouvée, en laissant l'assignation à son intention, à sa dernière  
 adresse connue ou sa résidence habituelle en la remettant

with \_\_\_\_\_  
 à \_\_\_\_\_  
 an inmate thereof who appeared at least sixteen years of age;  
 une personne habitant les lieux qui m'a semblé avoir au moins 16 ans;

- (c)  service on a municipal corporation: by leaving it personally with  
 signification à une municipalité : en la remettant en main propre à \_\_\_\_\_  
 the \_\_\_\_\_  
 (name / nom) le(la) (position / titre)  
 (the mayor, reeve, warden, or other chief officer, or the Clerk of the Corporation / maire, préfet, président du conseil de comité, ou autre dirigeant ou secrétaire de la municipalité)

at the address shown on the summons / à l'adresse figurant sur l'assignation  
 at / à(au) \_\_\_\_\_

- (d)  service on a corporation other than a municipal corporation: by leaving it personally with  
 signification à toute autre personne morale : en la remettant en main propre à \_\_\_\_\_  
 the \_\_\_\_\_  
 (name / nom) le(la) (position / titre)  
 (manager, secretary, or other executive officer of the corporation, or person apparently in charge of the branch office thereof /  
 directeur, secrétaire ou autre dirigeant, ou personne ayant manifestement la responsabilité de la succursale)

at the address shown on the summons / à l'adresse figurant sur l'assignation  
 at / à(au) \_\_\_\_\_

- (e)  by mailing it by registered mail to the corporation at \_\_\_\_\_  
 en l'envoyant par courrier recommandé à la personne morale à(au) \_\_\_\_\_  
 \_\_\_\_\_ an address held out by the corporation to be its address  
 l'adresse indiquée par la personne morale comme la sienne

- (f)  by mailing it by registered mail to the Defendant, who is not a resident in Ontario,  
 en l'envoyant par courrier recommandé à la partie défenderesse, qui ne réside pas en Ontario,  
 at / à(au) \_\_\_\_\_  
**his / her** last known or usual place of abode.  
 sa dernière adresse connue ou sa résidence habituelle.

Sworn before me at \_\_\_\_\_  
 Assermenté devant moi à(au) \_\_\_\_\_

this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_  
 ce \_\_\_\_\_ jour de \_\_\_\_\_

Signature \_\_\_\_\_  
 No. \_\_\_\_\_ Div. \_\_\_\_\_  
 N° \_\_\_\_\_ Div. \_\_\_\_\_

Justice of the Peace in and for the Province of Ontario/Commissioner  
 for Taking Affidavits / Juge de paix dans et pour la province de  
 l'Ontario/Commissaire à l'assermentation



Report To: Chair Horner and Members of the Community Development and Tourism Committee

Meeting Date: May 25, 2023

---

**Subject: Museum Visitor and Outreach Statistics Report**

**From: Cody Joudry, Director of Development and Tourism**

**Recommendation**

**THAT the report of the Director of Development and Tourism, Museum Visitor and Outreach Statistics Report, dated May 25, 2023, be received.**

**Executive Summary**

The purpose of this report is to provide Museum visitor and outreach statistics for the first quarter of 2023. This report and appendices highlights: visitor statistics, upcoming events, and survey results.

**Background & Discussion**

One of the most significant indicators of success for museums is visitor attendance. For the purposes of this report, 2023 visitor and outreach statistics are compared to 2022 and 2019. As the Museum remained closed for the majority of 2020 and 2021 due to the COVID-19 pandemic, the statistics from this period are not used as comparators. It should be noted that although outreach was not recorded in previous years, it is now a core goal of the Museum for 2023.

| <b>January 1 to March 31, 2023</b> |              |              |             |
|------------------------------------|--------------|--------------|-------------|
|                                    | <b>2019</b>  | <b>2022</b>  | <b>2023</b> |
| <b>Visitors – In Person</b>        | 633          | 382          | 1055        |
| <b>Outreach</b>                    | Not Recorded | Not Recorded | 245         |

A significant increase in attendance at the Museum (up 176% from Q1 2022) can be attributed to the following events, tours and exhibitions:

- Family Day Event
- Black History Month Outreach Event
- Tour Groups (Church Groups, Probus)
- MoD Minds Speaker Series
- Our Story Exhibition Opening

Several marketing and promotions strategies have also contributed to an increase in visitors this quarter:

- Scheduled social media posts via Hootsuite platform
- Consistent monthly digital newsletters
- Advertising with In the Hills Magazine
- Poster distribution
- Consistent press releases distributed to local media outlets

A focus on collecting qualitative data via short survey's reveals:

- The majority of people were "first time" visitors to the Museum.
- The majority of visitors live in Orangeville and Shelburne.
- The majority of visitors hear/learn about the Museum through social media.
- The majority of visitors enjoyed their visit to the Museum.

Looking forward into Quarter 2 (April – June), the Museum will be participating in over 10 outreach events and opportunities, including farmers' markets, Archivist on the Road, Celebrate Your Awesome, and Orangeville Blues and Jazz Festival. Upcoming onsite events include, six MoD-Tots programs, Victoria Day Tea Party, a PA Day Camp and the Multicultural Art Show and Event.

### **Financial, Staffing, Legal, or IT Considerations**

In an effort to accurately track our visitor statistics, we have implemented a "people tracker" at the front doors, this technology has required some support from IT staff. The people tracker will compare traffic to marketing and promotional efforts and free up staff from tracking statistics by hand.

The Museum budget is on track, some expenditures have been made in the first quarter as we purchase supplies and prepare for a busy summer of programs and outreach in the community. Currently, our admission revenues are higher than average, sitting at 26% of the \$7,000 revenue goal for 2023. For Spring/Summer 2023, there will be a focus on membership renewal, as many members did not renew in 2020/2021.

### **In Support of Strategic Plan Priorities and Objectives**

Good Governance – ensure transparency, clear communication, prudent financial management

Respectfully Submitted By:

Cody Joudry  
Director of Development and Tourism

Attachment: Appendix A – Museum Visitor and Outreach Statistics Report Q1

Reviewed by: Sonya Pritchard, Chief Administrative Officer

# VISITOR STATISTICS QUARTERLY REVIEW

January - March 2023



# KPI'S ADDRESSED IN THIS DOCUMENT

## MoD Strategic Plan Goal

## Action Item

- Welcome 8000 unique visitors annually
- Implement the collection of the Net Promoter Score (NPS) to measure the visitor's experience and satisfaction.
- Reach 10% of the Dufferin County population by engaging with 6,000 local residents annually.

ACTION 2.1.1  
ACTION 1.4.1  
ACTION 1.4.2

ACTION 2.1.1  
ACTION 2.13

ACTION 2.1.1  
ACTION 1.4.1  
ACTION 1.4.2  
ACTION 3.1.5  
ACTION 3.2.1  
ACTION 3.2.2  
ACTION 3.2.3

# January - March Visitor Numbers

| Paid Admission      | Gross Sales       | Number of Visitors |
|---------------------|-------------------|--------------------|
| Adult               | \$1,125.00        | 225                |
| Senior              | \$472.00          | 118                |
| Youth               | \$202.00          | 101                |
| Child               | Free              | 26                 |
| Researcher (Adult)  | \$15.00           | 3                  |
| Researcher (Senior) | \$4.00            | 1                  |
| Group (5-8ppl)      | \$14.00           | 1                  |
| <b>Total</b>        | <b>\$1,832.00</b> | <b>475</b>         |

ADMISSION REVENUE: 26% OF TOTAL  
GOAL OF \$7000.00

| Outreach Event  | Number of People Engaged |
|---|--------------------------|
| Black History Month Outreach Event at Grace<br>Tipling Hall (2/25/2023) | 196                      |
| ODSS Community Resource Fair (3/30/2023)                                | 49                       |
| <b>Total</b>  | <b>245</b>               |

OUTREACH NUMBERS ARE BASED ON  
NUMBER OF PEOPLE ENGAGED IN  
CONVERSATION AT EVENT.

| Free Admisstion    | Net Quantity |
|--------------------|--------------|
| Adult              | 181          |
| Child              | 124          |
| Event              | 91           |
| Youth              | 73           |
| Meeting with Staff | 31           |
| Washroom           | 28           |
| Other              | 16           |
| Member             | 14           |
| Support Person     | 9            |
| Library Pass       | 6            |
| Teacher (OCT)      | 3            |
| Researcher         | 2            |
| Senior             | 2            |
| <b>Total</b>       | <b>580</b>   |

THE FREE FAMILY DAY EVENT RESULTED IN FREE ADMISSION TOTALS BEING HIGHER.

| Totals           | Net Quantity |
|------------------|--------------|
| At the MoD       | 1055         |
| In the Community | 245          |
| <b>Total</b>     | <b>1300</b>  |



# Visitor & Outreach Statistics Comparisons

January - March

At the MoD: 633  
Outreach: Not Recorded

2019

At the MoD: 382  
Outreach: Not Recorded

2022

At the MoD: 1055  
Outreach: 245

2023

66.5% increase from 2019  
176% increase from 2022

# Event Statistics Comparisons

January - March

146 attendees for Events,  
Programs, & Tours

2019

280 attendees for Events,  
Programs, & Tours

2022

475 attendees for Events,  
Programs, & Tours

2023

225% increase from 2019  
69% increase from 2022

# 2019

| 2019                     | 2019 Q1 | 2019 Q2 | 2019 Q3 | 2019 Q4 | Totals |
|--------------------------|---------|---------|---------|---------|--------|
| Visitors in the building | 633     | 798     | 1438    | 735     | 3604   |
| Outreach Numbers         | NR      | NR      | NR      | NR      | NR     |
| Events, Programs, Tours  | 146     | 417     | 282     | 632     | 1477   |

# 2022

| 2022                     | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | Totals |
|--------------------------|---------|---------|---------|---------|--------|
| Visitors in the building | 382     | 762     | 932     | 1781    | 3857   |
| Outreach Numbers         | NR      | NR      | NR      | NR      | NR     |
| Events, Programs, Tours  | 280     | 415     | 158     | 1332    | 2185   |

# 2023

| 2023                     | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | Totals |
|--------------------------|---------|---------|---------|---------|--------|
| Visitors in the building | 1055    |         |         |         | 1055   |
| Outreach Numbers         | 245     |         |         |         | 245    |
| Events, Programs, Tours  | 475     |         |         |         | 475    |

NR = Not Recorded

# PROGRAMS, EVENTS, & TOURS JANUARY - MARCH

## Family DAY February 20th 2023

Visitor Numbers  
362  
Admission/ Tickets  
\$0.00  
Donations  
\$112.25

## Exhibit Opening: Our Story March 3rd 2023

Visitor Numbers  
82  
Admission/ Tickets  
\$0.00  
Donations  
\$0.00

## Tour Group: Caledon United Church March 23rd 2023

Visitor Numbers  
17  
Admission/ Tickets  
\$68.00  
Donations  
\$80.00

## MoD Minds: Indigenous Perspectives - Climate Change March 25th 2023

Visitor Numbers  
14  
Admission/ Tickets  
\$136.76  
Donations  
\$0.00

# EVENT FINDINGS

SUCCESS CAN BE ATTRIBUTED TO THE FOLLOWING FACTORS: PARTNERSHIPS WITH LOCAL ORGANIZATIONS, FREE ADMISSION AND FEATURING LOCAL RESIDENTS.

- Family Day Event
  - Highest visitor attendance
  - Free admission
- Black History Month Outreach Event
  - Partnership with Dufferin County Canadian Black Association
- Tour Groups (Church Groups, Probus)
  - Local interest groups and organizations
- MoD Minds Speaker Series
  - Local speakers
- Our Story Exhibition Opening
  - Partnership with Dufferin County Cultural Resource Circle

# Donations

POS  
&  
Donation  
Box

50 donations were made totaling to \$341.31 this quarter.

Online

2 donations were made totaling to \$25.00 this quarter.

Corn Flower

37 pieces were sold totaling to \$262.00 in donations this quarter.

Total

89 donations were made this quarter totaling to \$628.31.

# MoD Members

January - March  
New & Renewed Memberships Sold

| Membership Type | Quantity | Total Sales |
|-----------------|----------|-------------|
| Family          | 11       | \$355.95    |
| Individual      | 7        | \$214.70    |
| Student/ Senior | 3        | \$118.65    |
| Total           | 21       | \$689.30    |

In Spring/Summer 2023, there will be a focus on renewal for expired memberships. A large number of members did not renew in 2020/2021.

# In-House Survey Results

| Have you been here before?                            |     | Totals |
|---|-----|--------|
| No, this was ,my first visit                          | 213 | 347    |
| Yes, I have visited in the last year                  | 50  |        |
| Yes, I have visited in previous years                 | 84  |        |
| How did you hear about the Museum of Dufferin?        |     |        |
| Word of Mouth   | 75  | 347    |
| Social media  | 160 |        |
| Print media   | 2   |        |
| MoD Website   | 14  |        |
| Other   | 96  |        |
| How are you enjoying your visit so far?               |     |        |
| 0-20  | 8   | 347    |
| 21-40   | 0   |        |
| 41-60   | 22  |        |
| 61-80   | 52  |        |
| 81-100  | 265 |        |
| What are the first three letters of your Postal Code? |     |        |
| Orangeville (L9W)                                     | 121 | 322    |
| Toronto (M6C), (L0N), (M6J), (M3C), (M4J)             | 27  |        |
| Whitehorse (Y1A)                                      | 7   |        |
| Barrie (L0L)  | 10  |        |
| Shelburne (L9V)                                       | 118 |        |
| Owen Sound (N0C)                                      | 3   |        |
| London (N0L)  | 6   |        |
| Mississauga (L5L), (L5B)                              | 5   |        |
| Uxbridge (L9P)  | 4   |        |
| Brampton (L6Z)  | 3   |        |
| Guelph (N1E)  | 7   |        |
| Alliston (L9R)  | 7   |        |
| Caledon (L7K)   | 4   |        |

MoD staff have focused on asking visitors to complete surveys via QR codes. This has allowed the MoD to gather valuable information about our visitors. The results from this survey will drive our marketing and promotion strategies.



# Outreach Survey Results

HAVE YOU VISITED THE MOD BEFORE?

Yes: 4 No: 3

AVERAGE ACCESSIBILITY ON A SCALE OF 1 100

69%. Lowest answer 50%, Highest 96%

WHAT WOULD MAKE THE MOD MORE ACCESSIBLE?

- Open weekends
- Advertise
- Closer to Orangeville

WHAT WOULD YOU LIKE TO SEE TO MAKE YOU VISIT MULTIPLE TIMES A YEAR?

- More things for kids
- Advertise on Facebook
- Programs for special kids
- More Advertising
- Bring out the Archives
- Unique classes. Sculpting, etc. diff types of art

WHERE DO YOU FIND INFO ABOUT THE MOD?

- MoD website X5
- Other: People
- Other: I have no idea

**Surveys are not as effective when performed at outreach events (less willing to fill them out).**

# Visitor Comments

"The staff here have done such a great job. It is overwhelming the amount of positive memories and emotions I had walking through the museum. I can't wait to bring my grandchildren here."

January 10, 2023

**"Beautiful set up. Really loved how much thought went into setting up the activities for the children. I will be telling my daughter to bring her children here. I had no idea there was so much for children to do here."**

**February 11, 2023**

"Really enjoyed the cornflower glass gallery and the whole museum. [We] live in Burlington and had never been here before but found it very educational and enjoyed learning."

March 29, 2023

# Quarterly Gift Shop Overview

| product                                      | net quantity | net sales       | taxes   | total sales     | gross profit    | total cost      | gross margin |
|--|--------------|-----------------|---------|-----------------|-----------------|-----------------|--------------|
| Candy Stick                                  | 32           | \$32.00         | \$4.16  | \$36.16         | \$18.56         | \$13.44         | 58%          |
| IC by CAP - Note Cards                       | 30           | \$89.22         | \$11.60 | \$100.82        | \$66.12         | \$23.10         | 74%          |
| IC by CAP - Bookmarks                        | 26           | \$76.83         | \$9.99  | \$86.82         | \$44.33         | \$32.50         | 58%          |
| IC by CAP - Stickers                         | 14           | \$49.00         | \$6.41  | \$55.41         | \$31.50         | \$17.50         | 64%          |
| Maple Syrup                                  | 10           | \$178.00        | \$23.14 | \$201.14        | \$72.00         | \$106.00        | 40%          |
| IC by CAP - Notebooks                        | 8            | \$48.00         | \$6.24  | \$54.24         | \$26.00         | \$22.00         | 54%          |
| Headwaters Honey                             | 8            | \$60.00         | \$ -    | \$60.00         | \$29.14         | \$30.86         | 49%          |
| IC by CAP - Puzzles                          | 7            | \$145.00        | \$18.85 | \$163.85        | \$86.00         | \$59.00         | 59%          |
| Roots and Raven                              | 4            | \$44.50         | \$5.79  | \$50.29         | \$ -            | \$ -            | 0%           |
| Honey (Heritage Bee)                         | 3            | \$46.00         | \$5.98  | \$51.98         | \$ -            | \$ -            | 0%           |
| IC by CAP - Flashcards Game                  | 2            | \$30.00         | \$3.90  | \$33.90         | \$17.00         | \$13.00         | 57%          |
| Honey Vinegar                                | 2            | \$30.00         | \$ -    | \$30.00         | \$14.00         | \$16.00         | 47%          |
| Honey Lites Candles                          | 1            | \$15.00         | \$1.95  | \$16.95         | \$ -            | \$ -            | 0%           |
| Cabin Journal:<br>Pure Maple Syrup Art Print | 1            | \$21.00         | \$2.73  | \$23.73         | \$ -            | \$ -            | 0%           |
| Candles - Bees Wax                           | 1            | \$6.00          | \$0.78  | \$6.78          | \$1.00          | \$5.00          | 17%          |
| Honey Dippers                                | 1            | \$3.00          | \$0.39  | \$3.39          | \$1.25          | \$1.75          | 42%          |
| <b>Total</b>                                 | <b>150</b>   | <b>\$873.55</b> |         | <b>\$975.46</b> | <b>\$406.90</b> | <b>\$340.15</b> | <b>54%</b>   |

# Gift Shop Highlights

Net  
Quantity  
Sold

1. Candy sticks (32)
2. Note Cards (30)
3. Bookmarks (26)

Highest  
Net Sales

1. Maple Syrup (\$178.00)
2. Puzzles (\$145.00)
3. Note Cards (\$89.22)

Highest  
Profit

1. Maple Syrup (\$178.00)
2. Puzzles (\$145.00)
3. Note Cards (\$89.22)

Total

1. \$873.55 Net Sales
2. \$406.90 Gross Profit
3. \$340.15 Cost on Sold Merch



# Books in Gift Shop

11 BOOKS SOLD  
TOTAL SALES: \$304.05

# Consignment in Gift Shop

QUANTITY SOLD: 21  
TOTAL SALES: \$1,091.45  
PROFIT: \$242.75



Report To: Chair Horner and Members of the Community Development and  
Tourism Committee

Meeting Date: May 25, 2023

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**Subject: Phase III OPA – Policy Framework, Engagement Plan**

**From: Cody Joudry, Director of Development and Tourism**

### **Recommendation**

**THAT the report of the Director of Development and Tourism, Phase III OPA – Policy Framework, Engagement Plan, dated May 25, 2023, be received.**

### **Executive Summary**

The purpose of this report is to provide an overview of the upcoming stakeholder engagement sessions related to Phase III OPA – Policy Framework. This is the final phase of the County Municipal Comprehensive Review (MCR) process.

### **Background & Discussion**

The County MCR team is advancing Phase III OPA work, which is focused on developing a policy framework related to evaluating and managing growth within the County and its municipalities. Several Public Information sessions are planned during the first week of July 2023.

The identified main themes and topics of discussion have been selected to highlight significant policy frameworks. The themes of the four sessions are:

#### Infrastructure

This session will cover topics such as public transit, road access and traffic along with proposed a Shelburne bypass and other key infrastructure projects.

### Intensifications

Discussions during this session will relate to new policy directions around Additional Residential Units (ARUs), As of Right Zones (ARZs), mixed uses, and lot creation.

### Sustainability

Topics in this session will cover a housing, aquifers, schools, and climate.

### Healthy Communities

This session will discuss age friendly communities, recreation and tourism, and job creation.

Through these sessions, the team hopes to gather valuable input from the community, foster dialogue, and ensure that diverse perspectives are represented in the decision-making process. It is an excellent opportunity for the community to come together and shape our collective future. To ensure broad awareness, the County will promote the event through social media channels, community hubs, and local municipal websites. Additionally, the community will have access to various tools and pathways for providing feedback, comments, and input on the Join In Dufferin platform, both during and after the event.

### **Financial, Staffing, Legal, or IT Considerations**

The planning budget includes resources to host up to 4 large public engagement sessions.

### **In Support of Strategic Plan Priorities and Objectives**

Good Governance - ensure transparency, clear communication, prudent financial management

Respectfully Submitted By:

Cody Joudry  
Director of Development and Tourism

Prepared by:  
Silva Yousif, PMP, RPP, MCIP  
Senior Planner

Reviewed by: Sonya Pritchard, Chief Administrative Officer



## Michelle Hargrave

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**From:** Clerk  
**Sent:** Thursday, May 11, 2023 4:11 PM  
**To:** Michelle Dunne; Michelle Hargrave  
**Subject:** RE: 2023 Association of Municipalities Ontario (AMO) Delegation Form

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**From:** Delegations (MMAH) <Delegations@ontario.ca>  
**Sent:** Thursday, May 11, 2023 3:33 PM  
**Subject:** 2023 Association of Municipalities Ontario (AMO) Delegation Form

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the contents to be safe.

Hello/ Bonjour

Please be advised that the Municipal Delegation Request Form for the 2023 Association of Municipalities Ontario (AMO) Annual Conference is available online. Information about delegations and a link to the form are available here: [English](#). The deadline to submit requests is **Friday June 9, 2023**.

Le formulaire pour demander une rencontre avec le ministères pour le Congrès annuel de la AMO (Association of Municipalities Ontario) 2023 est disponible en ligne. Pour plus d'information sur les délégations et le formulaire, veuillez suivre le lien suivant : [français](#). Date limite pour présenter une demande: **vendredi 9 juin 2023**.

Thank you/ Merci

Delegations - Information and Analysis Unit  
Municipal Programs and Analytics Branch  
Ministry of Municipal Affairs and Housing  
[Delegations@ontario.ca](mailto:Delegations@ontario.ca)

