

Policy & Strategy Committee Meeting AGENDA

Tuesday, May 18, 2021 – 9:00 a.m., Via Microsoft Teams

- 1. CALL TO ORDER**
- 2. ANNOUNCEMENTS, ACKNOWLEDGEMENTS, RECOGNITION**
- 3. APPROVAL OF AGENDA**
- 4. APPROVAL OF MINUTES of April 20, 2021 (as circulated)**
- 5. BUSINESS ARISING FROM MINUTES**
- 6. PRESENTATIONS**
 - 6.1 Commercial Sexual Exploitation of Children (CSEC) Ariella Aburto, 9:15 a.m. 1-6
Community Outreach Worker NSTAY & TESS, YMCA Halifax
- 7. REFERRAL FROM COUNCIL - NIL**
- 8. STAFF REPORTS**
 - 8.1 Finance Department**
 - 8.1.1 Proposed Amendments to MODL Policy 003 Council Members’ Remuneration..... 7-14
and Expenses
 - 8.1.2 Proposed Amendments to MODL Policy 049 Property Tax Rebate 15-21
 - 8.2 Administration Department**
 - 8.2.1 Proposed MODL Policy 091 Dealing with Difficult Customers 22-26
 - 8.2.2 Proposed MODL Policy 092 Customer Complaints Handling 27-33
 - 8.2.3 Review of MODL Policy 023 Municipal Flag Protocol Policy 34-43
- 9. MAYOR’S/DEPUTY MAYOR’S/COUNCILLORS’ MATTERS**
- 10. ADDED ITEMS**
- 11. IN CAMERA - NIL**
- 12. NEXT MEETING – June 15, 2021 – 9:00 a.m.**
- 13. ADJOURNMENT**

COMMERCIAL SEXUAL EXPLOITATION OF CHILDREN (CSEC)

Why we use this term.

Sexual activity involving a child under the age of 18 where there has been an exchange of money (or something of value) with the child or another person or persons.

- Treating a child as a commercial and sexual object.
- A form of violence and sexual abuse against children.

Adapted from The Stockholm Declaration and Agenda for Action, 1996



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THE ADULT COMMERCIAL SEX TRADE



- The commercial sex trade is a global billion dollar industry
- It is varying degrees of legal across the globe
- It operates on the principles of Capitalism
- It includes in-person and virtual sexual entertainment and services
- CSEC hides in plain site in the adult commercial sex trade



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COMMERCIAL SEXUAL SERVICES

- **In and Out Calls** – Pre-arranged dates for money
- **Street-Walking** – Soliciting dates in public places
- **Pornography** - The amateur or professional production of sexual acts
- **Intimate Images** - selling sexually explicit images online
- **Camming** – Stripping or sexually performing online
- **Dancing/Stripping** – In a club or privately
- **Sugaring** – Commercial relationship between a “sugar daddy/mama” and a “sugar baby”

WHERE ARE COMMERCIAL SEXUAL SERVICES BEING SOLD?

- **Legal Businesses** – Some strip clubs, massage parlours and escort services
- **The Stroll** – Street-based solicitation
- **In The Game** – Drugs and guns criminal sub-culture
- **Online** - Social media and dating platforms; advertising platforms
- **The Dark Web** – “the part of the World Wide Web that is only accessible by means of special software, allowing users and website operators to remain anonymous or untraceable.”



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TYPICAL CHARGES LAID

TRAFFICKING IN PERSONS (279)

- Trafficking in persons
- Knowingly getting money or other benefits from human trafficking
- Taking or destroying travel or personal identification documents of a person being trafficked
- Exploitation

3rd parties selling unsanctioned labour are the perpetrators

SEXUAL SERVICES (286)

- Obtaining sexual services
- Material benefit from sexual services
- Procuring
- Advertising an offer to provide sexual services

3rd parties selling sexual services and/or purchasers are the perpetrators

ASSAULT

- Common Assault
- Sexual Assault
- Sexual Assault with a weapon
- Aggravated Sexual Assault

3rd parties using violence to sell sexual services and/or violent purchasers are the perpetrators



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LEGAL CONSENT AND AGE*

UNDER 12	No LEGAL consent can be given for any sexual activity
12-13 YEARS OLD	No LEGAL consent to sexual activity with a person who is more than two years older than them; with a person in a position of trust or authority ; or in situations of dependency or exploitation .
14-15 YEARS OLD	No LEGAL consent to sexual activity with a person who is more than five years older than them; with a person in a position of trust or authority ; or in situations of dependency or exploitation .
16-17 YEARS OLD	No LEGAL consent to sexual activity with a person in a position of trust or authority ; in situations of dependency or exploitation ; or to sell or trade sexual services with a 3rd party (regardless of age)
18+ YEARS OLD	No LEGAL consent to sexual activity where violence, threats of violence or fear of violence are directed at the person or others; or with a person who abuses a position of trust or authority

* NOT INCLUSIVE OF DEVELOPMENTAL AGE



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IT'S HAPPENING HERE

- NS has the highest rates of Human Trafficking in Canada
- The rate of Human Trafficking for NS in 2019 was 3.71 (cases per 100,000)*
- Sexualized Human Trafficking and the Commercial Sexual Exploitation of Children and Youth is happening across Nova Scotia
- This is not just a Halifax issue – It is happening in rural communities too
- Although there is no “legal” sex trade in Nova Scotia, there is an identified trafficking corridor between Halifax and Moncton, NB (the closest legal strip club to Nova Scotia)**

Source: *Statistics Canada; **Canadian Centre to End Human Trafficking



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WHO IS PURCHASING?

- The majority of purchasers are male
- Online solicitation of sexually explicit/nude photos/videos
- “Sugar Daddies” and “Sugar Mamas” seeking transactional relationships with one regular person
- People with a sexual attraction to pre-pubescent children (pedophiles)
- People with access to children and youth through their jobs
- People seeking “no strings attached” sexual encounters
- Often no distinction between youth and adults engaged and no consideration to the individual’s human rights, safety or autonomy in their participation

WHO IS PROFITING/BENEFITTING?

- There is no profile of a “pimp”
- Most offenders are already known to their victims
- Can be any gender, age, and have any color of skin
- Can be a someone who is in a position of power or authority or a family member
- Can be peers or friends
- Can be operating solo or working with other people (in a ring or gang)

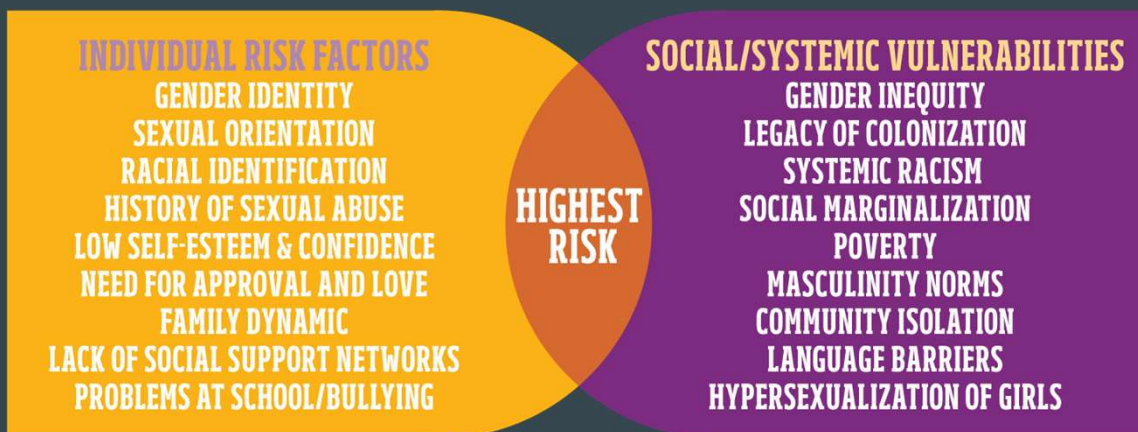


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WHO IS BEING RECRUITED AND WHO IS AT HIGHEST RISK?

All youth are at risk of being lured, groomed and recruited into the sex trade



Source: Kalish & Lagios, 2013



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LURING, RECRUITMENT & GROOMING

- Posing as a boyfriend, girlfriend, lover or best friend
- “Love Bombing” – fast and intense romantic connection
- Gifting material or luxury items
- Paying for personal grooming (hair and nails etc.)
- Promising a better life
- Supplying drugs and alcohol or party lifestyle
- Isolation from friends, family and loved activities
- Offering free rides, transportation, trips outside community
- Mentoring and “teaching the ropes”
- False advertising for employment opportunities



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PROTECTIVE FACTORS AGAINST RISK

- Getting children/youth in structured activities in the community where they can develop a sense of belonging and purpose
- Providing youth with opportunities to explore their independence, interests and aspirations
- Helping children/youth understand and manage the change process
- Understanding the realities of children/youth sexual norms and behaviour (i.e., sexting)
- Providing a non-judgemental and safe space for them to talk about sex
- Asking questions about who your children are spending time with

How else might we work together to protect youth? What can the Municipal Government do to help?



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FOR MORE INFORMATION

Contact YWCA Halifax TESS Partnership for information on supports available in your community

TESS@ywcahalifax.com



@TESSNovaScotia



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Municipality of the District of Lunenburg

Request for Decision

REPORT TO: Policy & Strategy Committee
SUBMITTED BY: Sherry Conrad, Municipal Clerk
DATE: May 18, 2021
RE: Proposed Amendments to Policy 003 Council Members' Remuneration and Expenses

RECOMMENDATION

“that Municipal Council approve the proposed amendments to Section 1 of Policy 003 “Council Members’ Remuneration and Expenses”, as presented, to allow for health and dental benefits and for inclusion in the retirement and pension plan; and, hereby gives seven (7) days’ notice that Council will consider the proposed amendments to Policy 003 at its May 25, 2021 Council meeting”.

EXECUTIVE SUMMARY

Municipal Council, at its meeting on April 27, 2021, made a motion to extend pension and health and dental insurance benefit programs to elected officials, like those programs that exist for staff. The proposed amendments to Policy 003 “Council Members’ Remuneration and Expenses” includes wording that would accommodate that direction.

They also agreed to extend parental leave benefits to elected officials, like those provided to staff. The parental leave benefits are not included with the amendments to this Policy as they will be dealt with in a separate policy of their own.

DISCUSSION

Staff have put forth wording under a new subsection 1.2 “Benefits” that would allow for Council members to obtain health and dental insurance benefits and to participate in the NS Public Superannuation Plan (PSSP). Council members have the option to opt out of the health and dental insurance benefits upon proof of registration in another health and dental plan. A

membership form will be circulated to Council members by the Payroll and Benefits Administrator. Council members are required to participate in the retirement and pension plan if they meet the PSSP eligibility requirements. Membership forms will be distributed to Council by the Nova Scotia Pension Services Corporation.

BUDGET IMPLICATIONS

Money for these benefits was included in the 2021/22 Municipal Budget.

STRATEGIC PLAN

N/A

WORK PLAN

This work fits within the daily work plan of staff.

ALTERNATIVES

If Council does not include the amendments under Policy 003, a separate policy will need to be prepared to allow for implementation of these benefits to Council members.

CONCLUSION

Council made a motion to proceed with participating in these benefits. In order to do so, policy needs to be put in place to implement the allowance of these benefits.

Department:

Report Prepared By: Sherry Conrad

Date: May 12, 2021

Report Approved By:

Date:

Reviewed By CAO: Tom MacEwan

Date: May 12, 2021

MUNICIPALITY OF THE DISTRICT OF LUNENBURG

POLICY

Title: Council Members' Remuneration, Benefits and Expenses	
Policy No. 003	
Effective Date: May 10, 2011	Amended Date: October 23, 2018, Re-adopted Jan. 26, 2021

1.0 REMUNERATION & BENEFITS

1.1 Remuneration

1.1.1 Mayor – MGA Section 23(1)(d)(i)

The annual remuneration to be paid to the Mayor shall be as approved by motion of Council. [amended Oct. 23/18]

1.1.2 Deputy Mayor – MGA Section 23(1)(d)(ii)

The annual remuneration to be paid to the Deputy Mayor shall be as approved by motion of Council. [amended Oct. 23/18]

1.1.3 Councillors – MGA Section 23(1)(d)(iii)

The annual remuneration to be paid to Councillors shall be as approved by motion of Council. [amended Oct. 23/18]

1.2 Benefits

1.2.1 Health and Dental Insurance Benefits

Health and dental insurance is mandatory for all elected officials (Mayor and Councillors) who meet the criteria of eligibility. Coverage under the Plan is pursuant to the relevant terms and provisions of the Plan.

The Municipality shall pay 50% of the premium and the remaining 50% shall be deducted from the elected official's salary.

1.2.2 Retirement and Pension Plan

Effective March 1, 2020, the Municipality became a participant in the Nova Scotia Public Service Superannuation Plan (“PSSP”) as an employer.

Effective June 1, 2021, all new and current elected officials (Mayor and Councillors) shall participate in the PSSP in accordance with the eligibility and other rules of the PSSP.

2.0 TRAVEL EXPENSES WHILE ON MUNICIPAL BUSINESS

2.1 Annual Budget

Council shall establish an annual Travel Budget for each Council Member, including the Mayor and Deputy Mayor. This amount shall be established based upon experience and available budget. Each member of Council, including the Mayor and Deputy Mayor, shall be accountable for the usage of this funding and make travel decisions based upon their individual budget available. [amended Oct. 23/18]

2.2 Eligible Travel Expenses

Councillors, the Mayor and Deputy Mayor who utilize their personal vehicles on travel assignments, which shall include:

- Attendance at a meeting of the Council or a Committee or Board of Council or a Committee or Board in which an appointment of a Councillor, Mayor or Deputy Mayor has been made by Council;
- Council business outside of their District but within Lunenburg County;
- Council business outside of Lunenburg County but within Nova Scotia as approved by the Mayor; or,
- Council business outside of Nova Scotia, as approved by the Council.

2.3 Non-Local Travel

If travel to an event involves choice between vehicle travel and air or some other form of travel, the Councillor will be reimbursed for the lowest cost option, regardless of the option they have used.

All forms of transportation will be economy class.

If an elected official, for their own convenience, travels by an indirect route or interrupts travel by the most economical route, the elected official shall bear any extra expense involved. Reimbursement for such travel shall be for only that part of the expense as would have been necessary in order to travel. [amended Oct. 23/18]

2.4 Mileage Rate

The rate per kilometer as a travelling allowance for all elected officials shall be approved at the rate stipulated from time to time by the Province of Nova Scotia as the maximum kilometrage rate for its employees. [amended Oct. 23/18]

3.0 EXPENSES – MGA, Section 23(3)

3.1 Annual Expense Budget

Council shall establish an annual Expense Budget for each Council Member, including the Mayor and Deputy Mayor. This amount shall be established based upon past experience and available budget. Each member of Council shall be accountable for the usage of this funding and make expense decisions based upon their individual budget available. [amended Oct. 23/18]

3.2 Eligible Expenses

Council members, including the Mayor and Deputy Mayor, are entitled to reimbursement of expenses incurred which are incidental to the discharge of their duties, which shall include:

- Attending Council or a Committee or Board of Council meeting or other Council business within Lunenburg County.
- Council business outside Lunenburg County but within Nova Scotia as approved by the Mayor.
- Council business outside of the Province of Nova Scotia as approved by Council.

Expenses eligible for reimbursement include:

- Meals
- Accommodations for business outside of the Municipality.
- Registration fees for conferences, seminars or courses, which are incidental to or facilitate the discharge of a Council member's duties or Council business.

Seminars, courses and conferences shall meet the following criteria in order for reimbursement of expenses associated with the same:

- Request must be made in writing. The Councillor, Mayor or Deputy Mayor must provide a written brief outlining the benefits of the course, conference or seminar;
- The course, conference or seminar must be related to Municipal Government.
- The course must be completed prior to the next Municipal Election date.

- Budget funds must be sufficient to cover the costs of training.

Nova Scotia Federation of Municipalities (NSFM) and Federation of Canadian Municipalities (FCM) conferences or seminars are eligible for reimbursement. **[amended Oct. 23/18]**

Councillors who are required to attend more than one meeting a day at a meeting site and choose not to travel from the meeting site to their place of residence in between meetings are eligible for a meal reimbursement. For clarification, lunch time meals (noon) for Council, Finance and Policy and Strategy Committee meetings are not eligible for reimbursement. **[amended Oct. 23/18]**

The Mayor, Deputy Mayor or Councillor whose eligible expenses are expensed on one individual corporate credit card must not be claimed by the Council member separately but will be expensed to their individual account. **[amended Oct. 23/18]**

3.3 Ineligible Expenses

- Personal expenses including, but not limited to, movies, other entertainment, personal calls, personal products, travel cost not related to the event, alcoholic beverages and recreational drugs.
- Expenses for a spouse/partner **[amended Oct. 23/18]**

3.4 Expense Claim Procedure

Expenses shall be reimbursed in accordance with the Personnel Policy, Policy MDL-51, including claim forms and limits. For further clarification, expenses incurred and submitted for payment by the Mayor, Deputy Mayor or a Councillor shall be authorized for payment by the Chief Administrative Officer. Expenses incurred and submitted by the Chief Administrative Officer shall be authorized for payment by the Mayor or Deputy Mayor in the Mayor's absence. **[amended Oct. 23/18]**

4.0 OTHER EXPENSES

The Mayor and Deputy Mayor shall be provided with a Municipally-owned mobile device during their term as Mayor and/or Deputy Mayor. The Municipality will absorb the capital and operating expense of the mobile device. If the Mayor or Deputy Mayor chooses to have a personal mobile device and use it for municipal purposes, the Municipality will reimburse them an amount equivalent to the rate the Municipality would incur if the mobile device were municipally owned. **[amended Oct. 23/18]**

5.0 REPORTING OF EXPENSES

An expense report, which includes remuneration for the Mayor, Deputy and Councillors, and expenses incurred by the Mayor, Deputy Mayor, a Councillor and the Chief Administrative Officer must be prepared within 90 days of the end of each fiscal quarter and shall be posted on the Municipal website quarterly.

An annual summary report of expenses must be filed with the Minister of Municipal Affairs by September 30th of each year. [amended Oct. 23/18]

6.0 REVIEW OF POLICY

Council shall review this policy by January 31st immediately following a regular election held under the *Municipal Elections Act* and make a motion to re-adopt the policy or amend the policy. [amended Oct. 23/18]

7.0 REPEAL OF POLICY MDL-03 – REMUNERATION, EFFECTIVE NOVEMBER 6, 2008

Policy MDL-03, Remuneration, effective November 6, 2008, is hereby repealed.

Clerk's Annotation for Official Policy Book	
Date of Notice to Council Members off Intent Repeal and Consider	<u>April 27, 2011</u>
Date of Adoption	<u>May 10, 2011</u>
Date of Notice to Council Members of intent to consider amendments	<u>October 16, 2018</u>
Date of Passage of Amendments	<u>October 23, 2018</u>
Legislated Review – Notice to Council Members of Intent to Re-adopt	<u>January 19, 2021</u>
Date of Passage of Re-adoption	<u>January 26, 2021</u>

I certify that this MDL-03 "Council Members' *Remuneration and Expenses*" policy was re-adopted by Council as indicated above.



January 26, 2021

Municipal Clerk

Date



Municipality of the District of Lunenburg

Request for Decision

REPORT TO: Policy & Strategy Committee
SUBMITTED BY: Elana Wentzell, Director of Finance
DATE: May 18, 2021
RE: Property Tax Exemption Applications – Revision to Statutory Declaration

RECOMMENDATION

"that the Policy and Strategy Committee recommends that Municipal Council approve the proposed amendments to MODL Policy 049 Property Tax Rebate as follows:

1. Section 7 of Policy 049 be amended by replacing "Statutory Declaration" with "Certification"
2. Change the title of the application form to "Certification" from "Statutory Declaration"
3. Section 1 of the application form be amended by replacing "solemnly declare" with "certify"
4. Section 9 of the application form be amended by replacing "solemn declaration" with "certification"

and hereby gives seven (7) days' notice of its intention to approve the proposed amendments to Policy 049 at the May 25, 2021 Council meeting."

EXECUTIVE SUMMARY

The Property Tax Rebate Program is one of the ways that Council supports low-income taxpayers by granting a property tax rebate of up to \$500 for those who have household incomes of up to \$29,999. The existing Policy requires a Statutory Declaration to be signed and witnessed by a Barrister or Commissioner of the Supreme Court of Nova Scotia, or Mayor; or Councillor (sworn as a Commissioner), or a Notary Public of the Province of Nova Scotia.

DISCUSSION

The Statutory Declaration requirement presents a barrier for homeowners, especially during a pandemic. Staff believe that a certification by the taxpayer is adequate and would remove this

application barrier. As well, a certification does not alleviate the homeowner’s responsibility to complete the application form in a truthful manner.

BUDGET IMPLICATIONS

The annual budget is set and approved by Council. The proposed changes to this Policy will not affect the budget as amounts rebated under the Policy are constrained by the total amount budgeted.

STRATEGIC PLAN

By removing the Statutory Declaration requirement, Council is removing an application barrier for a program that alleviates the tax burden for homeowners as part of its strategic goal to invest in the community and make life affordable.

WORK PLAN

The next issue of Municipal Matters could include a message to residents regarding this change. As well we can promote program changes on social media or other platforms as determined by the Communications Officer.

ALTERNATIVES

Options include updating the policy to remove the requirement for the Statutory Declaration or leave the policy as written.

CONCLUSION

This Policy was revisited based on the current pandemic restrictions, anticipating that these restrictions or others may be in place periodically for an extended period of time. As well, a certification by the taxpayer is as equally binding as a Statutory Declaration. A copy of the revised policy is attached for consideration.

Department: Corporate Services

Report Prepared By: Elana Wentzell

Date: 2021-05-11

Report Approved By:

Date:

Reviewed By CAO:

Date:

Municipality of the District of Lunenburg POLICY

Title: Property Tax Rebate Policy	
Policy No. 049	
Effective Date: July 14, 2009	Amended Date: April 14, 2015, Nov. 10, 2015, Jan. 22, 2019, Oct. 22, 2019, Sept. 22, 2020, May 25, 2021

The Council of the Municipality of the District of Lunenburg hereby adopts the following Policy respecting the Property Tax Rebate for the purpose for providing compassionate property tax relief for low income property tax payers residing in their own principal residences. **[amended Nov. 10, 2015]**

1. This policy is entitled the "Property Tax Rebate Policy" **[amended Nov. 10, 2015]**.
2. In this Policy:
 - 2.1 Income means a person's total gross income (total income before deductions) from all sources for the calendar year preceding the fiscal year of the Municipality of the District of Lunenburg excluding any allowances paid pursuant to the *War Veterans Allowance Act* (Canada) or Pension paid pursuant to the *Pension Act* (Canada) and includes the income of all assessed owners, their spouse(s), including common law spouses residing at the property and all owners defined in Section 2.2 residing at the property. **[amended Nov. 10, 2015]**
 - 2.2 "Owner" includes:
 - 2.2.1 the person assessed for the property;
 - 2.2.2 a person who holds title including a part owner, joint owner, tenant in common, or joint tenant of the property;
 - 2.2.3 a person having the care or control of the property through adverse possession; and
 - 2.2.4 a person with a life interest in the property.
 - 2.3 "Principal Residence" includes the ordinary place of residence of an owner who is in a hospital or nursing care facility, unless that person has not slept at the property for a period of two (2) years or more, or unless the property has been rented to paying tenants, in either of which events, the property shall be deemed to cease being the owner's ordinary place of residence.
 - 2.4 "Taxes" means residential property taxes and any applicable area rates excluding property improvement charges. **[amended Jan. 22, 2019]**
 - 2.5 "Treasurer" includes persons authorized by the Treasurer.

EXEMPTION

3. The Municipality of the District of Lunenburg hereby grants on an annual basis a rebate from taxation, operating as a reduction in the taxes otherwise payable to the Municipality of the District of Lunenburg in respect of a property subject to sections 6 and 7 herein. **[amended April 14, Nov. 10, 2015 & Jan. 22, 2019]**
4. The rebate shall only apply to owners who occupy the property as that owner's principal residence. **[amended Nov. 10, 2015]**
 - 4.1 Application may be made on behalf of a deceased property owner if the property owner received the property tax rebate in the previous fiscal year. **[amended Oct. 22, 2019]**
5. Where a property is assessed to more than one owner other than persons whose income is included in the calculation of income pursuant to this Policy, any who are entitled to a rebate may receive only the portion of the rebate equal to that person's share of the assessment for the property, but where the different interests are not separate, then to that portion determined by the Treasurer, whose determination is final. **[amended Nov. 10, 2015]**
6. Notwithstanding any other provision of this Policy,
 - 6.1 The maximum rebate amount shall be scaled based on income as outlined in the table below:

Household Income	Maximum Rebate value	Maximum percentage of bill
under \$9,999	up to \$500	100%
\$10,000 - \$14,999	up to \$400	100%
\$15,000 - \$19,999	up to \$250	100%
\$20,000 - \$24,999	up to \$150	100%
\$25,000 - \$29,999	up to \$100	100%

[amended April 14, Nov. 10, 2015 & Jan. 22, 2019]

- 6.2 In any fiscal year in which the total rebate value from qualified applicants exceeds the budgeted amount for the tax rebate, the rebate amounts shall be pro-rated to match the budgeted amount. **[amended April 14 & Nov. 10, 2015]**
- 6.3 Council will set the total rebate budget each year by motion. **[amended April 14 & Nov. 10, 2015]**
7. In order to be eligible for a rebate, the property owner shall submit to the Treasurer a **Statutory Declaration Certification** in the form attached hereto by no later than August 1 of the fiscal year, for which the rebate is sought. The required Statutory Declaration contains a statement of income, which must be provided before the application for property tax rebate can be considered. **[amended April 14 & Nov. 10, 2015 & May 25, 2021]**

7.1 Late applications will be considered only after the regular review of those applicants that submitted an application on time. Late applications will be subject to annual budget constraints as set out in Section 6.2. [amended Sept. 22, 2020]

8. The Treasurer may ask for documentary verification if income from any source or confirmation of income from third parties. The Treasurer may reject an application, which in the Treasurer’s opinion, is not adequately verified or substantiated. [amended April 14, 2015]

9. All decisions made by the Treasurer relating to this Policy and its application are final.

ENFORCEMENT CHARGES NOT EXEMPTED

10. Notwithstanding any other provision of this Policy, no rebate is conferred from obligations to remedy unsightly or dangerous premises or any other infractions against a statute, regulation or by-law, whether Municipal, Provincial, or Federal and any charges imposed upon a property arising from enforcement of such provisions shall not be subject to a tax rebate pursuant to this Policy. [amended Nov. 10, 2015]

Clerk’s Annotation for Official Policy Book	
Date of Adoption:	<u>July 14, 2009</u>
Date of Notice to Council Members of Intent to Consider Amendments (7 days minimum)	<u>March 24, 2015</u>
Date of Passage of Amendments:	<u>April 14, 2015</u>
Date of Notice to Council Members of Intent to Consider Amendments (7 days minimum)	<u>November 2, 2015</u>
Date of Passage of Amendments:	<u>November 10, 2015</u>
Date of Notice to Council Members of Intent to Consider Amendments (7 days’ notice)	<u>January 15, 2019</u>
Date of Passage of Amendments	<u>January 22, 2019</u>
Date of Notice to Council Members of Intent to Consider Amendments (7 days’ notice)	<u>October 15, 2019</u>
Date of Passage of Amendments	<u>October 22, 2019</u>
Date of Notice to Council Members of Intent to Consider Amendments (7 days’ notice)	<u>September 15, 2020</u>
Date of Passage of Amendments	<u>September 22, 2020</u>
I certify that this “Property Tax Rebate Policy – MDL-49” was adopted and amended by Council as indicated above.	
_____	_____
Municipal Clerk	Date



The Municipality of the District of Lunenburg
Statutory Declaration Certification [amended May 25, 2021]
Deadline for Applications – August 1, 20_____

I, _____

of (civic address) _____

Assessment Account Number _____ Telephone Number _____

1. In Municipality of the District of Lunenburg, in the Province of Nova Scotia, do ~~solemnly declare~~ **certify [amended May 25, 2021]** that:

2. I live in the property at the above civic address for which the property tax rebate is being applied. **[amended Nov. 10, 2015]** or I am making application on behalf of a deceased property owner who received the property tax rebate in the prior fiscal year. **[amended Oct. 22, 2019]**

3. The information in the Statement of Income is true and correct.

4. The total income from last year of all owners and their spouse (including common law spouse) living at the property excluding *War Veterans Allowance Act* (Canada) or pension paid pursuant to the *Pension Act* (Canada) is less than \$29,999. **[amended Jan. 22, 2019]**

5. The following are the owners and their spouses (including common law spouses) living on the property:

6. The total income from last year of the persons listed in paragraph 4 is included on the Statement of Income

7. I consent to the Municipality of the District of Lunenburg carrying out such inquiries as it deems necessary in order to assess my claim and I agree that the Municipality of the District of Lunenburg has my authorization and consent to obtain information from any third party source whatsoever and I will execute any necessary documentation required in order to disclose information to the Municipality of the District of Lunenburg.

8. I understand that Municipal Council will determine the actual amount of the rebate for the year after all the applications have been received and reviewed. **[amended Nov. 10, 2015]**

9. **AND** I make this ~~solemn declaration~~ **certification** conscientiously believing the same to be true and knowing that it is of the same force and effect as if made under my oath and by virtue of the *Canada Evidence Act*. **[amended May 25, 2021]**

Signature



Statement of Income

for the calendar year ending December 31, 20 ____.

	Name:	Name:	Total
Employment Income			
Canada Pension Plan Income			
Old Age Security Income			
Guaranteed Income Supplement			
Interest Income (Bank, Bonds, etc)			
Rental Income			
Business Income (specify)			
*Other Pension Income (specify)			
Other Income			
Total Yearly Income			

* Do not include *War Veterans Allowance Act* income or income from the *Pension Act (Canada)*. The *Pension Act (Canada)* is not the Canada Pension Plan or Old Age Security, but it is a Pension for members of the Armed Forces who have been disabled or their dependents.



Municipality of the District of Lunenburg

Request for Decision

REPORT TO: Policy & Strategy Committee
SUBMITTED BY: Sarah Kucharski, Communications Officer
DATE: May 18, 2021
RE: Dealing with Difficult Customers

MOTIONS

“That the Policy and Strategy Committee recommends to Council that Municipal Council approve the proposed MODL Policy 091 Dealing with Difficult Customers as presented, and hereby gives notice of its intention to approve the proposed Policy 091 at the May 25, 2021 Council meeting.”

BACKGROUND

At the Municipality of the District of Lunenburg, customers have a right to be heard, understood and respected. At the same time, staff and members of Council have the right to work in a safe environment, free from any abuse or harm caused by others.

All customers must treat our staff and members of Council with courtesy and respect at all times. It is understood that customers can become angry when they believe that matters about which they feel strongly are not being dealt with as they wish. In a very small number of cases the actions of some customers become unacceptable.

A customer’s behaviour will not be deemed unacceptable just because the customer is forceful or determined. However, actions that result in abusive behaviour or unreasonable demands are unacceptable.

This policy was developed to provide municipal staff and members of Council with appropriate intervention and management strategies to deal with difficult or aggressive customers or traumatic incidents in the course of their duties.

This policy was developed after reviewing policies in other municipalities, frontline staff and the Senior Management Team.

FINANCIAL IMPACT

Training on dealing with difficult customers will be made available for staff and members of Council through the existing training budget.

ALTERNATIVES

Council could refer the policy back to staff for revisions or clarifications.

Department: Administration

Report Prepared By: Sarah Kucharski

Date: April 20, 2021

Report Approved By: Alex Dumaresq

Date: April 20, 2021

Reviewed By CAO:

Date:

Municipality of the District of Lunenburg Policy

Title: Dealing with Difficult Customers Policy	
Policy No. 091	Legislative Authority:
Effective Date:	Amended Date:

1. Purpose

- 1.1. To provide municipal staff and members of Council with the authority to deal with difficult or aggressive customers or traumatic incidents in the course of their duties.

2. Definitions

- 2.1. **CAO** means the Chief Administrative Officer or their designate.
- 2.2. **Difficult customer** means a person engaging in aggressive or abusive behaviour) or a person with unreasonable demands or engaging in unreasonable levels of contact.
- 2.3. **Prohibited customer** means a person who has been prohibited from entering the Municipal Services Building or another municipally owned property.
- 2.4. **Aggressive or abusive behaviour** means language (whether verbal or written) and/or behaviours that may cause staff or members of Council to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.

Examples of behaviours which could be interpreted as acts of customer aggression include:

- hostile or threatening gestures;
 - threatening or offensive behaviour;
 - verbal abuse of either a personal or general nature by means of innuendo, raised voice or obscenities, including racist and sexist comments;
 - physical violence against a person such as hitting, kicking, seizing, pushing or punching; or
 - physical violence against an employee's personal or departmental property, possessions or objects.
- 2.5. **Unreasonable demands and / or unreasonable levels of contact** means behaviour that impacts excessively on the work of staff and members of Council, or when dealing with

the matter takes up an excessive amount of time and in so doing, disadvantages other customers.

Examples of behaviours which could be interpreted as acts of unreasonable demand or unreasonable levels of contact include:

- repeatedly contacts municipal staff or members of Council in person, by phone, email, etc.;
- contacts various staff members about the same issue;
- raises the same issue repeatedly; or
- sends municipal staff or members of Council large numbers of documents about which the relevance is not clear.

3. Policy statement

- 3.1. This policy pertains to interactions with customers in person as well as communication through email, phone, and social media.
- 3.2. At the Municipality of the District of Lunenburg, customers have a right to be heard, understood and respected. Staff and members of Council also have the right to work in a safe environment, free from any abuse or harm caused by others.
- 3.3. All customers must treat staff and members of Council with courtesy and respect. It is understood that customers can become angry or upset during interactions with their municipal government. In a very small number of cases the actions of some customers become unacceptable.
- 3.4. The Municipality will not tolerate aggressive or abusive behaviour directed at staff or Council members from members of the public while delivering services.
- 3.5. The CAO may limit interactions with a member of the public who engages in aggressive or abusive behaviors.
- 3.6. The CAO may also limit staff resources used to address unreasonable levels of contact from an individual.
- 3.7. A customer's behaviour will not be deemed unacceptable just because the customer is forceful or determined. However, actions that result in abusive behaviour or unreasonable demands are unacceptable.
- 3.8. A member of the public may be prohibited from entering the Municipal Services Building by the CAO if deemed to be impacting a safe and healthy work environment.

- 3.9. Members of the public with a complaint about being refused service under this policy may file a complaint as per Policy 092 Complaints Handling.

Clerk’s Annotation for Official Policy Book

Date of Notice to Council Members:

Date of Passage of Current Policy:

Date of Notice to Council Members
of Intent to Consider Amendments:

Date of Passage of Amendments:

I certify that this “MODL *Policy 091*” was adopted by Council as indicated above.

Municipal Clerk

Date



Municipality of the District of Lunenburg

Request for Decision

REPORT TO: Policy & Strategy Committee
SUBMITTED BY: Sarah Kucharski, Communications Officer
DATE: May 18, 2021
RE: Complaints Handling Policy

MOTION

That the Policy & Strategy Committee recommends to Council the Municipal Council approve proposed MODL Policy 092 "Complaints Handling" as presented, and hereby gives seven (7) days' notice that Municipal Council will consider approving the proposed Policy 092 at its Council meeting on May 25, 2021.

BACKGROUND

The purpose of this policy is to enable the Municipality of the District of Lunenburg to promptly and effectively address program and service delivery concerns raised by members of the public.

The policy will assist the Municipality of the District of Lunenburg in providing excellent service to the public and contribute to continuous improvement of operations. The Municipality of the District of Lunenburg strives to reduce customer dissatisfaction by:

- providing a timely and accurate response to complaints; and
- using complaints as an opportunity to improve program and service delivery issues.

This policy is not meant to address:

- (1) complaints about non-municipal services;
- (2) issues already addressed by legislation, or an existing bylaw, policy or procedure;
- (3) a decision of Council or a decision of a committee of Council; or
- (4) internal employee complaints.

This policy was developed to provide municipal staff and members of Council with appropriate intervention and management strategies to deal with difficult or aggressive customers or traumatic incidents in the course of their duties.

This policy was developed after reviewing the AMANS Model Policy, frontline staff and the Senior Management Team.

FINANCIAL IMPACT

Training on the new policy will be made available for staff and members of Council through the existing training budget.

ALTERNATIVES

Council could refer the policy back to staff for revisions or clarifications.

Department: Administration

Report Prepared By: Sarah Kucharski Date:

Report Approved By: Date:

Reviewed By CAO: Date:

Municipality of the District of Lunenburg Policy

Title: Customer Complaints Handling Policy	
Policy No. 092	Legislative Authority:
Effective Date:	Amended Date:

1. Purpose

1.1 The purpose of this policy is to enable the Municipality of the District of Lunenburg to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the Municipality of the District of Lunenburg in providing excellent service to the public and contribute to continuous improvement of operations. The Municipality of the District of Lunenburg strives to reduce customer dissatisfaction by:

- a) providing a timely and accurate response to complaints; and
- b) using complaints as an opportunity to improve program and service delivery issues.

1.2 This policy is not meant to address:

- a) complaints about non-municipal services;
- b) issues already addressed by legislation, or an existing bylaw, policy or procedure;
- c) a decision of Council or a decision of a committee of Council; or
- d) internal employee complaints.

2. Definitions

2.1 **Complainant** means the individual filing the complaint with the Municipality of the District of Lunenburg.

2.2 **Complaint** means an issue or concern raised with a municipal program, service, or operation which is not resolved at the time of the incident and for which the complainant submits their concerns to the Municipality of the District of Lunenburg in accordance with this Policy but does not include issues already addressed by legislation, an existing bylaw, policy or procedure, a decision of Council or a decision of a Committee of Council, or internal employee complaints.

2.3 **CAO** means the Chief Administrative Officer of the Municipality of the District of Lunenburg.

- 2.4 **Council** means the Council of the Municipality of the District of Lunenburg.
- 2.5 **Employee** means an employee of the Municipality of the District of Lunenburg.
- 2.6 **Frivolous Complaint** is a complaint that is lacking basis or merit.
- 2.7 **Mayor** means the Mayor of the Municipality of the District of Lunenburg.
- 2.8 **Ombudsman** means the Nova Scotia Office of the Ombudsman.
- 2.9 **Vexatious Complaint** is a complaint that is harassing, or instituted maliciously or on the basis of improper motives, or is part of a pattern of conduct by the Complainant that amounts to abuse of the complaints process.

3. Frontline Resolution

- 3.1 It is the responsibility of the complainant to attempt to resolve concerns by dealing with the employee(s) directly involved with the issue where appropriate.
- 3.2 It is the responsibility of all employees to attempt to resolve issues or concerns before they become complaints, and to identify opportunities to improve municipal services.

4. Filing a Complaint

- 4.1. Where frontline resolution is not achieved, complaints may be submitted to the CAO in writing and shall include:
- a) The name, phone number, email address, and mailing address of the individual submitting the complaint.
 - b) The nature of the complaint including the:
 - background leading to the issue(s);
 - date(s), time(s) and location(s) of the incident(s); and
 - name(s) of any employee(s) previously contacted regarding the issues(s); and
 - any action(s) being requested of the Municipality of the District of Lunenburg.
- 4.2. Complaints shall be submitted within six (6) months of the date of alleged incident.
- 4.3. Complaints may be submitted on the form provided in Schedule A.
- 4.4. Complaints which do not comply with Section 4 shall not be accepted by the CAO for further processing and investigation.

5. Receipt and Acknowledgement

- 5.1. The CAO or designate shall acknowledge in writing that the Complaint has been received within 5 business days of receipt of the Complaint.

6. Preliminary Review

- 6.1. Upon receipt of a Complaint, the CAO shall conduct a preliminary review to determine whether it is a complaint within the meaning of this Policy.
- 6.2. If the CAO determines that the complaint is not a complaint within the meaning of the Policy then the complaint shall be dismissed and the Complainant shall be advised, in writing of the CAO's decision.
- 6.3. The decision of the CAO as to whether the complaint is a complaint within the meaning of the Policy is final and is not subject to any right of appeal, review or reconsideration.
- 6.4. If the CAO receives a complaint that does not comply with Section 4 then the CAO shall provide the Complainant:
 - a) written notice of the deficiencies, and
 - b) an opportunity to re-submit their Complaint in a form or manner that complies with Section 4.
- 6.5. If the CAO receives a Complaint that does not comply with Section 4 then the CAO shall advise the Complainant that the Complaint has been filed outside of the prescribed six (6) month time frame and therefore cannot be accepted.

7. Preliminary Review

- 7.1. Complainants shall not file and the CAO shall not investigate a Frivolous Complaint or a Vexatious Complaint.
- 7.2. Upon receipt of a Complaint that complies with Sections 4, the CAO shall make a determination on whether the Complaint is frivolous or vexatious.
- 7.3. If the CAO determines that the Complaint is neither frivolous nor vexatious then the CAO shall investigate the Complaint, in which case, the CAO shall advise the Complainant that the Complaint is proceeding to the investigation stage.
- 7.4. If the CAO determines that the Complaint is frivolous or vexatious then the CAO shall not investigate the Complaint, in which case, the CAO shall advise the Complainant, in writing, that the Complaint has been found to be frivolous or vexatious, as the case may be, and that it will not be investigated.

7.5. The decision of the CAO at the Preliminary Review stage as to whether the Complaint is frivolous or vexatious is final and is not subject to any right of appeal, review or reconsideration.

8. Investigation

8.1 In the event that a Complaint proceeds to the investigation stage then the CAO or designate shall review the issues identified by the Complainant and in doing so may:

- a) review relevant municipal and provincial legislation;
- b) review the Municipality of the District of Lunenburg's relevant policies and procedures;
- c) review any existing file documents;
- d) interview employees or members of the public involved in the issue;
- e) identify actions that may be taken to address the complaint or improve municipal operations; or
- f) take other actions the CAO or designate deems expedient to resolving the matter.

8.2 If a complaint is made against the CAO, the Mayor shall review the matter and may:

- a) consult with Council;
- b) consult with legal counsel; or
- c) refer the matter to the Ombudsman.

8.3 If, during the investigation the CAO determines that the Complaint is frivolous or vexatious then the CAO shall terminate the investigation and advise the Complainant, in writing, that the Complaint has been found to be frivolous or vexatious, as the case may be, and that it will not be further investigated.

8.4 The decision of the CAO at the Investigation stage as to whether the Complaint is frivolous or vexatious is final and is not subject to any right of appeal, review or reconsideration.

8.5 The CAO shall maintain a file of the complaint in compliance with the Municipality of the District of Lunenburg's records management policy.

9. Decision

9.1. Within 30 calendar days of making the determination that the Complaint is neither frivolous nor vexatious, the CAO shall provide a response in writing to the Complainant which shall include:

- a) Whether the complaint was substantiated,
- b) If the complaint is not substantiated, the CAO or designate shall provide reason(s) for their decision.

9.2. Any actions the Municipality of the District of Lunenburg has or will take as a result of the Complaint.

9.3. The CAO may, at their own discretion, extend the 30 calendar day period.

9.4. If the CAO extends the 30 calendar day period then the CAO shall notify the Complainant of the extension and provide an estimate of when a response will be provided.

Clerk’s Annotation for Official Policy Book

Date of Notice to Council Members:

Date of Passage of Current Policy:

Date of Notice to Council Members
of Intent to Consider Amendments:

Date of Passage of Amendments:

I certify that this “MODL *Policy* _____” was adopted by Council as indicated above.

Municipal Clerk

Date



Municipality of the District of Lunenburg

Request for Decision

REPORT TO: Chairperson & Members
Policy & Strategy Committee

SUBMITTED BY: Sherry Conrad, Municipal Clerk

DATE: May 18, 2021

RE: **Review of Municipal Flag Protocol Policy 023**

EXECUTIVE SUMMARY

Municipal Council, in session on March 23, 2021, approved housekeeping amendments to the Municipal Flag Protocol Policy. During the review of the proposed amendments, staff was asked to confirm if other flags could be taken down instead of the Municipal Flag when requests were made by community groups, charitable or non-profit organizations to fly a flag in recognition of their special event or cause.

Staff is recommending that Municipal Council continues to remove the Municipal Flag to fly the flag of a charitable or non-profit organization or community group that has received Municipal approval to fly their flag in recognition of their cause or event.

DISCUSSION

The Municipality's Flag Protocol Policy references that the Policy reflects the practices consistent with the Department of Canadian Heritage. There were no rules specifying which flag is to be taken down when a special flag is to be flown in their documentation. It does state that the Canadian Flag should be flown on its own flagpole and that it is improper to fly two or more flags on the same mast or flagpole. The Flag Shop, one of the leading flag and banner manufacturers and retailers in Canada, has a website of frequently asked questions and they state that "normally, it is recommended that you have a separate pole for each flag, however, there are special times when a second flag can be flown on the same staff as the Canada Flag". Another reference document "Guidelines for Flying and Displaying Provincial Flags and other

Flags and Standards in PEI” notes that two flags should not be flown from the same flagpole, except where one is the pennant or banner of an organization being flown to mark a special occasion; and, in such cases, the organization’s insignia would be flown beneath the provincial flag if no other arrangement (special pole) is possible. The Province of New Brunswick is similar in this regard.

Staff reviewed flag policies of other municipal units in the Province to see what they did to address requests from community organizations who want the municipality to fly their flag on municipal property. There were 18 municipalities that were identified as having flag policies that referenced flying flags of community groups, charitable or non-profit organizations. Of those municipalities:

- 3 units only fly the Canadian, Provincial & Municipal Flag
- 1 unit flies the flag under the Canadian Flag
- 1 unit flies the flag under the Municipal Flag
- 3 units take down their Municipal Flag and fly the special flag
- 10 units have a special flagpole designated, but they are not located at the main municipal office property. They are flown on flagpoles located on other municipal properties.

If Council does not want to continue with the process of taking down the Municipal Flag for the seven-day period when a request to fly the flag of an organization has been approved, the Policy will have to be amended.

The options before Council would be as follows:

- 1) Take either the Canadian, Provincial or Mi’kmaq Flag down to fly the organization’s flag.
- 2) Install a separate flagpole designated for groups and organizations at the Municipal Services Building or at another municipal property. It is staff’s recommendation that the flagpole be located at another municipal property so the Provincial or Municipal Flag can be flown on the pole when there is no special flag flying.
- 3) Fly the organization’s flag on a pole beneath one of the flags. This would require purchasing a special rope to accommodate two flags.

BUDGET IMPLICATIONS

The purchase of another flagpole if option 2 is approved.

STRATEGIC PLAN

N/A

WORK PLAN

Current workload.

ALTERNATIVES

Leave the policy as is or direct staff to made amendments to the Policy.

CONCLUSION

When the new Municipal Service Administration Building was built, a fourth flagpole was added to fly the Mi'kmaq Flag. The Municipality receives a yearly request to fly the Rainbow Pride Flag for one week in July. This year the Municipality flew the Pan-African Flag for a week in recognition of African Heritage Month. As well, the Municipality has received a request to fly the flag of Germany for the week of June 7th in recognition of German Heritage Day.

The current Policy requires the Municipal Flag be taken down and replaced with the organization's flag during these periods. Staff recommends that the procedure remain the same.

If Council wants to amend the Policy to reflect a change, direction should be given to staff to bring back proposed amendments to the Policy for Council's consideration.

Department:

Report Prepared By: Sherry Conrad

Date: April 20, 2021

Report Approved By: Alex Dumaresq

Date: May 13, 2021

**Municipality of the District of Lunenburg
POLICY**

Title: Municipal Flag Protocol Policy	
Policy No. 023	
Effective Date: December 13, 2005	Amended Date: April 26, 2006; July 8, 2008; Jan. 15, 2009; April 13, 2010; June 28, 2016; March 23, 2021

1.0 PURPOSE

To clarify and confirm established practices and provide consistent direction to staff with respect to the protocol and management of all flags flown on Municipal property.

This policy and procedure provides clear direction with regard to flag etiquette, flags to be flown, and responsibility and maintenance of Municipal flags. [amended Apr. 13, 2010, Mar. 23, 2021]

2.0 FLAG ETIQUETTE

- 2.1 The flag policy reflects our current practices, which are consistent with the Department of Canadian Heritage rules for displaying flags.
- 2.2 When flags are flown together, the Canadian Flag should be on the left, as seen by spectators. Except when three flags are flown, then the Canadian Flag shall be in the middle. [amended Jan. 15, 2009]

3.0 FLAGS AT HALF MAST

Flags flown on municipal properties will be flown at half mast to mark the passing of the following for a period beginning when the Municipality is notified of the individual's death until sunset on the day of funeral; or, if there is to be a memorial service, the half-masting should take place from the time of notification of death until sunset the following day and from sunrise to sunset on the day of the memorial service. [amended Apr. 26, 2006, Apr. 13, 2010, Mar. 23, 2021]

3.1 Recognition of Canadian Military Personnel [amended Apr. 13, 2010]

The passing of members of the Canadian Military whose lives are lost while on active duty.

3.2 Recognition of Prominent Public Figures [amended Apr. 13, 2010]

The passing of any of the prominent public figures listed below:

Across Canada and abroad on the death of:

- 3.2.1 The Sovereign, or a member of the Royal Family related to the Sovereign in the first degree (spouse, child, parent, sibling)
- 3.2.2 The Governor-General or a former Governor General of Canada
- 3.2.3 Prime Minister of Canada or former Prime Minister

Within the Province on the death of the current:

- 3.2.4 Lieutenant Governor
- 3.2.5 Premier

Within the Municipality of the District of Lunenburg on the death of:

- 3.2.6 Mayor or former Wardens/Mayors of the Municipality of the District of Lunenburg
- 3.2.7 Councillors or former Councillors of the Municipality of the District of Lunenburg

3.3 Recognition of persons from Lunenburg County whose duties can be described as “Protective Services”, including but not limited to RCMP, Police and Firefighters [amended Apr. 13, 2010]

Flags will be half-masted for the passing of persons in or from Lunenburg County, whose lives are lost while in the line of duty.

3.4 Recognition of Municipal Employees [amended Apr. 13, 2010]

When an employee of the Municipality dies while actively employed, the flag shall be flown at half-mast.

3.5 Special Days [amended Apr. 13, 2010]

Flags will be half-masted from sunrise to sunset on the following commemorative days:

- 3.5.1 April 28th, Day of Mourning for Persons Injured or Killed in the Workplace;
- 3.5.2 November 11th, Remembrance Day, 10:59 am to 12:00 noon;

3.5.3 December 6th, National Day of Remembrance and Action on Violence against Women.

3.6 Other Circumstances [amended Apr. 13, 2010]

Flags will be half-masted to mourn lives lost in tragic national and international events. In such cases, a decision to lower the flag and the period during which it remains at half-mast will generally mirror the practice of the Province of Nova Scotia.

Other individuals and events may be recognized by lowering the flag at the direction of the Chief Administrative Officer or designate. **[amended Mar. 23, 2021]**

3.7 Procedure [amended Apr. 13, 2010]

3.7.1 Any citizen, Council member or staff member of the Municipality of the District of Lunenburg who becomes aware of an individual deserving of recognition under this policy should contact the Chief Administrative Officer or designate as soon as possible to inform them of the name of the individual, the individual's qualifications for recognition under this policy, and the date of the funeral or memorial service. **[amended Mar. 23, 2021]**

3.7.2 The Chief Administrative Officer or designate will arrange to have the flag properly lowered and flown at half-mast in accordance with the policy. **[amended Mar. 23, 2021]**

3.7.3 The Chief Administrative Officer or designate will arrange to distribute information to Council and staff by e-mail to explain why the flag is at half-mast. **[amended Mar. 23, 2021]**

4.0 MUNICIPAL FLAG

4.1 The Municipal flag is reserved for uses determined by the Chief Administrative Officer or the Municipal Clerk by policy. **[amended June 28, 2016; Mar. 23, 2021]**

4.2 Persons flying the Municipal flag shall ensure that the propriety rights for the Municipality are protected. The Municipality reserves the right to reclaim any Municipal flag not flown or maintained properly. **[amended Mar. 23, 2021]**

- 4.3 The flag shall be hung in the Council Chamber and shall be flown on all municipally-owned public buildings. **[amended Mar. 23, 2021]**
- 4.4 The Municipal flag shall not be flown at events or by groups who advocate or support social or racial intolerance, the overthrow of any government or civil disobedience. **[amended Mar. 23, 2021]**
- 4.5 The Municipal flag may be flown on the home or property of a Municipal Councillor, staff or member of the public and for greater clarity. **[amended Mar. 23, 2021]**

Municipal Councillors or candidates seeking nomination for any elected office are permitted to fly the Municipal flag during any official election campaign. **[amended Apr. 13, 2010, Mar. 23, 2021]**

- 4.6 Designated public buildings (Provincial and Federal Governments, Royal Canadian Legions, Fire Departments, Community Halls, Schools, and Libraries) may fly the Municipal flag and would be available free of charge to fly on Federal and Provincial Government buildings and at cost to other public buildings. **[amended Mar. 23, 2021]**
- 4.7 The Municipal flag may be loaned, on a temporary basis, for a major community function upon the approval of Municipal Council or designated staff. A signing out process shall be in place. **[amended Mar. 23, 2021]**
- 4.8 Other uses of the Municipal flag are to be approved by the Chief Administrative Officer or the Municipal Clerk. A form specifying the requester's intended use must be filled out and signed. **[amended June 28, 2016]**

The Municipality of the District of Lunenburg will not approve requests for other uses of the Municipal flag whose group or organization's undertakings or philosophies are contrary to the Municipality of the District of Lunenburg's policies or by-laws, espouse racism, violence or hatred. **[amended June 28, 2016, Mar. 23, 2021]**

- 4.9 The Municipal flag may be sold at cost plus an administration fee but cannot be purchased for resale (commercial purposes). **[amended Apr. 13, 2010, Mar. 23, 2021]**
- 4.10 Municipal Council will budget accordingly for the provision of flags and necessary supports.

5.0 FLAGS TO BE FLOWN ON MUNICIPAL LAND [amended June 28, 2016]

- 5.1 The Municipality of the District of Lunenburg will fly the Canadian Flag, the Province of Nova Scotia Flag, the Municipality of the District of Lunenburg Flag, and the Mi'kmaq Flag on their flagpoles located at the Municipal Services Building. The Canadian Flag, the Province of Nova Scotia Flag, and the Municipality of the District of Lunenburg Flag will be flown at the Municipal Activity Recreation Centre (MARC). **[amended Mar. 23, 2021]**
- 5.2 Notwithstanding section 5.1., other government-initiated event flags may be flown as deemed appropriate by the Chief Administrative Officer or Municipal Clerk, such as in the case of a visiting dignitary. **[amended Mar. 23, 2021]**
- 5.3 Notwithstanding section 5.1, the Chief Administrative Officer or the Municipal Clerk may approve requests made on behalf of community groups, charitable or non-profit organizations to fly a flag in recognition of a special event or cause. The following guidelines will apply to all requests:
- 5.3.1 All requests to fly a special purpose flag must be received in writing and state:
- the significance of the flag;
 - the requested duration to fly the flag; and,
 - a contact person to coordinate logistics.
- 5.3.2 The Municipality of the District of Lunenburg's flag shall be removed from its designated flagpole and replaced with the approved special purpose flag for the duration of the approval. At the end of the duration of the approval, the Municipal flag will be returned to its designated flagpole.
- 5.3.3 The Municipality of the District of Lunenburg will not fly the flag or banner of a group or organization whose undertakings or philosophies are contrary to the Municipality of the District of Lunenburg's policies or by-laws, espouse racism, violence or hatred.
- 5.3.4 The group or organization must provide the flag. The Municipality of the District of Lunenburg will not fly a flag or banner that is in poor condition.
- 5.3.5 The Municipality of the District of Lunenburg shall limit the number of days for which anyone outside organization's flag will be displayed to 7 days in a one-year period. **[amended Mar. 23, 2021]**

5.3.6 All approved requests will be granted on a first come, first serve basis.

6.0 RESPONSIBILITY AND MAINTENANCE OF FLAGS

6.1 Responsibility

6.1.1 The Chief Administrative Officer or the Municipal Clerk will be responsible for the administration of the Flag Policy [amended July 8, 2008, Mar. 23, 2021]

6.1.2 Municipal staff will be responsible for the care and maintenance.

6.2 The following will assist in keeping flags in good condition:

6.2.1 Flags are not to be stored wet or damp; [amended Mar. 23, 2021]

6.2.2 If soiled, a flag may be safely hand washed, using any domestic soap or detergent which does not contain bleach; [amended Mar. 23, 2021]

6.2.3 Frayed or torn flags should be repaired at once; and, [amended Mar. 23, 2021]

6.2.4 When a flag is in such condition that it is no longer a fitting emblem for display, it should be destroyed in a dignified manner. [amended Mar. 23, 2021]

7.0 FLAG DESIGN

Colour royal blue (same as Nova Scotia Flag blue) on white background, Municipal Logo at the center, 1 sided

Material 200 denier nylon

Size traditional sized ordered, 3' x 6'. Other sizes may be ordered in proportions of two by length and one by width (i.e. 2' x 4' for home use)

[amended Mar. 23, 2021]

Annotation for Official Policy Book

Date of Adoption:	<u>December 13, 2002</u>
Date of Notice to Council Members of Intent to Consider: (7 days minimum)	<u>March 19, 2010</u>
Date of Passage of Amendments:	<u>April 13, 2010</u>
Date of Notice to Council Members of Intent to Consider: (7 days minimum)	<u>June 14, 2016</u>
Date of Passage of Amendments:	<u>June 28, 2016</u>
Date of Notice to Council Members of Intent to Consider: (7 days minimum)	<u>March 16, 2021</u>
Date of Passage of Amendments	<u>March 23, 2021</u>

I certify that this "MODL Policy 023 "Municipal Flag Protocol" was adopted and amended by Council as indicated above.



March 24, 2021

Sherry A. Conrad, Municipal Clerk

Date