

Municipal Council Meeting AGENDA

Tuesday, May 25, 2021 – 9:00 a.m.

Via Video/Audio Teleconferencing

1. CALL TO ORDER

1.1 Mi'kma'ki Territorial Acknowledgement

2. ANNOUNCEMENTS, ACKNOWLEDGEMENTS, RECOGNITION

2.1 Proclamation – Access Awareness Week 1

3. APPROVAL OF AGENDA (as circulated)

4. APPROVAL OF MINUTES – Special Council May 4, 2021; Council May 11, 2021 and
Special Council, May 11, 2021

5. BUSINESS ARISING FROM MINUTES

6. AWARDING OF TENDERS/RFPs

6.1 Award of RFQ #2020-01-307 Wastewater & Water Sampling Analyses 2-3

6.2 Award of Tender re Harold Whynot/Craig Chandler Road Upgrades & Paving 4-5

7. PRESENTATIONS/SCHEDULED TIMES

7.1 Dayspring Residential Development Project
Garland Wells, Managing Director, Promise Holdings Ltd. 9:15 a.m. 6-16

8. CONSIDERATION OF CORRESPONDENCE (Nil)

9. RECOMMENDATIONS FROM COMMITTEES & BOARDS

9.1 Policy & Strategy Committee

9.1.1 Amendments to MODL Policy 003 Council Members'
Remuneration & Expenses.....(17) 18-26

9.1.2 Amendments to MODL Policy 049 Property Tax Rebate.....(17) 27-34

9.1.3 Approval of MODL Policy 091 Dealing with Difficult Customers.....(17) 35-40

9.1.4 Approval of MODL Policy 092 Customer Complaints Handling.....(17) 41-48

9.2 Fire & Emergency Services Committee

9.2.1 Appointment of Member at Large – Randy Harris 49

10. STAFF REPORTS

10.1 Recreation Department

10.1.1 Sponsorship Request – Mahone Bay Music Association 50-51

10.1.2 Sponsorship Request – Nova Scotia Nunavut Command 52-55

10.1.3 Sponsorship Request – Nova Scotia Ground Search & Rescue 56-59

10.1.4 Sponsorship Request – Police Association of Nova Scotia 60-63

10.2 Finance Department

10.2.1 Waive Interest on Interim Tax Bill (To be circulated)

11. MAYOR'S/DEPUTY MAYOR'S/COUNCILLORS' MATTERS

11.1 LCLC Update

11.2 Deputy Mayor's Update

11.3 Mayor's Update

12. ADDED ITEMS

13. IN CAMERA

14. ADJOURNMENT

Proclamation
Access Awareness Week
May 30 to June 5, 2021

Whereas the week of May 30 to June 5, 2021 is recognized as Access Awareness Week; and

Access Awareness Week aims to celebrate achievements made both by and for persons with disabilities in the areas of accessibility, transportation, housing, employment, recreation, education and communication; and

This is the 34th year that this public awareness initiative has taken place in Nova Scotia; and

Access Awareness Week promotes the inclusion of all Nova Scotians with disabilities as full citizens within our communities; and

Through public awareness, community partnerships and education, this campaign aims to foster an environment of equal participation for persons with disabilities within the Municipality of District of Lunenburg.

THEREFORE, be it resolved that I, **Mayor Carolyn Bolivar-Getson**, on behalf of the Municipality of the District of Lunenburg, do hereby proclaim May 30 to June 5, 2021 as **Access Awareness Week** in the District of Lunenburg.

Council
Item: #6.1
Date: May 25, 2021
Authorization: T. MacEwan



Municipality of the District of Lunenburg

Request for Decision

REPORT TO: Council
SUBMITTED BY: Satu Peori, P.Eng., Manager of Wastewater Services
DATE: May 25, 2021
RE: Award Wastewater & Water Sampling Analyses RFQ 2020-01-307

RECOMMENDATION

Staff recommends the award of RFQ 2020-01-307 Wastewater & Water Sampling Analyses to Bureau Veritas - Atlantic Canada for the total amount of \$71,592 plus HST over a three-year period.

EXECUTIVE SUMMARY

MODL issued a Request for Quotation (RFQ) for the analyses of samples taken from three wastewater treatment plants and one drinking water supply. Two quotations were received from firms in the Halifax Regional Municipality. The lowest bid was \$71,592 plus HST from Bureau Veritas – Atlantic Canada.

DISCUSSION

MODL takes over 1100 wastewater and water samples each year at the Conquerall Bank Wastewater Treatment Plant (WWTP), Cookville WWTP, and New Germany WWTP as well as water samples from the registered MARC Water Supply System.

Sample analyses are required by Nova Scotia Environment (NSE) for the monitoring of the WWTP effluent quality that is being discharged to the LaHave River. Influent samples are required for maintaining optimum operation. NSE requires samples from the MARC water system which is a registered public drinking water supply.

MODL issued a Request for Quotation (RFQ) from accredited laboratories for the analyses of the samples taken by MODL.

Two quotations were received for RFQ 2020-01-307 Wastewater & Water Sampling Analyses:

- AGAT Laboratories located in Dartmouth, NS; and,
- Bureau Veritas – Atlantic Canada located in Bedford, NS.

Quotation	AGAT	Bureau Veritas
2021/22	\$26,800.00	\$23,906.00
2022/23	\$27,184.98	\$23,780.00
2023/24	\$27,815.41	\$23,906.00
Total	\$81,800.39	\$71,592.00

Note: quotations exclude HST

AGAT quoted a total price of \$81,800.39 plus HST, whereas Bureau Veritas quoted a total price of \$71,592.00 plus HST.

BUDGET IMPLICATIONS

The Bureau Veritas quotation of \$23,906 plus HST is in line with last fiscal years sampling costs and will be incorporated into the 2021/22 Operations Budget.

STRATEGIC PLAN

N/A

WORK PLAN

Sampling is part of the Wastewater Operators' normal routine.

ALTERNATIVES

There are no viable alternatives to conducting this work.

CONCLUSION

It is recommended that Council award RFQ 2020-01-307 Wastewater & Water Sampling Analyses to Bureau Veritas – Atlantic Canada for \$71,592 plus HST.

Department: **Engineering & Public Works**

Report Prepared By: **Satu Peori, P.Eng.** Date: **May 13, 2021**

Report Approved By: **Stephen Pace, MBA, P. Eng.** Date: **May 14, 2021**

Reviewed By CAO: Date:



Municipality of the District of Lunenburg

Request for Decision

REPORT TO: Council
SUBMITTED BY: Jamie Burgess, P.Eng., Municipal Engineer
DATE: May 25, 2021
RE: Harold Whynot Rd. & Craig Chandler Dr. Paving Project

RECOMMENDATIONS

That Municipal Council authorize staff to award Harold Whynot Rd. & Craig Chandler Dr. Paving Project TENDER 2021-05-001 to Dexter Construction Ltd. for \$739,800.00, plus HST.

That Municipal Council concurrently approve a change order contingency of 15% for a total construction value of \$850,770.00, plus HST.

EXECUTIVE SUMMARY

Roads are a major priority in our Municipality. Well maintained, good quality roads are essential for our communities. The Municipality recognizes the importance of roads to our residents. This work will significantly improve these roads as well as reduces the need for annual grading and dust control.

DISCUSSION

The tender document was issued on April 29, 2021 and closed on May 18, 2021 at 2:00 pm. Two (2) bids were received and accepted by the tender deadline. The project will include road widening, ditching, upgrading/replacement of culverts, and the asphalt paving of both Harold Whynot Road from the existing asphalt on the NSTAT owned section to the end of the road and the entirety of Craig Chandler Drive. The two received and accepted bids are summarized in the following table:

Contractor	Price (excl. HST)	Contingency (15%)	Total Price (excl. HST)
Dexter Construction Ltd.	\$739,800.00	\$110,970.00	\$850,770.00
Atlantic Road Construction and Paving	\$999,745.00	\$149,961.75	\$1,149,706.75

BUDGET IMPLICATIONS

The Harold Whynot Road and Craig Chandler Drive Paving Project was included in the 2021 Capital Budget at \$900,000.00. The total price of \$887,234.00 as submitted by Dexter Construction Ltd., including a 15% contingency and 4.286% net HST, is within MODL's approved capital budget amount.

CONCLUSION

That Council authorize staff to award Harold Whynot Rd. & Craig Chandler Dr. Paving Project TENDER 2021-05-001 to Dexter Construction Ltd. for \$739,800.00, plus HST.

That Municipal Council concurrently approve a change order contingency of 15% for a total construction value of \$110,970.00, plus HST.

Department: **Engineering Department**

Report Prepared By: **Jamie Burgess, P.Eng.**

Date: **May 18, 2021**

Report Approved By: **Stephen W. Pace, MBA, P. Eng.**

Date: **May 18, 2021**

Reviewed By CAO:

Date:



Dayspring Residential Development Project

Garland Wells | Promise Holdings Ltd.

Project Description

Atlantic Edge Estates - Rural residential development within the community of Dayspring bordering on the Town of Bridgewater with access from Hwy #3.

Proposal Description

Municipality of the District of Lunenburg to assume road maintenance for the Dayspring Subdivision.

Project Scope

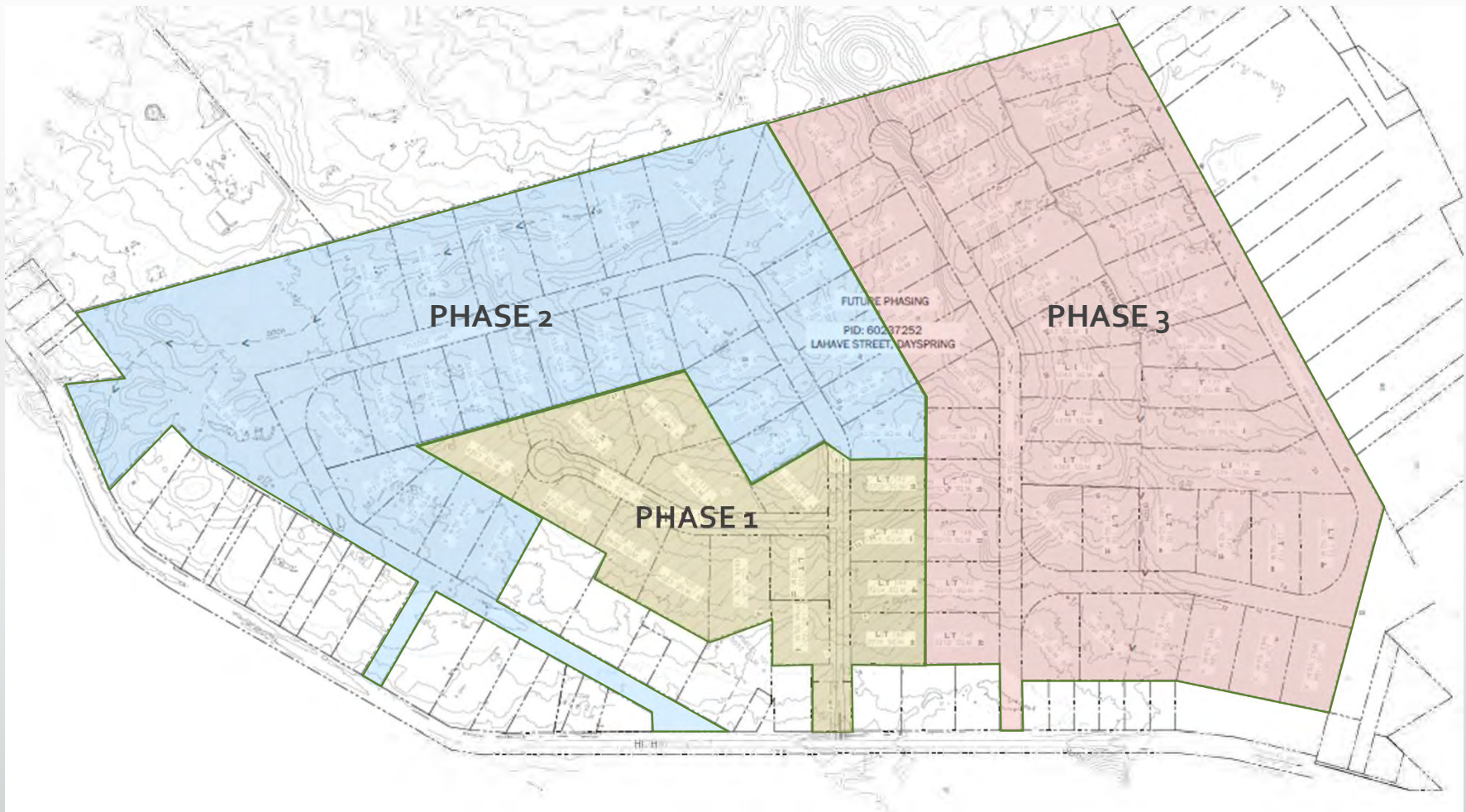
- 90 rural residential lots in a 3-phase rollout as well as 1 multi unit condo building.
- To supply a necessary housing development in a preferred location in Lunenburg County and attract new residents to the area.
- Relationship to other projects - Osprey Village, Michelin Tire (possible expansion) and other local business.
- Stakeholders are MODL, Town of Bridgewater, local business, Promise Holdings Ltd and people wanting to relocate to the area.
- Out of scope for this project – mini homes and trailers or cottage type housing.

Objectives

□ Overall project objectives:

- Supply at least 90 residential building lots with at least 70% higher end homes producing higher tax income for the Municipality
- Schedule – phase 1 of 15 rural lots to begin road construction as soon as development approvals are in place. Phase 2 will consist of an additional 28 rural lots. Phase 3 will consist of 47 residential lots with a mix of single family and multi unit properties
- To support MODL economic development goals
- To support Provincial immigration goals
- Cost objectives – to keep costs affordable for all stakeholders
- To provide a balanced lifestyle community for the new / next normal
- Special objectives – create a revenue neutral road maintenance program in cooperation with MODL

Dayspring Development Plan (shaded areas)



Deliverables

- ❑ **Current subdivision plan , 90 country sized lots based on onsite services water and sewer. Residential assessment rates 0.81 /100 of assessment based on 90 homes.**
 - \$ 250,000 home assessment= \$182,500 revenue to Municipality annually.
 - \$ 300,000 home assessment= \$218,700 revenue to the Municipality annually.
 - \$ 350.000 home assessment= \$255,100 revenue to the Municipality annually.
- ❑ The Municipality does not occur any costs for the development ie. Extension of services.
- ❑ If water and sewer were present the housing density could grow to 150 to 180 homes, thus increasing additional residential revenue. Almost doubling.
- ❑ **This development addresses:**
 - The current housing crisis in the Municipality (Geographic, Demographic & Consumer Shifts).
 - Relocation influx / attraction from cities and outside the province (People and Business moves).
 - Immigration – attracting skilled workers and innovation.
 - Work from home, safety & wellness, social Justice, racial equality and the great fiscal challenge.

Implementation

□ **Tasks / Activities:**

- Product development - niche product.
- Sales & marketing – niche sales and marketing.
- Maintenance of product quality after sales –road, trails and property maintenance.

□ **Keys to success:**

- MODL / Bridgewater support.
- Walking / biking trail from Centennial Trail to Miller Point Peace Park (Town of Bridgewater).

The New Normal

□ **Tasks / Activities:**

- Product development - niche product.
- Sales & marketing – niche sales and marketing.
- Maintenance of product quality after sales – niche road and property maintenance.

The New Normal

The pandemic has been an equalizer; our focus is on identifying the markets that will lead in the next normal

- ❑ **Town's Backbone Markets** (Town must do more) many are interesting and enjoyable places to live and work, with targeted opportunities for investment and development/redevelopment:
 - Affordable South Shore
 - Potential Suburbs Ascending (rural)
 - Business Park Zone for Tech and Retail TECH industry

- ❑ **Single-Family New Construction** (What qualifies the trend?):
 - ❑ Nation policy and regional action plans
 - ❑ Monthly payment (Mortgage or Rent)
 - ❑ Fight from downtown (demand for new suburban homes)
 - A) More inclusive 55-plus communities, integrated into age-diverse, extended-family-friendly master plans,
 - B) only now reaching their peak income trajectories, members of generation X have been redefining the live/work/ play/eat/sleep design and engineering canvas, as they have chosen and built their "forever" homes,
 - C) the leading edge of the 72 million-strong generation Z has crossed a milestone, turning 23 this year

- ❑ Entrenched single-family-market-favoring macro trend with pan-cyclical traction is an impetus to move outward. (walkable suburban and exurban new communities, technology's exponential effects—transforming the present and future of work)

Atlantic Edge Estates in cooperation with MODL is opening Dayspring “destination” markets to new residential growth.

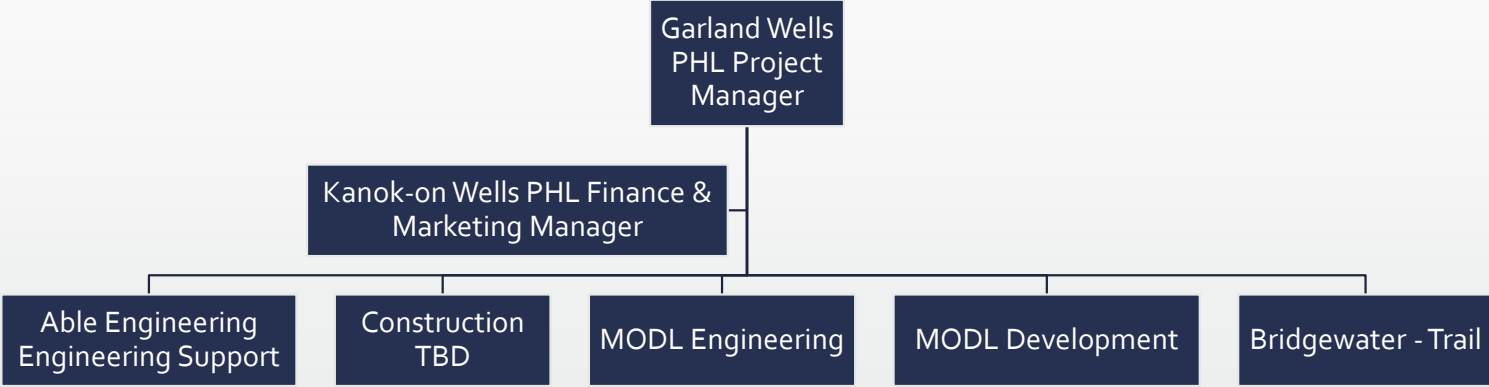
Success Factors

- ❑ Key elements that are key to the success of the project:
 - Satisfied clients and stakeholders
 - Met project objectives
 - Completed within budget
 - Delivered on time – (projected housing crash and inflation)
 - Differential of this subdivision as compared to other rural area development location and amenities – niche market
 - Municipal cooperation and support

Real estate taxes, generally the largest source of local government revenue, are likely to decline as hotels and shopping centers (and potentially offices) lose tenants and value. Long term revenue declines will affect all government services but could be particularly impactful on infrastructure investments, a critical need (not just for real estate) that this report has highlighted for many years. An analysis by the National League of Cities predicts that 65% of cities will delay or cancel infrastructure projects due to COVID-19.

“Urban Land Institute - Emerging Trends in Real Estate® 2021”

Project Team Roles and Responsibilities



Project Schedule and Milestones



Not just any house, a new house, in a new place, with more room and healthier indoor air, where no one had lived, where one could live, work from home, shelter in place with family members, and hunker down—safely—for whatever would come next.

Risk Management Plan

Risk	Probability	Impact	Owner	Mitigation Plan
Budget cuts may reduce staff, affecting project scope and schedule	Medium	High	Project Manager / PHL	Phased implementation plan
Housing market crash affecting sales	High	High	All stakeholders	Push approvals and implementation
Inflation	High	High	All stakeholders	Push approvals and implementation
Construction cost	Medium	High	All stakeholders	Align with local builders - share risk
Timing	High	High	All stakeholders	Push approvals and implementation

Thank you

- Questions/comments?

Council

Item: #9.1

Date: May 25, 2021

Authorization: T. MacEwan



Municipality of the District of Lunenburg

10 Allée Champlain Drive, Cookville, Nova Scotia, Canada, B4V 9E4

Phone: 902.543.8181 Fax: 902.543.7123 Web Site: www.modl.ca

May 18, 2021

To Her Worship, Mayor Bolivar-Getson, and Councillors
of the Municipality of the District of Lunenburg

Dear Mayor and Councillors:

The Policy & Strategy Committee, in session on Tuesday, May 18, 2021, made the following recommendations to Council:

1. That Municipal Council approve the proposed amendments to Section 1 of MODL 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.
2. That Municipal Council approve the proposed amendments to MODL Policy 049 Property Tax Rebate as follows:
 1. Section 7 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";
 5. Section 8 be amended by replacing the word "if" on the first line with the word "of".
3. That Municipal Council approve the proposed MODL Policy 091 Dealing with Difficult Customers, as presented.
4. That Municipal Council approve the proposed MODL Policy 092 Customer Complaints Handling, as presented.

Respectfully submitted,

Chairman and Members
Policy & Strategy Committee

/jp
Attachment

Council
Item: #9.1.1
Date: May 25, 2021
Authorization: T. MacEwan



Municipality of the District of Lunenburg

Report To: Mayor Bolivar-Getson and Council Members
Submitted By: Sherry Conrad, Municipal Clerk
Date: May 25, 2021
Re: **Approval of Proposed Amendments to Policy 003 Council Members' Remuneration and Expenses**

The Policy & Strategy Committee, in session on May 18, 2021, reviewed proposed amendments to MODL Policy 003 Council Members' Remuneration and Expenses and recommended to Council 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 gave notice that Council would be considering the proposed amendments to Policy 003 at its May 25, 2021 Council meeting.

Section 48(1) of the *Municipal Government Act* states, "Before a policy is passed, **amended** or repealed, the Council shall give at least seven days' notice to all council members." Therefore, in accordance with Section 48(1), the attached MODL Policy 003, with the proposed amendments, will be presented to Council for approval at the May 25, 2021 Council meeting. The Policy & Strategy Committee's meeting of May 18, 2021 was hereby considered as Council's notice.

If Council approves of the proposed amendments to Policy 003, the following motion would be necessary:

"That Municipal Council approve the proposed amendments to MODL Policy 003 Council Members' Remuneration and Expenses as presented.

A handwritten signature in black ink, appearing to read "Sherry Conrad", is written over a horizontal line.

Sherry Conrad
Municipal Clerk

/sac
Attachment



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

Report To: Mayor Bolivar-Getson and Council Members
Submitted By: Sherry Conrad, Municipal Clerk
Date: May 25, 2021
Re: **Approval of Proposed Amendments to Policy 049
Property Tax Rebate**

The Policy & Strategy Committee, in session on May 18, 2021, reviewed proposed amendments to MODL Policy 049 Property Tax Rebate and made a motion to give notice of its intention to approve the proposed amendments to MODL Policy 049 Property Tax Rebate as follows at the May 25, 2021 Council meeting:

1. Section 7 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,
5. Section 8 be amended by replacing the word "if" on the first line with the word "of".

Section 48(1) of the *Municipal Government Act* states, “Before a policy is passed, **amended** or repealed, the Council shall give at least seven days’ notice to all council members.” Therefore, in accordance with Section 48(1), the attached Policy 049, with the proposed amendments, will be presented for Council’s approval at the May 25, 2021 Council meeting. The Policy & Strategy Committee’s meeting of May 18, 2021 was hereby considered as Council’s notice.

If Council approves of the proposed amendments to Policy 049, the following motion would be necessary:

**“That Municipal Council approve the proposed amendments to MODL Policy 049
Property Tax Rebate as presented.**

A handwritten signature in black ink, appearing to read "Sherry Conrad", is written over a horizontal line.

Sherry Conrad
Municipal Clerk

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 Certification** 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 of** 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: 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:

Council
Item: #9.1.3
Date: May 25, 2021
Authorization: T. MacEwan



Municipality of the District of Lunenburg

Report To: Mayor Bolivar-Getson and Council Members
Submitted By: Sherry Conrad, Municipal Clerk
Date: May 25, 2021
Re: **Approval of Proposed MODL Policy 091 Dealing with Difficult Customers**

The Policy & Strategy Committee, in session on May 18, 2021, reviewed a proposed new draft Policy 091 Dealing with Difficult Customers and made a motion to recommend to Council the approval of proposed MODL Policy 091 Dealing with Difficult Customers, as presented, and gave notice that Council would be considering approval of the proposed Policy 091 at its May 25, 2021 Council meeting.

Section 48(1) of the *Municipal Government Act* states, "Before a policy is **passed**, amended or repealed, the Council shall give at least seven days' notice to all council members." Therefore, in accordance with Section 48(1), the attached draft MODL Policy 091 will be presented to Council for approval at the May 25, 2021 Council meeting. The Policy & Strategy Committee's meeting of May 18, 2021 was hereby considered as Council's notice.

If Council approves the proposed draft Policy 091, the following motion would be necessary:

"that Municipal Council approve the proposed draft MODL Policy 091 Dealing with Difficult Customers as presented".

A handwritten signature in black ink, appearing to read "Sherry Conrad". The signature is fluid and cursive.

Sherry Conrad
Municipal Clerk

/sac
Attachment



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

Report To: Mayor Bolivar-Getson and Council Members
Submitted By: Sherry Conrad, Municipal Clerk
Date: May 25, 2021
Re: **Approval of Proposed MODL Policy 092 Customer Complaints Handling**

The Policy & Strategy Committee, in session on May 18, 2021, reviewed a proposed new draft Policy 092 Customer Complaints Handling and made a motion to recommend to Council the approval of proposed MODL Policy 092 Customer Complaints Handling, as presented, and gave notice that Council would be considering approval of the proposed Policy 092 at its May 25, 2021 Council meeting.

Section 48(1) of the *Municipal Government Act* states, "Before a policy is **passed**, amended or repealed, the Council shall give at least seven days' notice to all council members." Therefore, in accordance with Section 48(1), the attached draft MODL Policy 092 will be presented to Council for approval at the May 25, 2021 Council meeting. The Policy & Strategy Committee's meeting of May 18, 2021 was hereby considered as Council's notice.

If Council approves the proposed draft Policy 092, the following motion would be necessary:

"that Municipal Council approve the proposed draft MODL Policy 092 Customer Complaints Handling as presented".

Sherry Conrad
Municipal Clerk

/sac
Attachment



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

Council
Item: #9.2.1
Date: May 25, 2021
Authorization: T. MacEwan



Municipality of the District of Lunenburg

10 Allée Champlain Drive, Cookville, Nova Scotia, Canada, B4V 9E4
Phone: 902.543.8181 Fax: 902.543.7123 Web Site: www.modl.ca

May 12, 2021

To Her Worship, Mayor Bolivar-Getson, and Councillors
of the Municipality of the District of Lunenburg

Dear Mayor and Councillors:

The Fire & Emergency Services Committee, in session on Monday, May 10, 2021 made the following recommendation that:

Municipal Council approve the appointment of Randy Harris, as a member-at-large, to the Fire & Emergency Services Committee for a 3-year term, expiring May 31st, 2024.

Respectfully submitted,

Chairman and Members
Fire & Emergency Services Committee



Municipality of the District of Lunenburg

Report to Council

Report To: Municipal Council
Submitted By: Tissy Bolivar, Program Coordinator
Date: May 25, 2021
Re: Community Event Grant: Mahone Bay Music Association (MBMA)

Recommendation

That Municipal Council approve the Community Event Grant for the **Mahone Bay Music Association** in the amount of **\$1000** to support their Summer Concert Series.

Executive Summary

The Mahone Bay Music Association is planning to host a weekly concert series between July 7-August 25 at the bandstand in Mahone Bay.

They applied for funding for this event last year and were awarded \$1,000, however, due to COVID restrictions, they were unable to carryout their event and returned their grant funding.

Background

The 2021 concert series will offer residents of MODL and surrounding communities a much needed live music reprieve and concert experience following the pandemic. After a break in 2020, due to COVID restrictions, this will be the first concert series since 2019, which was their very successful inaugural year.

The concert series will be hosted on Wednesday evenings and feature local and regional musicians, acts, and bands. They are offered free to the public.

Their budget includes revenue from sponsorships, Mahone Bay Chamber of Commerce, Town of Mahone Bay and MODL. Their expenses total \$7000 for this event series.

Budget Implication

The budget for the Community Event Grant is \$5000. To date, \$500 has been awarded.

Alternatives

1. Not award a Community Event Grant to the Mahone Bay Music Association.
2. Award a different amount than recommended.

Conclusion

The Mahone Bay Music Association meets the grant criteria, and it is the recommendation of staff to award them a \$1,000 grant.

Department: Recreation

Report Prepared By: Tissy Bolivar

Date: May 14, 2021

Report Approved By: Bill Schurman

Date: May 18, 2021

Reviewed By CAO:

Date:



Municipality of the District of Lunenburg

Report to Council

Report To: Municipal Council
Submitted By: Tissy Bolivar, Program Coordinator
Date: May 25, 2021
Re: Sponsorship Ad Grant: Nova Scotia/Nunavut Command of the Royal Canadian Legion's 18th Annual Veterans Service Recognition Book

Recommendation

That Municipal Council does not approve the Sponsorship Ad request of the **Nova Scotia/Nunavut Command of the Royal Canadian Legion** for their annual **Veterans Service Recognition Book**.

Executive Summary

The Nova Scotia/Nunavut Command of the Royal Canadian Legion is developing their 18th Annual Veterans Service Recognition Book in advance of Remembrance Day 2021. We have supported this initiative previously, which honors the many past and present-day veterans in Nova Scotia and Nunavut, however the organization has not been able to provide the direct impact for our local communities.

The Nova Scotia/Nunavut Command use a third-party campaigning organization to seek sponsorships for the publication. A percentage of funds raised pay for their services.

Background

The Veterans Service Recognition Book is intended to recognize and honor the many Nova Scotian and Nunavut's brave veterans who have served our Country so well in the past three major world conflicts (WW1, WW2 and the Korean War) and recent conflicts such as Afghanistan. This annual publication is scheduled for release by Remembrance Day 2021 and goes a long way to help the Legion in their role as the "Keepers of Remembrance".

This unique remembrance publication includes past and present-day Veterans biographies and photographs. With the help of our Veterans and their families and friends, submissions are

collected at local legion branches and the next edition is scheduled for release in advance of our Annual Remembrance Day Ceremonies.

The publication is available for all to see at local legion branches and online at the Nova Scotia/Nunavut Command Legion's website: www.ns.legion.ca. It helps them, and their younger generations, appreciate and never forget the sacrifices made by our Veterans for the freedoms we enjoy today. Proceeds raised beyond the cost of publication from this annual campaign are used to support Veterans including the Veterans Outreach Program for injured and/or homeless Veterans and the many other community activities of the Legion such as supporting local hospitals, scholarships, charities, and youth programs (e.g. Cadets, leadership camps, etc.).



We have provided previous sponsorship for this initiative. Sample of previous ad included.

Budget Implication

The Sponsorship Ad Grant budget is \$6,000. To date, no grants have been awarded.

Alternatives

1. Award Nova Scotia/Nunavut Command of the Royal Canadian Legion a sponsorship ad grant, based on the rate sheet provided.

Conclusion

The application put forward by the Nova Scotia/Nunavut Command of the Royal Canadian Legion does not identify the direct impact it has on our local communities; therefore, it is the recommendation of staff not to approve.

Department: Recreation

Report Prepared By: Tissy Bolivar

Date: May 14, 2021

Report Approved By: Bill Schurman

Date: May 18, 2021

Reviewed By CAO:

Date:



Nova Scotia / Nunavut Command The Royal Canadian Legion

“Veteran’s Service Recognition Book”

Dear Sir/Madam:

Thank you for your interest in the **Nova Scotia / Nunavut Command, The Royal Canadian Legion**, representing **Nova Scotia and Nunavut’s Veterans**. Please consider this our written request for your support as per our recent telephone conversation.

Our **Provincial Command** is very pleased to be once again printing our annual **“Veteran’s Service Recognition Book”**, which is designed each year to recognize and honour many of Nova Scotia and Nunavut’s brave **Veterans** who have served our Country so well in the past three major world conflicts (WW1, WW2 and the Korean War) and recent conflicts such as Afghanistan. This annual publication is scheduled for release by **Remembrance Day 2021** and goes a long way to help our Legion in our role as the **“Keepers of Remembrance”**.

We would like to have your organization’s support, for this important project for the **NS/NU Command Legion**, and **Nova Scotia / Nunavut’s Veterans**, by sponsoring an advertisement space in our **“Veteran’s Service Recognition Book”**. Proceeds raised will allow us to make this unique publication available throughout the Province of Nova Scotia and the Territory of Nunavut, in addition to benefiting the many ongoing community activities of our Provincial Command Legion including supporting our Province’s **Hospitals, local Charities, Scholarships, Youth Programs** such as **Leadership Camps, Cadets, Track and Field**, and, of course, our ongoing, tireless support for **Nova Scotia and Nunavut’s Veterans** and their dependants.

Please find enclosed a rate sheet for your review. Whatever you are able to contribute to this worthwhile endeavor would be greatly appreciated. For further information please contact the **Provincial Command Book Office** toll free at **1-877-859-7790**.

Thank you for your consideration and/or support.

Sincerely,

Marian Fryday-Cook
President
Nova Scotia/Nunavut Command – The Royal Canadian Legion



Nova Scotia/Nunavut Command The Royal Canadian Legion

“Veteran’s Service Recognition Book”

Advertising Prices

<u>AD SIZE</u>	<u>PRICE</u>		<u>HST</u>		<u>TOTAL</u>
Full Colour Outside Back Cover [8”X10.75”]	\$1,391.30	+	\$208.70	=	\$1,600.00
Inside Front/Back Cover (Full Colour) [8”X10.75”]	\$1,213.04	+	\$181.96	=	\$1,395.00
Full Colour 2-Page Spread	\$1,669.57	+	\$250.43	=	\$1,920.00
Full Page (Full Colour) [7”X9.735”]	\$834.78	+	\$125.22	=	\$960.00
Full Page [7”X9.735”]	\$647.83	+	\$97.17	=	\$745.00
½ Page (Full Colour) [7”X4.735”]	\$552.17	+	\$82.83	=	\$635.00
½ Page [7”X4.735”]	\$460.87	+	\$69.13	=	\$530.00
¼ Page (Full Colour) [3.375”X4.735”]	\$369.57	+	\$55.43	=	\$425.00
¼ Page [3.375”X4.735”]	\$273.91	+	\$41.09	=	\$315.00
1/10 Page (Full Colour Business Card) [3.375”X1.735”]	\$226.09	+	\$33.91	=	\$260.00
1/10 Page (Business Card) [3.375”X1.735”]	\$182.61	+	\$27.39	=	\$210.00

H.S.T. Registration # 107933665RT0001

All typesetting and layout charges are included in the above prices. Electronically submitted ads must be at least 200dpi. We can accept files in Mac or PC format. However, we cannot accept Publisher files. If an advertisement is sent in Word, please also include the photos (images) as a separate attachment.

A complimentary copy of this year’s guide will be received by all advertisers purchasing space of 1/10 page and up, along with a Certificate of Appreciation.



PLEASE MAKE CHEQUE PAYABLE TO:
 NS/NU Command
 The Royal Canadian Legion
 (NS/NU RCL)
 (Campaign Office)
 PO Box 511, STN Central
 Halifax, NS B3J 2R7





Municipality of the District of Lunenburg

Report to Council

REPORT TO: Municipal Council
SUBMITTED BY: Tissy Bolivar, Program Coordinator
DATE: May 25, 2021
RE: Sponsorship Ad Grant: NS Ground Search and Rescue

RECOMMENDATION

That Municipal Council approve the Sponsorship Ad request of the **Nova Scotia Ground Search and Rescue Association** for a ¼ page black and white ad for **\$310**, to support their 10th Annual Wilderness Survival Guide.

EXECUTIVE SUMMARY

The Nova Scotia Ground Search and Rescue Association is a volunteer organization which represents the interests of the 23 member teams in Nova Scotia. They are seeking a Sponsorship Ad Grant to support the publication of their 10th Annual "Wilderness Survival Guide" which distributes more than 10,000 free copies to schools, libraries, and other facilities throughout the province.

The NS Ground Search and Rescue Association use a third-party campaigning organization to seek sponsorships for the publication. A percentage of funds raised pay for their services. The NS Ground Search and Rescue would not be able to carry-out this valuable fundraising effort without this external support.

DISCUSSION

The work of the Nova Scotia Ground Search and Rescue Association is to support the 23 teams in the province to be able to provide the best response when someone is lost or missing in a wilderness environment. This includes liaising with the Royal Canadian Mounted Police, the province of Nova Scotia, and the Emergency Management Office. They also provide funding for training and equipment and ensure that teams have the tools they need to meet a professional standard of training. The Association is made up of a representative from each team across the province and resources are allocated evenly amongst them. Our local Lunenburg Chapter benefits directly from the Association through the purchase of new equipment, training for

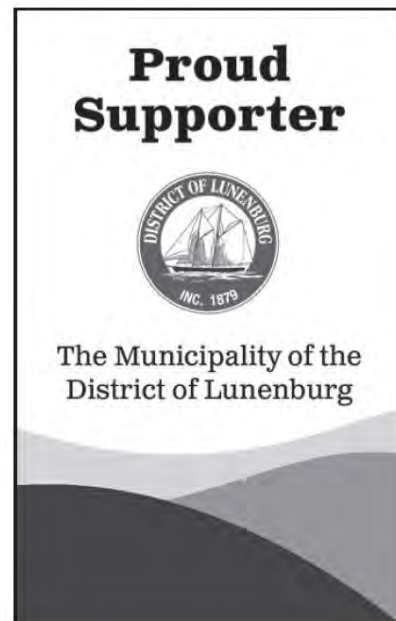
members, software fees for their search and rescue system, as well as additional COVID relief funding.

The Nova Scotia Ground Search and Rescue Association will be printing their 10th Annual “Wilderness Survival Guide” this year. This publication is available free of charge throughout the Province of Nova Scotia and is filled with important information on what to do if you become lost in Nova Scotia’s many wooded areas.

Proceeds raised from this project will be used to provide support services and training for the over 1,000 volunteer members of Nova Scotia’s Ground Search and Rescue who search for lost or missing people, the majority of which are children, help with community evacuations, search for plane crash debris and conduct evidence searches to assist local police.

Each year they distribute a minimum of **10,000 Copies** of this unique publication to schools, libraries, and other public facilities throughout the province.

MODL supported this request in 2019 and 2020. A sample of the ad produced is attached.



BUDGET IMPLICATIONS

The Sponsorship Ad Grant budget is \$6,000 for 2021/2022. To date, no funds have been awarded.

ALTERNATIVES

1. Not to award the Sponsorship Ad Request to the NS Ground Search and Rescue
2. Award a Sponsorship Ad Grant in another denomination based on the rate sheet (attached)

CONCLUSION

The application put forward by the Nova Scotia Ground Search and Rescue meets required criteria for the Sponsorship Ad Grant and it is recommended by staff to approve the request of \$310 towards their 10th Annual Wilderness Survival Guide.

Department: Recreation

Report Prepared By: Tissy Bolivar

Date: May 14, 2021

Report Approved By: Bill Schurman

Date: May 18, 2021

Reviewed By CAO:

Date:



NOVA SCOTIA GROUND SEARCH AND RESCUE

“Wilderness Survival Guide”

Dear Sir/Madam:

Thank you for your interest in the **Nova Scotia Ground Search and Rescue Association**. Please consider this our written request for your support as per our recent telephone conversation.

The **NS Ground Search and Rescue Association** is very pleased to be printing our **10TH Anniversary “Wilderness Survival Guide”**. This guide will be filled with important information on what to do if you become lost in Nova Scotia’s many wooded areas.

We would like to have your organization’s support for this important project for the **NS Ground Search and Rescue Association** by sponsoring an advertisement space in our **“Wilderness Survival Guide”**. Copies of this unique publication will be available free-of-charge throughout the Province of Nova Scotia in May 2022.

The proceeds raised from this project will be used to provide support services and training for the over 1,000 Volunteer Members of **Nova Scotia’s Ground Search and Rescue** who search for lost or missing people, the majority of which are children, help with community evacuations, search for plane crash debris and conduct evidence searches to assist local Police.

Please find enclosed a rate sheet for your review. Whatever you are able to contribute to this worthwhile endeavor would be greatly appreciated. For further information please contact our Campaign Office toll free at **1-877-859-7790**.

Thank you for your consideration and/or support.

Sincerely,

**Sherry Veinot
President
Nova Scotia Ground Search & Rescue Association**



NOVA SCOTIA GROUND SEARCH AND RESCUE

“Wilderness Survival Guide”

ADVERTISING PRICES

AD SIZE (measurements in inches)	SUB TTL	HST	Total
Outside Back Cover (Full Colour)	\$1,093.30	+ \$163.70	= \$1,255.00
Inside Front/Back Cover (Full Colour)	\$1000.00	+ \$150.00	= \$1,150.00
Full Page 5” X 7.75” (Full Colour)	\$726.09	+ \$108.91	= \$835.00
Full Page 5” X 7.75”	\$586.96	+ \$88.04	= \$675.00
½ Page 5” X 3.8” (Full Colour)	\$486.96	+ \$73.04	= \$560.00
½ Page 5” X 3.8”	\$386.96	+ \$58.04	= \$445.00
¼ Page 2.4” X 3.8” (Full Colour)	\$343.48	+ \$51.52	= \$395.00
¼ Page 2.4” X 3.8”	\$269.57	+ \$40.43	= \$310.00
1/8 th Page 2.4” X 1.8” (Full Colour)	\$204.35	+ \$30.65	= \$235.00
1/8 th Page (Business Card)	\$178.26	+ \$26.74	= \$205.00

H.S.T. Registration # 835872 847 RT0001

All typesetting and layout charges are included in the above prices. Electronic ads can be emailed to nsgs@fenety.com.

The publication will be printed in an 5.5” X 8.5” format. All cover spaces should include a ¼” bleed. Acceptable digital formats include: .tiff, .eps, .pdf, .jpg, .bmp. Compatible applications are Illustrator, Photoshop, and Quark Express. Minimum resolution for all digital ads should be 200 dpi.

An ad will be created with the information available to the publisher if ad copy is not received by the time of printing.

A Complimentary copy of this year’s guide, along with a certificate of appreciation, will be received by all advertisers purchasing a 1/8 page and up graphic ad.



Mail Cheque or Money Order to:

NSGS Campaign Office
PO Box 182 STN Central
Halifax, NS
B3J 2M4





Municipality of the District of Lunenburg

Report to Council

Report To: Municipal Council
Submitted By: Tissy Bolivar, Program Coordinator
Date: May 25, 2021
Re: Sponsorship Ad Grant: Police Association of Nova Scotia

Recommendation

That Municipal Council does not approve the Sponsorship Ad request of the **Police Association of Nova Scotia** for their annual **Crime Prevention Guide**.

Executive Summary

The Police Association of Nova Scotia is developing their 51st Annual Crime Prevention Guide, this time focusing on "Suicide Prevention Awareness", designed to help prevent suicides by recognizing the signs and behaviors of children and adults that may be at risk. This is the first year the organization has requested a grant from MODL.

The Police Association of Nova Scotia use a third-party campaigning organization to seek sponsorships for the publication. A percentage of funds raised pay for their services.

Background

The PANS 51st Annual Crime Prevention Guide is a printed 8"x 10 3/4" magazine size format with high quality glossy covers. It provides a full year of advertising with distribution through many advertisers, schools, hospitals, libraries and other public facilities throughout the Province and remains on www.pansguide.com website indefinitely.

Proceeds raised beyond the cost of publication from this annual campaign each year support Police Association of Nova Scotia activities in the Province and help local Police Associations contribute to community programs including another donation this year to the Kids Help Phone. The Kids Help Phone provides 24/7 support and counselling for young people to get the help they need. Last year, children in Nova Scotia reached out to Kids Help Phone over 71,000 times, which is 26,000 more contacts than in 2019. It is believed COVID contributed to this increase.

We have not provided previous sponsorship for this initiative.

Budget Implication

The Sponsorship Ad Grant budget is \$6,000. To date, no grants have been awarded.

Alternatives

1. Award the Police Association of Nova Scotia a sponsorship ad gran, based on the rate sheet provided.

Conclusion

The application put forward by the Police Association of Nova Scotia does not identify the direct impact it has on our local communities; therefore, it is the recommendation of staff not to approve.

Department: Recreation

Report Prepared By: Tissy Bolivar

Date: May 14, 2021

Report Approved By: Bill Schurman

Date: May 18, 2021

Reviewed By CAO:

Date:

POLICE ASSOCIATION OF NOVA SCOTIA

"To Serve and Protect"

51st Anniversary Crime Prevention Guide



Dear Sir / Madam:

As per our recent telephone conversation, please consider this our written request for your organization's support. Our **Police Association of Nova Scotia** is proud to be sponsoring our **51ST Annual Crime Prevention Guide**. This year's publication will be focussing on the serious topic of "**Suicide Prevention Awareness**", to help prevent suicides by recognizing the signs and behaviours of children and adults that may be at risk.

We would like to have your organization's kind support by purchasing an advertisement space in our guide. Proceeds raised from this Annual Program each year support **Police Association of Nova Scotia** activities in the Province and help our local Police Associations contribute to community programs, including another donation this year to the **KIDS HELP PHONE**, which provides 24/7 support and counselling for young people to get the help that they need. Last year, children in Nova Scotia reached out to the KIDS HELP PHONE over 71,000 times, which is over 26,000 more contacts than in 2019, because of COVID challenges.

Please find enclosed a rate sheet for your convenience. The publication will be another high-quality magazine, done in an 8 x 10.75" format with full colour advertising space available as indicated. Your prompt reply would be appreciated.

Thank you for your consideration and / or support.

Respectfully,

David Fisher
Chief Executive Officer
PANS



**CRIME PREVENTION GUIDE
ADVERTISING PRICES**

All typesetting and layout charges are included in the price!

<u>AD SIZE (measurements in inches)</u>	<u>SUB TTL</u>		<u>HST</u>		<u>Total</u>
Outside Back Cover (Full Colour)	\$1,391.30	+	\$208.70	=	\$1,600.00
Inside Front/Back Cover (Full Colour)	\$1,208.70	+	\$181.30	=	\$1,390.00
Full Page 7x9.735 (Full Colour)	\$1,108.70	+	\$166.30	=	\$1,275.00
Full Page 7x9.735	\$921.74	+	\$138.26	=	\$1,060.00
1/2 Page 7x4.735 (Full Colour)	\$647.83	+	\$97.17	=	\$745.00
1/2 Page 7x4.735	\$552.17	+	\$82.83	=	\$635.00
1/4 Page (Full Colour) 3.375x4.735	\$460.87	+	\$69.13	=	\$530.00
1/4 Page 3.375x4.735	\$352.17	+	\$52.83	=	\$405.00
1/10 th Page (Full Colour) 3.375x1.735	\$256.52	+	\$38.48	=	\$295.00
1/10 th Page (Business Card) 3.375x1.735	\$208.70	+	\$31.30	=	\$240.00

H.S.T. Registration # R107-850-661

The publication will be printed in an 8" X 10.75" format. All cover spaces should include a 1/4" bleed. Acceptable digital formats include: .tiff, .eps, .pdf, .jpg, .bmp. Compatible applications are Illustrator, Photoshop, and Quark Express. Minimum resolution for all digital adds should be 200 dpi.

If ad copy is not received by time of print, and ad will be created with the information available to the publisher.

A Complimentary copy of this year's guide, along with a certificate of appreciation, will be received by all advertisers purchasing a 1/10 page and up graphic ad.



Please make cheque payable to:
PANS Guide
(Provincial Office)
 PO BOX 951, STN CENTRAL
 Halifax, NS B3J 2V9
Provincial: 1-877-859-7790



Visa/Mastercard Accepted

Advertisements can be emailed to : pans@fenety.com