

COUNCIL MINUTES

TOWNSHIP OF COCKBURN ISLAND COUNCIL MEETING
5:00 PM, Wednesday, September 28th, 2022
IN PERSON MEETING at Zion UC, Main St., Thessalon
ZOOM LINK for observers [https://us02web.zooXXXXXXX](https://us02web.zoom.us/j/91111111111)

PRESENT: Mayor: Brenda Jones
Councilors: Robert Brown
Glen Cressman
Evan Papineau
Scott Stewart
Clerk: Brent St. Denis
Absent: none
Guest: Chris Kirby, P Eng., Tulloch Engineering

5:00 PM

Call-to-Order by Mayor Jones.
A quorum of the Council was present.
Several ratepayers attended by Zoom
Pecuniary interest declarations – none

Resolution # 22-09- 01
Moved: E Papineau
Seconded: R Brown

That the September 28th agenda be adopted as presented

CARRIED

Action Items

12th and 15th (incl breakwall) Project Engineer, Chris Kirby was in attendance and briefed Council and answered questions.

Resolution # 2022-09- 02
Moved: E Papineau
Seconded: R Brown

That the following update on the 12th & 15th and breakwall projects which includes the following be received;

- The B gravel has been laid on the road
- The culvert is planned for installation next week
- Next week the road phase of the project will be wrapped up
- The storage berm on the fire break road allowance will be tidied on the way out

- Final grading and touch up of areas damaged by the large trucks will be undertaken
And further that we thank Chris Kirby for his attendance at this meeting.

CARRIED

Resolution # 22-09-03

Moved: R Brown

Seconded: E Papineau

That the August 31, 2022 minutes of be adopted as presented

CARRIED

Dockmaster Vacancy – to be considered in Closed Session at end of meeting.

Procedural Bylaw and Zoom Participation– consider First and Second readings

Resolution # 2022-09- 04

Moved: R Brown

Seconded: E Papineau

Whereas Council wishes to amend procedural By-law #2022-04 to incorporate the following amendments which will allow for remote on-line participation by members of Council effective as of December 1, 2022;

2.8- “Meeting attendance” shall mean the physical presence of a member or their presence on-line at a duly meeting of Council. (Refer to sections 6.7 and 6.8.)

6.7-The Mayor may, for reasons of bad weather or other reasonable circumstance, declare that an upcoming meeting of Council be conducted virtually on-line.

6.8- Members unable to physically attend in-person meetings who attend on-line would be deemed present including that they can observe and participate in discussions and vote. They would count in establishing quorum and the minutes would indicate virtual attendance. In this latter instance meeting honoraria would apply except for the meeting travel support.

Now therefore be it resolved That By-Law #2022-12 being a bylaw to amend the Procedural By-law (#2022-04) to allow for full remote on-line participation by members of Council be read a first, second, third and final time, be adopted, be signed by the Mayor and Clerk, be sealed with the corporation’s seal, be numbered 2022-12 and be filed in the by-law book.

CARRIED

Community Safety and Well-Being Plan (CSWP)

Resolution # 2022-09-05

Moved: E Papineau

Seconded: R Brown

That the COMMUNITY SAFETY AND WELL-BEING PLAN (CSWP), attached at the end to these minutes as **Appendix A**, be adopted and submitted to the Ministry of the Solicitor General.

CARRIED

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Resolution # 2022-09- 06
Moved: R Brown
Seconded: E Papineau

That a policy concerning the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA, which is in **Appendix B** at the end of these minutes, be adopted and that it be used as the basis for compliance reporting.

CARRIED

Proposed New Federal Riding Boundaries – current riding of Algoma-Manitoulin-Kapuskasing would no longer exist. Manitoulin including Cockburn Island becomes part of Nickel Belt (Sudbury).

Resolution # 2022-09- 07
Moved: G Cressman
Seconded: S Stewart

That we inform the Federal Electoral Boundaries Commission that the proposed loss of a riding in Northern Ontario ignores the unique reality and role of rural Canada in the history and future of our region and country;
Now therefore be it resolved that the Commission be asked to consider reversing its decision to eliminate a riding from Northern Ontario;
And, if the proposal prevails, that Cockburn Island be moved into Sault Ste. Marie riding for geographic and island access reasons. Sault Ste. Marie is much closer to Cockburn Island than is Nickel Belt (Sudbury). Most access to the Island is from Thessalon near Sault Ste. Marie.

CARRIED

PW Worklist as of Sept 4

Resolution # 2022-09- 08
Moved: S Stewart
Seconded: G Cressman

That the following assignments for Public Works be adopted

<ul style="list-style-type: none"> Out house door lock Fix rams on floating docks off concrete docks (May) Secure boat cleats on floating docks (May) Secure loose boards on floating docks (May) Wash/clean snow blower, replace fuel, change oil , get running Clean all mouths of Calvert's where ditching was done Remove any roots or trees along newly ditched roads Brush hog the NORTH side of 9th EAST side of the 10th to government farm 	<p><u>REMINDER</u></p> <p><u>These are projected dates from suppliers</u></p> <p>Back pack rack for truck , Start date mid-September</p> <p>Counter tops for out houses , Mid OCT</p>
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Clean trees and rocks from corner at Denna Hagen's place (request from rate payer) Install big "O" at hall as per diagram (requires 4 Tee's to be ordered) Fix hinges for door on outhouse at hall	Pliers for tool box's, Rob will get when on sale Air line Piping, Rob will order as per drawing East exterior door for McLeod building , Mid Sept
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CARRIED

Financial Report

- a) Disbursements since last meeting NCU #874 to #XXX) – list at meeting
- b) Bank Statement Operating Accounts (to Sept 25/22)
- c) Bank Statement Dock Accounts (to Sept 25/22)
- d) Bank Statement Heritage accounts (to Sept 25/22)

Northern Credit Union accounts as of September 25th, 2022

Account	Balance
<u>Dock Account 101</u>	\$16,618.57
<u>Heritage Account 102</u>	\$12,510.28
<u>Operating Account 100</u>	\$390,788.20

Interest rate= 3.45% Total \$419,917.05

Resolution # 2022-09- 09
Moved: G Cressman
Seconded: S Stewart

That the Treasurer's report on bank balances and the list of disbursement cheques numbered from #874 to #889 be hereby received.
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CARRIED

Council Members' Concerns

- Council member Cressman mentioned some ratepayers had mentioned the poor quality of the sound during Zoom meetings – we need better audio. He asked if we should consider applying road calcium throughout the village area, especially the busy areas such as the dock and garage. He had heard the Huron Timber was very pleased with their work with the Township's 12th & 15th contractor (JI Enterprises)
- Council member Stewart reported that a very large rock must be moved away from the 12th & 15th project – JI Enterprises would deal with it. He mentioned the confusion over pays for calcium and who does not. One of the ditches needs to be very deep at one intersection due to elevation requirements. Some of the wires are very low and should be lifted (i.e., telephone line to Darren's). Brian Mitchel, the electrician upgrading the Hall electrical has completed the work but can't arrange inspection this fall due to ESA timing. The dock ramps are completed. If the PW crew object to items on the work list they should register their objection with the Clerk.

It was agreed to forgive 2022 ratepayer calcium purchases.

It was agreed to see if the PW crew can raise the telephone wires.

It was agreed to pay Brian Mitchell 75% of his hall quote plus half the cost to transport his contractor trailer to/from the island.

- Council member Papineau asked if instead of water at the Hall we should consider the medical Building. We should grade the roads before the fall hunt, especially the hamlet area including Beach Road plus the 10th.
- Council member Brown suggested we leave the Medical Building tender until the new year with possible tendering in January. The Natural Heritage System, a Planning Board issue, is going forward. A key issue is “linkages” between separate ecologically sensitive areas (i.e., endangered species). He provided an update on the regional broadband project.

NOTE – Bill Williamson, a ratepayer, dropped into the meeting and was given time to report that a street light wire is broken. Scott will identify the location.

- Mayor Jones indicated we should pay Simon for all dock fees for the period up to his last day as Dockmaster even if they haven’t paid yet or if paid after his last day. It was mentioned that Harold McQuarrie and Gayle McLeod had recently passed away

Clerk’s Report

- a) Helipad Maintenance Vacancy - (a November to April position) – to be posted on the website
- b) Election logistics update
- c) Hall Electrical contract – transportation to/from island not settled
- d) Broadband update
- e) Calcium in 2023 – cash only?
- f) Code of Conduct and Integrity Commissioner – “should have”
- g) Miscellaneous items

CLOSED SESSION RE DOCKMASTER

Resolution # 2022-09- 10

Moved: S Stewart

Seconded: G Cressman

That the Council go into Closed Session to discuss the Dockmaster position for 2023
Time 6:43 PM

CARRIED

Resolution # 2022-09- 11

Moved: G Cressman

Seconded: S Stewart

That the Council return to Open Session
Time 6:50 PM

CARRIED

Resolution # 2022-09- 12
Moved: S Stewart
Seconded: G Cressman

That the decision made in Closed Session be adopted which is to offer the Dockmaster position to Bev House for 2023.

CARRIED

Adjournment

Resolution # 22-09- 13
Moved: G Cressman
Seconded: S Stewart

That this meeting be now adjourned and that Council meet again at 5 PM, Wednesday, October 26, 2022 at the Zion United Church Hall in Thessalon or at the call of the Mayor.

CARRIED

Time – 6:55 PM

2022 Meeting dates Jan 12	May 11, 25 or June 1 ??	September 28
Feb 16	June 8, June 22 or June 29	October 26 (Election is Oct 24 th)
March 16	July 27 or Sat July 30 on Cockburn	November 23 or Nov 30 or?
April 27	Aug 31	December 7 ?

APPENDIX A

**TO SEPTEMBER 28, 2022 COUNCIL MINUTES
COCKBURN ISLAND TOWNSHIP, ONTARIO
COMMUNITY SAFETY AND WELLNESS PLAN**

INCORPORATED IN 1881, COCKBURN ISLAND TOWNSHIP IS THE OLDEST MUNICIPALITY IN NORTHERN ONTARIO. DEPOPULATION OCCURRED IN THE EARLY 1960s WHEN THE PROVINCIAL FERRY SERVICE WAS CANCELLED. THE RESIDENT POPULATION WAS FORCED TO RELOCATE TO THE MAINLAND AND TO ADAPT TO THE NEW REALITY. IN SPITE OF THIS DECISION THE TOWNSHIP CONTINUES TO FUNCTION MOSTLY ON A SEASONAL BASIS BUT OTHERWISE AS A FULLY FUNCTIONING MUNICIPALITY WHICH

FULFILLS ITS RESPONSIBILITIES, AS BEST IT CAN, TO ITS RATEPAYERS AND IN ACCORDANCE WITH THE MUNICIPAL ACT AND OTHER ACTS.

**CHECK OUT OUR WEBSITE AT <https://cockburnisland.ca/>
September, 2022**

**Township of Cockburn Island, Box 209, Spanish, ON, P0P 2A0,
COCKBURNISLAND1@gmail.com (705) 844-9886**

WELCOME TO COCKBURN ISLAND

Our beautiful island is located between Manitoulin Island to the east and Drummond Island, Michigan, USA, to the west. And roughly 40 km south of the Town of Thessalon on Huron's north shore.

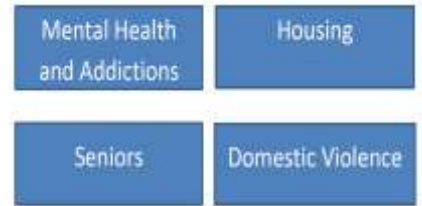
In 1881, with a growing constituency of homesteaders, fisheries workers, logging and saw mill workers, 'Cockburn Island' became a township. Early in the 1900's, in its hay day, it boasted over 1000 residents. Four generations later when the provincial ferry service was terminated, it was considered a ghost town. (See Ghost Towns of Ontario). But today it thrives as the descendants of legacy families along with new ratepayers live on the island seasonally around the limitations imposed by winter, North Channel storms and unpredictable lake ice.

When the island's remaining store shut down in the 1960's and the ferry service stopped most of the remaining residents had to leave. The Zhiibaahaasing First Nation (formerly Cockburn Island First Nation) community left as well to a new reserve on Manitoulin Island. Today they still maintain and seasonally use their reserve land and a spiritual centre at the western end of Cockburn Island.

The small hamlet of Tolsmaville, where the marina is located, has hydro, internet, limited cell service, village streets with street lights. There are several heritage buildings in the hamlet the well-maintained Hall, church and Schoolhouse all dating back to about 1900.

RECOMMENDATIONS
COCKBURN ISLAND TOWNSHIP CSWP ACTION PLAN

Because none of the services listed as priorities in the NEMI plan, or, to the best of our knowledge, does any other Manitoulin municipal CSWP plan apply to Cockburn Island the only reasonable CSWP that Cockburn Island can prepare is as follows;



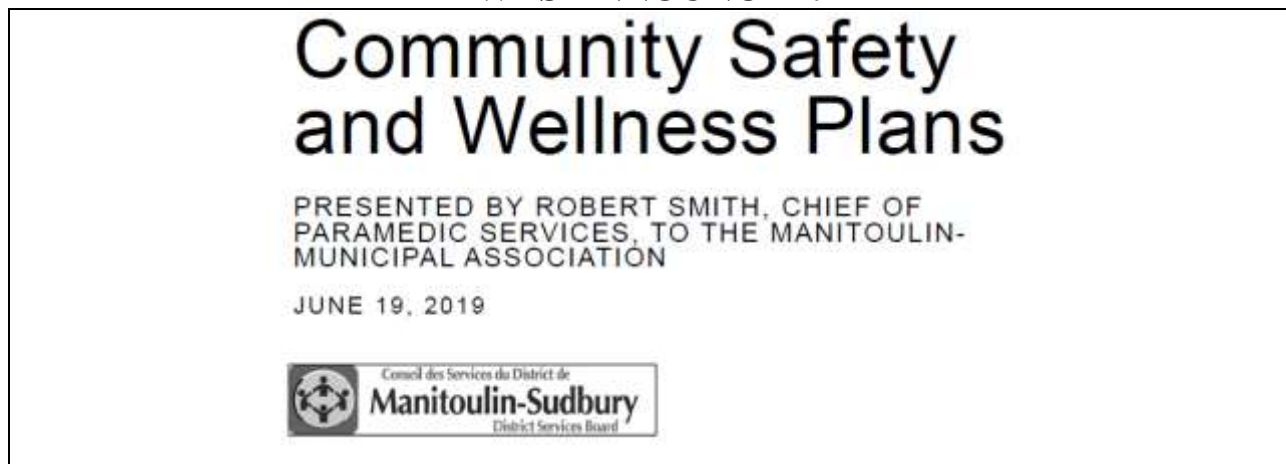
1. That we ask the Manitoulin-Sudbury DSAB which services it would be willing to provide to our municipality if it was feasible for them to do so.
2. Notwithstanding #1, that we appeal to the DSAB to provide some or all of the services listed under the rubrics of Mental Health, Housing, Seniors, and Domestic Violence. Or to at least offer a road map to how such services might be made available to Cockburn Island.
3. That we ask the Province to work with the Manitoulin-Sudbury DSAB to see what options are available to provide any single or combination of services now available to most Manitoulin District municipalities but which are currently unavailable to Cockburn Island.
4. That we ask the Ministry of Municipal Affairs and Housing to advise the Township on what social housing programs might apply to our island.
5. That we ask the OPP to confirm its service statistics as to crime events on the island, including reported incidents of domestic violence or other serious crimes. This should include the number of callouts police made to the island in the last five to ten years.
6. That we ask the Ministry of Long-term Care if any of its programs might apply to our community.
7. That we ask the Province to share its files on when, why and how the 1960s decision was made to terminate the regular people/car ferry service that served Cockburn Island for generations. What studies were done to determine the long-term impacts on the then stable island community/ was any funding provided at the time to assist the community and/or population to adapt to a lack of a provincial ferry service. It should be noted that, not only was the non-indigenous population required to depopulate the island, the First Nation now known as Zhiibaahaasing, was also a victim of the ferry cancellation. Zhiibaahaasing (formerly known as Cockburn Island First Nation) was relocated to western Manitoulin Island.
8. That agencies and ministries involved with community mental health services, Child and Youth Services, Seniors Services such as the relevant ministries and Sudbury and District Public Health Unit, be asked if any of their services can be provided on Cockburn Island.
9. That the Township is willing to work with any agency willing to work with the township to implement its services. We will make available our community communications tools including our accessible website, community bulletin board and mailing list.

Among the services the municipality is able to provide now are;

1. Public Water Access by means of a municipal marina
2. First Aid station currently in the process of being modernized with the help of a \$100,000 COVID ONTARIO infrastructure grant
3. Maintain an ORNGE Helipad site with the help of a modest annual grant (\$3500)

4. Provide short-term housing accommodation (at a low cost) to provincial service providers if needed. The only ones who use this service now are HydroOne maintenance personnel, DFO Sea Lamprey technicians and the occasional regulatory inspector (e.g., MOE to check our landfill). A similar arrangement could be offered to DSAB, OPP and other provincial and federal personnel should their services be available on the island.
5. MNR Conservation Officer visits in some years during the fall deer hunt require some coordination with the Township, volunteers and the Conservation & Sports Club.

EXCERPTS FROM A MANITOULIN-SUDBURY DSSAB PRESENTATION MADE TO THE MANITOULIN MUNICIPAL ASSOCIATION IN JUNE, 2019. THIS TOOK PLACE SHORTLY AFTER THE CSWP INITIATIVE WAS ANNOUNCED.



THE NEXT POINT IS THE KEY DRIVER BEHIND THE CSWP INITIATIVE WHICH IS TOTALLY UNDERSTANDABLE FROM THE OPP AND POLICING PERSPECTIVES

- The Government identified one of the drivers for this change was specifically that Police Services were being utilized for non-criminal events simply because those agencies operate on a 24/7 basis

Community Safety and Wellness Plans

- Plan design and delivery must include, but is not limited to the following groups:
 - Health agencies
 - Mental health agencies
 - Educational Services
 - Community and Social Services
 - Children and Youth services, including custodial services
 - Police Services.

- The 8 municipalities across Manitoulin Island have similar public safety challenges, work with the same partner agencies, and have similar capacities.
- The unorganized Townships and Cockburn Island must also be considered in any planning process
- Currently, Manitoulin Island shares OPP, Paramedic Services, Integrated Social Services, Child and Youth Services, Manitoulin health Centre, CMHA.

(Note – Cockburn Island Township is of and has not been apprised of any initiatives or work or outreach on the second point made immediately above. Our township has somehow fallen between the cracks of the CSWP initiative.)

- Manitoulin Island is served by partner agencies who have a single point of contact, something that could support a single plan
 - OPP
 - Paramedic Services
 - Integrated Social Services
 - Child and Youth Services
 - Manitoulin health Centre
 - CMHA
 - Rainbow District School Board and Wikwemikong Board of Education
 - Paramedic Services are not required as a partner

(Note – none of the above currently have a presence on Cockburn Island. The Township does contribute to OPP services, the DSAB, Manitoulin Seniors Home, Rainbow School Board and others but does not receive services. This could be verified by asking each of the agencies for a record of the last time one of their personnel visited Cockburn Island)

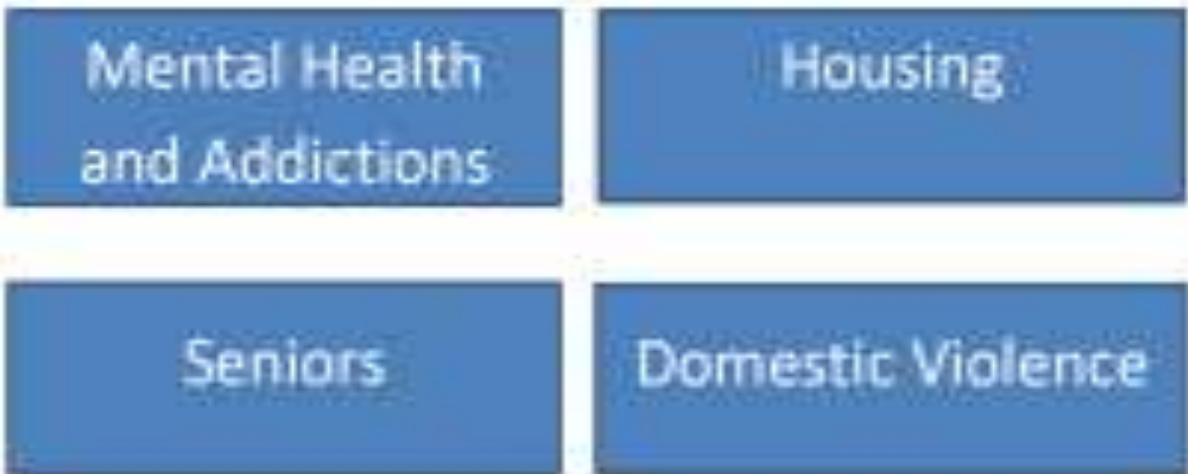
THE FOLLOWING IS EXCERPTED FROM THE NEMI CSWP PLAN. NEMI IS IN EASTERN MANITOULIN ISLAND AND COCKBURN ISLAND IS A SEPARATE ISLAND LOCATED OFF THE WEST END OF MANITOULIN. BOTH ARE IN MANITOULIN DISTRICT AND FALL WITHIN THE SERVICE AREA OF THE MANITOULIN -SUDBURY DISTRICT SOCIAL SERVICES BOARD (DSAB) AND OTHER AGENIES AND BOTH CONTRIBUTE TO THE MANITOULIN CENTENNIAL

MANOR SENIORS HOME.

Community Safety and Well-Being Plan

Northeastern Manitoulin and the Islands Community Safety and Well-Being Plan

PRIORITIES



ORGANIZATION



WHERE IS COCKBURN ISLAND? SEE TO THE FAR LEFT ON THE MAP BELOW. THERE IS NO ACCESS TO COCKBURN ISLAND EXCEPT BY PRIVATE BOAT, USUALLY FROM THESSALON, ACROSS THE BIG WATERS OF THE

NORTH CHANNEL OF LAKE HUROTHESE WATERS CAN BE TREACHEROUS. DURING THE WINTER THERE IS NO ACCESS UNLESS THE NORTH CHANNEL ICE ROAD IS OPENED WHICH, IF SO, LASTS ONLY SEVERAL WEEKS BEFORE THE GREAT LAKES SHIPPING CHANNELS ARE OPENED UP BY COASTGUARD ICE BREAKERS.

ACCESS TO COCKBURN ISLAND IS USUALLY FROM THESSALON LOCATED ABOUT AN HOUR'S DRIVE EAST OF SAULT STE. MARIE. THE BOAT TRIP ONE WAY FROM

SAULT STE.

SUDBUR



NORTHEASTERN MANITOULIN AND THE

Cockburn Island Twp

Manitoulin Island



10	11	Providence Bay												
41	33	38	32	Kagawong										
27	24	26	23	13	10	M'Chigeeng								
16	14	14	14	25	18	11	9	Mindemoya						
34	42	32	42	30	31	16	22	18	27	Rockville				
42	38	23	29	51	43	38	34	26	24	34	44	Tehkummah		
36	32	34	31	44	43	31	27	19	17	27	37	7	8	Sandfield

None of the following have a presence on Cockburn island even though our township pays for these services. The only non-profits are our on-island ones such as the Sports & Conservation Club, Heritage Committee and municipal council

Key Partners

- Education providers
- Social Services
- Health care providers
- Police Services
- Non-profit organizations

Resolution adopted by Cockburn Island Township Council May 25, 2022

Res # 22-05-04

That whereas a Community Safety and Wellness Plan (CSWP) as promoted by the Office of the Solicitor General was apparently instituted for the main purpose of assisting police services with the social issues outside their mandate,
 And in view of the lack of mental health, policing, youth, educational, senior housing and social services on Cockburn island,
 Now Therefore Be it resolved that the CSWP project be put on hold until such time as provincial services in these areas are available on the island. For this purpose, the municipality continues to be willing to proceed but under the current circumstances such a plan is not practical.

CARRIED

In summary the Council of the Township of Cockburn Island continue to seek ways to provide the services that a typical CSWP suggests are appropriate and needed including;

- **THAT ALL THE AGENCIES WITH MANDATES TO SERVE COCKBURN ISLAND AND/OR WHICH LEVY FEES FOR THEIR SERVICES BE ASKED TO OUTLINE THE SERVICES THEY COULD REASONABLY PROVIDE, WHY THEY ARE NOT NOW SUPPLYING THOSE SERVICES AND WHAT MEASURES THEY ARE WILLING TO TAKE TO REMEDY THE SITUATION.**
- **THAT IN ORDER TO FIND THE ROOT CAUSES FOR THE CURRENT LACK OF SERVICES THAT AN HISTORICAL REVIEW BE MADE OF THE CIRCUMSTANCES SURROUNDING THE CANCELLATION OF THE PROVINCIAL FERRY SERVICE IN THE EARLY 1960s AND WHAT MEASURES WERE PLANNED AT THE TIME TO PREVENT SOME OF THE CHALLENGES SUCH AS WE FACE NOW. THIS REVIEW SHOULD INCLUDE COMPENSATION AND MEASURES PROVIDED TO THE**

**MUNICIPALITY AND FIRST NATION ON OR AFTER THE
FERRY SERVICE WAS TERMINATED.**

APPENDIX B

TO SEPTEMBER 28, 2022 COUNCIL MINUTES

**COCKBURN ISLAND TOWNSHIP, ONTARIO
For AODA (Accessibility for Ontarians Disability Act)
Statement of Organizational Commitment,
SEPT 22, 2022**

Cockburn Island Township is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will, as best we can, do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Cockburn Island Township is committed to meeting, as best it can, its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Cockburn Island Township understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Cockburn Island Township is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training, as appropriate, all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train, as best we can:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disability
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communications

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Accessible township website
- Easy to read annual newsletter
- Access by Zoom to municipal council meetings

We are willing to work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties without reasonable limitation.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. There are no fees.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Feedback Process

Cockburn Island Township welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided by contacting the Clerk-Treasurer by means of the following; telephone 705-844-9886, email to cockburnisland21@gmail.com or postal mail to Cockburn island township, Box 209, Spanish, ON P0P 2A0 or text to 705-849-8605

All feedback, including complaints, will be brought to the attention of the municipal Council. Complainants can expect to receive an acknowledgement forthwith and a reply from Council shortly after the next scheduled regular council

meeting. If the feedback is of an urgent nature, then an earlier reply will be attempted.

Cockburn Island Township ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Notice of Availability of Documents

Cockburn Island Township notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the municipal website

Cockburn Island Township will provide these documents in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format, as best we can, in a timely manner and, at no additional cost.

Procurement

Cockburn Island Township will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

Information and Communications

Cockburn Island Township has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with, as best we can, communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines

that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by posting same on the municipal website.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

Design of Public Spaces

We will, as best we can, meet accessibility laws when building or making major changes to public spaces. Our public spaces include – Community Hall (a heritage building over 100 years old but well-maintained with access features included).