



**Town of Arnprior**  
**Corporate Services Advisory Committee Agenda**  
**Date: Monday, May 2, 2022**  
**Time: 6:30 p.m.**  
**Location: Via Electronic Participation**

1. **Call to Order**
2. **Roll Call**
3. **Land Acknowledgement Statement**
4. **Adoption of Agenda (Additions/ Deletions)**
5. **Disclosures of Pecuniary Interest**
6. **Adoption of Minutes of Previous Meeting(s)**
  - a) **March 7, 2022** (Page 1-4)
7. **Presentations/ Delegations**

**Presentations**

  - a) **Water Leak Adjustment Policy**, Manager of Finance (Page 5-19)
  - b) **2022 Municipal Election Update**, Town Clerk and Deputy Clerk (Page 20-48)
  - c) **Disconnecting from Work Policy**, GM Client Services, Treasurer (Page 49-64)
8. **Matters Tabled/ Deferred/ Unfinished Business**
9. **Staff Reports**
10. **New Business**
11. **Adjournment**

**Please note:** Please see the Town's [Website](#) to view the live stream. The meeting will be uploaded to YouTube for future viewing.

The agenda is made available in the Clerk's Office at the Town Hall, 105 Elgin Street West, Arnprior and on the Town's [Website](#). Persons wishing to receive a print item on the agenda by email, fax, or picked up by hand may request a copy by contacting the Clerk's Office at 613-623-4231 ext. 1818. The Agenda and Agenda items will be prepared in an accessible format upon request.

Full Distribution: Council, C.A.O., Managers and Town Administrative Staff

E-mail to: Metroland Media; Oldies 107.7/My Broadcasting Corporation; Valley Heritage Radio; Ottawa Valley Business



**Minutes of Corporate Services Advisory Committee Meeting  
March 7, 2022  
6:30 PM  
Electronic Participation – Via Zoom**

**Committee and Staff Attendance**

**Committee Members Present:**

Chair, Ted Strike  
Vice Chair, Lisa McGee  
Chris Couper, Committee Member  
Darrel O'Shaughnessy, Committee Member

**Committee Members Absent:**

Andy Tamas, Committee Member

**Town Staff Present:**

Maureen Spratt, Town Clerk  
Kaila Zamojski, Deputy Clerk  
Jennifer Morawiec, General Manager Client Services/Treasurer  
Payton Hofstetter, Junior Planner

**1. Call to Order**

Chair Ted Strike called the Corporate Services Advisory Committee meeting to order at 6:30 PM and welcomed those present.

**2. Roll Call**

The roll was called, with all Members of the Committee being present.

**3. Land Acknowledgment**

Chair Ted Strike asked everyone to take a moment to acknowledge and show respect for the Indigenous Peoples as traditional stewards of the land we operate on, by stating:

I would like to begin by acknowledging that the land on which we work and gather is the traditional unceded territory of the Anishinaabe People. This Algonquin Nation have lived on this land for thousands of years, long before the arrival of the European settlers, and we are grateful to have the opportunity to be present in this territory.

**4. Adoption of Agenda**

Resolution Number 001-22

Moved by Chris Couper

Seconded by Darrel O'Shaughnessy

**Be It Resolved That** the agenda for the Corporate Services Advisory Committee Meeting of dated Monday, March 7, 2022, be adopted.

Resolution Carried

**5. Disclosure of Pecuniary Interest**

None

**6. Adoption of Minutes of Previous Meeting(s)**

Resolution Number 002-22

Moved by Chris Couper

Seconded by Darrel O'Shaughnessy

That the Corporate Services Advisory Committee approve the Minutes listed under item no. 6(a) on the Agenda (November 1, 2021).

Resolution Carried

**7. Presentations/ Delegations****a) Delegations****i. Dementia Awareness Days – Catharina van Es**

Catharina van Es from the Dementia Society provided an overview of the presentation provided in the Agenda Package, noting that Dementia Awareness Days will be celebrated this year in the Town of Arnprior and Township of McNab/Braeside from May 7-13, 2022.

Committee Member Chris Couper noted he would be happy to promote this on Social Media as well as help with getting the Dementia Society in touch with the educators in the School Boards, as he works for the Catholic School Board.

**b) Presentations****i. Transit Needs Survey – Junior Planner**

Resolution Number 003-22

Moved by Darrel O'Shaughnessy

Seconded by Chris Couper

That the Corporate Services Advisory Committee receive the Transit Needs Survey Presentation as information.

Resolution Carried

The Junior Planner requested feedback from Committee Members. The following represents a summary of the comments received:

- The time-of-day use metric seems to be missing on this survey. There only seems to be a note about overnight and late night use. The Junior Planner noted that she would provide this feedback to the consultant.

**ii. 2022 Budget – GM Client Services/Treasurer**

Resolution Number 004-22

Moved by Chris Couper

Seconded by Darrel O'Shaughnessy

That the Corporate Services Advisory Committee receive the Budget Recap Presentation as information.

Resolution Carried

The General Manager, Client Services/Treasurer provided a presentation outlining the 2022 Budget highlights.

**iii. 2022 Municipal Election Update – Deputy Clerk**

Resolution Number 005-22

Moved by Chris Couper

Seconded by Darrel O'Shaughnessy

That the Corporate Services Advisory Committee receive the 2022 Municipal Election Update presentation as information.

Resolution Carried

The Deputy Clerk provided an update on the 2022 Municipal Election.

**8. Matters Tabled/ Deferred/ Unfinished Business**

None

**9. Staff Reports**

None

**10. New Business****Graffiti By-law – Committee Member, Chris Couper**

Committee Member Chris Couper asked to have a discussion about implementing a Graffiti By-law in the Town of Arnprior, as he has noticed a lot more graffiti around Town. He recommended bringing forward a by-law to Council that addresses graffiti on both public and private property. He noted he feels that graffiti can be hateful, threatening and lessens property values, when on either public or private property. He would like to see standards developed for dealing with graffiti as a whole.

The Town Clerk thanked Chris for bringing this to the Town's attention and noted, the Town does deal with graffiti when made aware of it, on Town property, and does reach out to private properties when complaints are received. She noted that she will look into the current Property Standards By-law and see if there are any amendments that can be made to give way for some more standards and enforcement surrounding this issue.

**Welcome Wagon – Committee Member, Darrel O'Shaughnessy**

Committee Member Darrel O'Shaughnessy noted there are two people from the Greater Arnprior Seniors Council that are working with the Town of Arnprior on this initiative.

Darrel provided the Committee with a brief overview of the status of this project, noting the Town in a recent meeting stated they do not feel the traditional "Welcome Wagon" type initiative could come to fruition, due to privacy related concerns. However, the volunteers from the GASC are working with the Town on having a table at the Arnprior Sunday Market with welcome and Town information to provide to new residents. He further noted that he feels it is important to have a document like Arnprior Life, and event/ information pamphlet to provide to new residents at this table at the Market, as well as showcase Arnprior as an Age Friendly Community.

**11. Adjournment**

Resolution Number 006-22

Moved by Chris Couper

Seconded by Lisa McGee

That the Corporate Services Advisory Committee adjourns at 7:31pm.

Resolution Carried



# Water Leak Adjustment Policy

Jen Eve, Manager of Finance

Presentation to CSAC | May 02, 2022

# Background

- In 2009 the town implemented a new water metering system using Neptune water meters.
- Upon the transition, By-law 5923-10 was established for water leak adjustments. However, since implemented, Staff have recommended that as for best practices this policy shall be reviewed at least every five (5) years to evaluate its effectiveness and to update as necessary.

# Background

- From 2019 to 2021, on average, approximately 3-5 water leak adjustments per year have been issued valuing approx. \$1,583.00 annually to assist ratepayers with financial relief.
- The Town of Arnprior recognizes the importance of assisting residential customers who utilize Town water services with limited financial relief for high water consumption due to leaks.



# Procedures

- During each bi-monthly billing, staff will identify possible leaks provided by the water meter leak detection report and notify customers with a water leak notification letter.
- Customers who have received an unusually high water bill or leak notification letter will have the opportunity to investigate the leak and contact the Town to inquire if they are eligible for a water leak adjustment.

# Eligibility

An Account Holder may apply for a credit in respect of the Account Holder's property if the property:

- Is serviced by the Town's Water Supply system;
- Has a properly functioning and accessible internal shut off valve;
- During a one-year period prior to the abnormal use, has not failed to respond to a request from Town staff for access to the property's water meter;

# Eligibility Continued

- Has not engaged in or taken advantage of fraudulent or misleading behavior relating to the credit program, such as tampering with a meter or supplying misinformation;
- Possess a water bill identifying at least two times the average monthly consumption;
- Have successfully repaired the leak and provided a leak adjustment form with all supporting documentation to the Town within four (4) months of the repair being made;

# Application Requirements

To apply for the credit, the Account Holder must:

- Submit a completed Water Leak Adjustment Form along with proof of repair at the owner's expense;
- Carry out all actions as outlined in the water leak adjustment policy;
- Provide consent to the Town to access their private property for the purposes of an inspection should it be deemed necessary;
- Have a utility account in good standing and agree that there will be no extension to the due date of the time for paying water and wastewater bills due to any pending adjustment request;
- Pay the portion of all fees and charges owing that are not eliminated by the water leak adjustment credit.

# Exceptions

Any water use or loss from the following factors are not eligible for a leak adjustment credit:

- Theft or fraudulent activity
- Vandalism
- Outdoor water use, such as, but not limited to, irrigation, pool, basin, hot tub filling, hose, outdoor cleaning and maintenance, or skating rink;
- Action by a third party; from whom the Account Holder is able to recover the Account Holder's loss;
- Costs that can be recovered through an insurance claim;
- Neglect of the property;
- An occurrence in a property where, although the property is ordinarily occupied, the occupants were absent for more than three (3) days without routine property checks.

# Calculation of Credit

The calculation of the water credit will be determined by comparing the average daily water consumption for the leak period to the average daily water consumption for the two most recent billings after the repair has been confirmed made. The quantity of excess water and sewer consumption resulting from this analysis will determine the cubic meters for credit.

# Questions?



• WHERE THE RIVERS MEET •



## **Town of Arnprior Corporate Policies and Procedures Manual**

### **Policy Name: Water Leak Adjustment Policy**

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**Policy Manual Section:** Financial  
Services – Budget and Revenues

**Revision Date:** N/A

**Policy Number:** FS-BR-09

**By-law Number:** XXXX-22

**Effective Date:** Month Day, Year

**Organizational Coverage:** All

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### **1.0 Policy Statement**

The Corporation of the Town of Arnprior recognizes the importance of assisting residential customers who utilize Town water services with limited financial relief for high water consumption due to unexpected leaks. This policy also provides the opportunity to educate the consumer about the impact of water leaks and encourage water conservation through timely repair of leaks.

### **2.0 Purpose**

To provide an opportunity for customers to request adjustments to water and wastewater charges where a leak has been repaired on the customer's side of the water meter, within a reasonable timeframe.

### **3.0 Scope**

This policy applies to all residential account holders who experience increased water consumption due to leaks within their property. Leak adjustment applications will only be considered once every five years per property during the term of the applicant's ownership of the property.



## 4.0 Responsibility

The General Manager, Client Services / Treasurer and/or their designate is responsible to ensure that the water leak adjustments are performed in accordance with this policy and is delegated by authority to amend the sample forms included in Section 7.0 as necessary. This policy shall be reviewed at least every five (5) years to evaluate its effectiveness and to update as necessary.

## 5.0 Definitions

- i. "Account Holder" means legal owner of the property;
- ii. "Average Monthly Consumption" is the total of one year's consumption for the subject property divided over 12 months;
- iii. "Increased Water Consumption" is water exceeding 2 times the customer's average monthly consumption;
- iv. "Credit" means water leak adjustment;
- v. "Good Standing" means the utility account has been paid in full up to the utility bill in question;
- vi. "Leak" means an unintentional water loss caused by a broken or otherwise malfunctioning water supply pipe or fixture;

## 6.0 Procedures

### a) Process

- i. During each bi-monthly billing, properties that are flagged with 15+ consecutive days on the leak detection report, will be issued a Water Leak Notification letter highlighting their property may have a possible leak. Water Leak Notification letters will be sent in the same manner as the utility bills (mail or email).  
  
Customers who have received an unusually high water bill or a Water Leak Notification letter will have the opportunity to investigate the leak and may contact the Town to inquire if they are eligible for a water leak adjustment.
- ii. If eligible, the customer can request a copy of the required Water Leak Adjustment Request Form;
- iii. A customer will have 4 months after the leak has been repaired to provide the Town with a completed Water Leak Adjustment Request Form along with applicable supporting documentation. Failure to provide this documentation within 4 months waives the opportunity for an adjustment.

- iv. Once an account has returned to a normal monthly consumption and is no longer listed with a leak code of 4 to 6 for two consecutive billings (4 months), the leak adjustment application will be processed.
- v. A maximum of two billing cycles (4 months) will be adjusted, if applicable. The applicable adjustment period shall be the two most recent billings after the repair has been confirmed made.
- vi. In most circumstances, the adjustment will be in the form of a credit applied to the utility account.

## **b) Eligibility**

An Account Holder may apply for a leak adjustment in respect of the Account Holder's property if the property:

- i. Is serviced by the Town's Water Supply system;
- ii. Has a properly functioning and accessible internal shut off valve;
- iii. During a one year period prior to the abnormal use, has not failed to respond to a request from Town staff for access to the property's water meter;
- iv. Has not engaged in or taken advantage of fraudulent or misleading behavior relating to the credit program, such as tampering with a meter or supplying misinformation;
- v. Possess a water bill identifying at least two times the average monthly consumption (compared to the previous 12 months) for the property to which a leak adjustment has been applied for. In the event that the account holder has not owned the property for 12 months, the consumption will be compared to the average consumption used in the Town's current Water and Wastewater Rate Study;
- vi. Have successfully repaired the leak and provided a completed Water Leak Adjustment Form with all supporting documentation to the Town of Arnprior within 4 months of the repair being made. Failure to provide this documentation within this time frame waives the opportunity for an adjustment.

## **c) Application Requirements**

To apply for the credit, the Account Holder must:

- i. Submit a completed Water Leak Adjustment Form along with proof of repair at the owner's expense;
- ii. Carry out all actions required as outlined in the water leak adjustment policy;
- iii. Provide consent to the Town of Arnprior to access their private property for the purposes of an inspection should it be deemed necessary;

- iv. Have a utility account in good standing and agree that there will be no extension to the due date of the time for paying water and wastewater bills due to any pending adjustment request;
- v. Pay the portion of all fees and charges owing that are not eliminated by the water leak adjustment credit.

Utility accounts must remain current to avoid additional service charges. Customers are advised to pay all water and/or wastewater amounts owing while leak adjustment applications are being processed. Any unpaid amounts pending consideration of a water leak bill adjustment will be treated in the same manner as all other unpaid accounts. Credits will only be processed following the approval of a water leak adjustment request.

#### **d) Exceptions**

Any water use or loss from the following factors are not eligible for a leak adjustment credit:

- i. Theft or fraudulent activity;
- ii. Vandalism;
- iii. Outdoor water use, such as, but not limited to, irrigation, pool, basin or hot tub filling, hose, outdoor cleaning and maintenance, or skating rink;
- iv. Action by a third party, from whom the Account Holder is able to recover the Account Holder's loss;
- v. Costs that can be recovered through an insurance claim;
- vi. Neglect of the Property; or
- vii. An occurrence in a Property where, although the property is ordinarily occupied, the occupants were absent for more than 3 days without routine property checks.

#### **e) Calculation of Water Leak Adjustment Credit**

The Town of Arnprior shall carry out the calculation of a water leak adjustment credit as follows:

- i. Calculate the average daily water consumption for the leak billing(s) approved for an adjustment;
- ii. Calculate the average daily water consumption for the two most recent billings after the repair has been confirmed made, and Water Leak Adjustment application has been received and approved;

- iii. Deduct the average daily water consumption during the leak period from the average daily water consumption after the repair has been made to determine the adjusted daily consumption;
- iv. Multiply the adjusted daily consumption by the total number of days in leak billing(s);
- v. Calculate the fees and charges for the quantity of excess water and sewer consumption using the applicable Town of Arnprior approved fees and charges;
- vi. A maximum of two billing cycles (4 months) will be adjusted, being the two most recent past billings after the Water Leak Adjustment Request Form was received and after the leak was repaired.

## **7.0 Attachments**

Appendix A – Sample Water Leak Notification Letter

Appendix B – Sample Water Leak Adjustment Request Form

Appendix C – Sample Water Meter Leak Notification



# 2022 Municipal Election Update

Maureen Spratt, Town Clerk  
Kaila Zamojski, Deputy Clerk

CSAC, Monday, May 2, 2022

# Background

- 2022 Municipal and School Board Election
  - October 24, 2022
- Advanced Voting Period (10 days)
  - October 14 -23, 2022

# Background

- Municipal Offices for which persons may be nominated include the following:
  - Mayor - 1
  - County Councillor - 1
  - Councillors - 5
- All members elected at large
- Deputy Mayor appointed on rotational basis (8 months)
- County Councillor represents Town at Renfrew County Council


# Background

- School Board Offices for which persons may be nominated include the following:
  - English Public School Trustee – 1
    - Submit Nomination Form to Town of Arnprior
  - English Catholic School Trustee – 1
    - Submit Nomination Form to Town of Arnprior
  - French Public School Trustee – 1
    - Submit Nomination Form to Town of Petawawa
  - French Catholic School Trustee – 1
    - Submit Nomination Form to Town of Petawawa





# Nomination Period

- 2022 Municipal Election Nomination Period begins
  - May 2, 2022 at 8:30 am.
  - Nominations can be filed in the Clerk's Office at Town Hall during regular business hours (8:30 am - 4:30 pm Monday-Friday) from May 2 – August 18, 2022
    - We are not accepting electronic nominations
-  Nomination Day is the last day to file nominations
  - August 19, 2022 from 9:00 am – 2:00 pm.

# Nominations

- To file a nomination candidates must provide the following:
- A completed nomination form (form 1)
- The nomination filing fee:
  - \$200 for head of council
  - \$100 for all other offices
- Completed endorsement of nomination forms (form 2)
- When filling out the nomination form Candidate(s) must write down their name as they want it to appear on the ballot



## Nominations – 25 Signatures

- Candidates running for municipal council must submit form 2 - endorsement signatures from 25 people who are eligible to vote in the municipality.
- Those who endorse a candidate will also be declaring that they were eligible to vote when they provided the endorsement.
- If a candidate chooses to run for a different office on the same municipal council, they do not have to resubmit another 25 signatures

# Nominations

- Candidates are eligible to file nominations for Municipal Office if you are:
  - A Canadian citizen;
  - At least 18 years of age;
  - A resident, non-resident owner or tenant or spouse;
  - Are not prohibited from voting as noted in the Act, or otherwise by law;
  - Not disqualified for violation of financial requirements or violations for filing financial information
  - Not disqualified for any other reason by any Act or under the MEA

# Nominations

- Candidates are eligible to file nominations for School Board Trustee if you are:
  - An elector;
  - Qualified to be a member of the school board in accordance with the Education Act:
    - Resides in the school board's area of jurisdiction
    - Is qualified to vote for members of that school board
  - Not prohibited from voting as noted in the Act, or otherwise by law;



# Nominations

- A person can only be nominated for one office at a time
- If a person files more than one nomination, then the most recent nomination is in effect – prior nomination is deemed withdrawn
- A person's name can only appear on one ballot



# Nominations

- Clerk to certify nominations by:
  - August 22, 2022 for initial nominations
  - August 25, 2022 for additional nominations when insufficient nominations have been filed for the offices to be filled
- If the Clerk rejects an individual's nomination, the Clerk must notify all candidates for the offices as soon as possible, but the Clerk's decision is final.



# Withdrawal of Nominations

- A withdrawal must be filed with the clerk's office in writing before 2:00 p.m. on Nomination Day (August 19)
- If a nomination is withdrawn, the candidate is entitled to a refund of their nomination filing fee once they file their financial statement
- If a candidate withdraws a nomination, they are still required to file a campaign financial statement covering all of the financial transactions made in the campaign, even if the only financial transaction made was the nomination filing fee.





# Additional Nominations

- If there are fewer nominations than offices to fill by election at the close of nomination day, additional nominations may be filed.
- Additional nominations can be received on August 24, 2022 between 9:00 a.m. and 2:00 p.m.



# Acclamations

- Number of certified candidates for an office is equal to or less than the number of candidates to be elected for that office
- Following Nomination Day
  - Declared on Monday following nomination day (August 22)
- Additional Nominations
  - If additional nominations are required those acclamations are announced after 4:00 p.m. on the Thursday following nomination day (August 25)

# Spending Limits

Head of Council Limit	Formula
Spending Limit	\$ 7,500 plus 0.85 per elector
Spending limit for expressions of appreciation	10% of general spending limit

Other Office	Formula
Spending Limit	\$ 5,000 plus 0.85 per elector
Spending limit for expressions of appreciation	10% of general spending limit



# Third Party Advertisers

- Third party means a person or entity who is not a candidate.
- Third party advertising is separate from any candidate's campaign and must be done independently from a candidate.
- Third party advertisers who wish to spend money on advertisements during the election must register and file a financial statement



# Third Party Advertisers

- The following persons and entities are eligible to register as third-party advertisers:
  - An individual who is normally a resident of Ontario;
  - A corporation that carries on business in Ontario;
  - A trade union that holds bargaining rights for employees in Ontario.
  - Only the following persons and entities are eligible to register as third-party advertisers
- Registration for third party advertisers can be filed beginning May 2, 2022 until the Friday before voting day (October 21, 2022) between 8:30 and 4:30 p.m.



# Third Party Advertisers

- The following are ineligible to register as a third party advertiser:
  - A candidate whose nomination has been filed;
  - A federal political party registered under the Canadian Elections Act (Canada) or any federal constituency association or registered candidate at a federal election by that party;
  - A provincial political party, constituency association, registered candidate or leadership contestant registered under the Election Finances Act;



# Third Party Advertisers

- The following are ineligible to register as a third party advertiser:
  - The Crown in right of Canada or Ontario, a municipality or local board.
  - A group, association or business that is not a corporation
  - A registered third party advertiser who failed to file the necessary financial statement or exceeded spending limits in the last municipal election



# Third Party Advertisers

- The clerk must provide third party advertisers with an estimate of their general spending and spending limit on parties and expressions of appreciation.
- The formula to calculate third party advertiser limit is \$5,000 plus \$0.05 per eligible elector to a maximum of \$25,000.





# Restricted Acts after Nomination Day

- Councils can be restricted during two separate time periods:
  - after nomination day (August 19, 2022)
  - after voting day (October 24, 2022)
- The three quarter  $\frac{3}{4}$  rule applies.
  - $\frac{3}{4}$  of a 7-member council is 6

# Restricted Acts after Nomination Day

- Municipal Act, 2001 s.275 restrictions after nomination day:
  1. appointment or removal of any officer
  2. Hiring or dismissal of any employee
  3. Disposition of municipal property which exceeds \$50,000
  4. Incurring expenditure or liability which exceeds \$50,000

Exception: when the disposition of property and/or liability was included in the budget adopted prior to Nomination Day



# Arnprior Voting Method

- Internet/Telephone
  - Accessible / Easy to use
  - Anywhere / Anytime Voting
  - Voter Help Centre for those that require connected devices and assistance
    - Town Hall
  - Proactive attendance at long term care, retirement, seniors' buildings.

# Voter Look Up

2022 ONTARIO MUNICIPAL AND SCHOOL BOARD ELECTIONS  
October 24, 2022

ON THE LIST  
TO VOTE?  
HAVE YOUR SAY!



VISIT [VOTERLOOKUP.CA](https://voterlookup.ca)



MUNICIPAL  
PROPERTY  
ASSESSMENT  
CORPORATION

Voter  
LookUp.ca

# Voter Eligibility

- A person is eligible to be an elector if, on voting day the:
  - Reside in the municipality or are the owner or the owner of land there, or the spouse of such owner or tenant
  - A Canadian citizen
  - Are at least 18 years of age
  - Are not prohibited by law

# Voter Eligibility

- If an elector is not on the voters' list they can make an application, in writing, to have their name added to the voters' list.
- The clerk may determine what proof of eligibility is required in order for a person to be added to the list.

# Elector Residence Students

- Students are the exception to the requirement that an elector may have only one permanent residence.
- A student may reside in one municipality in order to attend school but have no intention of changing their permanent resident in another municipality.
- A student may vote in both municipalities

# Elector Residence

- For a person with no permanent lodging place, the following rules determine their residence:
  - The place in which the person most frequently returned to eat or sleep during the five weeks preceding the determination
  - If the person returns with equal frequency to one place to sleep and another to eat, the place in which they sleep
  - A declaration regarding the above is conclusive if there is not other information to the contrary



# Questions?



• WHERE THE RIVERS MEET •



# Disconnecting from Work Policy

J. Morawiec, GM Client Services /  
Treasurer

CSAC Meeting - May 2, 2022



# Background

- Employers that employ 25 or more employees are required to have a written policy on disconnecting from work in place for all employees by June 1, 2022.
- These requirements were added to the Employment Standards Act, 2000 (ESA) on December 2, 2021

# Background

- The term “disconnecting from work” is defined in the ESA to mean not engaging in work-related communications, including emails, telephone calls, video calls or sending or reviewing other messages, to be free from the performance of work.

# Background

- However, the ESA does not require an employer to create a new right for employees to disconnect from work and be free from the obligation to engage in work-related communications in its policies.
- Employee rights under the ESA to not perform work are already established through other ESA rules.
  - E.g. eating periods, vacation with pay, public holidays, etc.

# Background

- Employers must also provide a copy of the written policy to its employees within 30 calendar days of:
  - the policy being prepared
  - the policy being changed
- The employer must also provide a copy of the written policy to any new employees within 30 calendar days of the new employee being hired.
- The employer does not need to provide a copy of the written policy to employees annually if the policy has not changed from the previous year.

# Background

- The employer must include the date the policy was prepared and the date any changes were made to the policy.
- Other than these requirements, the ESA does not specify the information the employer must include in the policy nor does it specify that the policy must be a particular length.
- **The employer determines the content of the policy itself.**

# Background

- The written policy on disconnecting from work must apply to all of the employer's employees in Ontario.
- This doesn't mean that the employer is required to have the same policy for all its employees. The employer can have a single policy that applies to all employees, or its policy can contain different policies (either in a single document or in multiple documents) for different groups of employees.



# Policy Examples

- Examples of what a policy may include:
  - The employer's expectations, if any, of employees to read or reply to work-related emails or answer work-related phone calls after their shift is over.
- Employer expectations for different situations:
  - the time of day of the communication
  - the subject matter of the communication
  - who is contacting the employee (for example the client, supervisor, colleague)

# Policy Examples

- The employer's requirements for employees turning on out-of-office notifications and/or changing their voicemail messages, when they are not scheduled to work, to communicate that they will not be responding until the next scheduled workday.

# Discussion

- Hours of Work Policy
  - The Town recognizes that in order to meet operational requirements employees will, from time to time, be required to work beyond their normal hours of work.
  - As the Town endeavours to be a “workplace of choice”, the purpose of this policy is to outline fair and appropriate compensation for all employee(s) while being mindful of the Town’s accountability to the general public to provide quality services in an effective and efficient manner.

# Discussion

- Town of Arnprior sees employee health and well-being as priorities while working and while away from work. We are committed to increasing overall employee health and wellness and providing employees with a positive work-life balance.
- This policy is intended to promote that ideal by specifically detailing the company's expectations related to disconnecting from work.



# Discussion

- Hours of Work Policy
  - Part-time / Fixed Term & Full-time (non-supervisory)
    - are subject to hours of work, eating periods, and overtime pay provisions of the Ontario Employment Standards Act, 2000 (herein after “ESA”)
  - Management / Professional
    - are not subject to hours of work, eating periods, nor the overtime pay provisions of the ESA as amended from time to time.

# Discussion

- Disconnecting from Work Policy
  - Expectations regarding disconnecting from work
    - Management / Professional vs Non-Management / Professional Groups
  - Workload and Productivity
    - Encourage employees struggling to manage their work during their regular working hours to meet with their manager to evaluate their workload, priorities, and due dates.
    - Goals: To avoid burn-out, complete normal duties within regular working hours, remain productive and meet goals and objectives.

# Discussion

- Disconnecting from Work Policy
  - Communications
    - Tips for setting appropriate communication boundaries
  - Breaks and Time Off
    - Encourage employees to take their scheduled breaks and accrued vacation time to rest and enjoy personal pursuits.
    - Employees will never be obligated to complete work-related activities during scheduled time off. Knowing that, time management is the responsibility of employees and scheduled time off should not interfere with deadlines.
      - Managers can work with employees to delegate job-specific duties that must be completed while the employee is on vacation to maintain workflow and productivity.



# Next Steps

- Obtain feedback from the CSAC committee regarding the Disconnecting from Work Policy.
- Bring forward a policy for Council approval at a May Meeting of Council.
- Roll the policy out to all staff and facilitate any discussions.



# Questions?



• WHERE THE RIVERS MEET •