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|  The Corporation of the Town of Oakville POLICY Integrated Risk Management | Policy Number A-BMG-001 | Page: 1 of 2 |
| | Author: Internal Audit Department and CAO's Office Authority: Council | |
| Section: Administration Sub-Section: Business Management | Effective Date: 2009 March 02 Review by Date: 5 years from approval date | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Policy Statement

The Corporation of the Town of Oakville (town) is committed to the effective management of risk at every level within the town, including any risks specified under the *Municipal Act, 2001* and its regulations.

Purpose

The town is committed to embedding and integrating an explicit, proactive, sustainable and systematic approach to minimizing and managing risks that impact the town's ability to achieve its objectives.

Scope

This Policy applies to all town employees, elected officials, and local boards as deemed appropriate. Risk management will incorporate plans for Business Continuity Management, Insurance Risk Management, Emergency Management and other plans established to mitigate risk.

Definitions

Integrated Risk Management – is the process of identifying, assessing and developing management strategies to deal with events and circumstances that could impact the Town's achievement of its objectives.

Impact – the outcome of an event expressed in qualitative or quantitative terms (for example operational, financial, legal, and reputational) being a loss, injury, disadvantage or gain.

Risk – is an event or circumstance having a cause or a consequence that could be either positive or negative. Risk is measured in terms of probability and impact. In the context of Integrated Risk Management for the town, Risk encompasses the following three dimensions:

Hazard – preventing an exposure from turning into a loss,

Uncertainty – coping with volatility and change, and

Opportunity – harnessing opportunities to the Town's advantage.

References and Related Documents

Business Continuity Management

Insurance Risk Management

IS&S Disaster Recovery Plan

Emergency Management Plan

Risk Management Process

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|  The Corporation of the Town of Oakville PROCEDURE Business Continuity | Procedure Number A-BMG-001-002 | Page: 1 of 3 |
| | Parent Policy No.: A-BMG-001 Author: CAO's Office Authority: CAO | |
| Section: Administration Sub-Section: Business Continuity Management | Effective Date: 2009 Mar 02 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

The Corporation of the Town of Oakville (town) is committed to Business Continuity Management (BCM) to ensure that critical services and functions are maintained in the event of an interruption or emergency. The town will prepare, exercise and maintain plans to facilitate the continuity of critical services and functions so far as is reasonably practical when faced with an interruption or emergency.

Scope

This procedure applies to all town staff and all aspects of business conducted by the town.

Procedure

BCM will enable the timely and orderly continuation or resumption of critical services and functions within the town if impacted by an incident. BCM and its plans identifying key required resources, information and interdependencies, will create resiliency within the town such that critical services and functions will continue in a manner that does not cause significant financial, operational, legal or regulatory impact to the town.

All departments will complete the Town of Oakville Business Impact Analysis Survey in order to facilitate the development of business continuity procedures and plans that will ensure, to the greatest degree possible, the provision of critical services and functions in the event of an interruption or emergency. All departments will conduct an annual review their business continuity plans and procedures and make revisions as necessary.

All staff will give consideration to the town's business continuity objectives, stated below, when developing business continuity procedures and plans:

- i. Identify business processes within each business unit;
- ii. Determine the financial, customer, operational, legal and/or regulatory impacts of each process;
- iii. Establish the time frames in which business processes must be recovered/sustained;
- iv. Define the key internal and external relationships and dependencies of each process;
- v. Identify the resources necessary to sustain/recovery of each process;
- vi. Develop plans and procedures to support the continuity and recovery of critical services and functions;
- vii. Continually maintain and evaluate continuity and recovery plans;
- viii. Educate and obtain participation from individuals who play a critical part in the continuity and recovery of critical services and functions; and
- ix. Raise awareness throughout the Town of the need for Business Continuity Management.

References and Related Documents

Integrated Risk Management Policy
Town of Oakville Business Impact Analysis Survey

Definitions

Business Continuity Management (BCM) – A town initiative that facilitates the identification and management of risks and threats faced by the Town, due to disruption and interruption; taking steps to control and reduce the risks; assessing the impact on the Town if the risks should materialize; and providing plans to be followed to ensure that the activities of the Town continue.

Business Process – The daily activities and tasks that are completed to produce a final product.

Critical Services and Functions – Services and functions which if disrupted, will cause a significant financial, operational, legal or regulatory impact to the town.

Emergency - a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature , a disease or other health risk, an accident or an act whether intentional or otherwise.

Interruption – any incident that threatens personnel, buildings or the operational procedures of the Town because of the unavailability of human, physical and information resources and which requires special measure(s) to be taken to restore normal functions.

Responsibilities

All town departments are responsible for conducting a business impact analysis and developing business continuity procedures to ensure the provision of critical services and functions in the event of an interruption or emergency. Each department will undertake an annual review of their business continuity procedures and participate in initiatives that ensure the continuation or resumption of services and functions which, if disrupted, will cause a significant financial, operation, legal or regulatory impact to the Town.

The Office of the Chief Administrative Officer is responsible for coordinating the business continuity analysis with all Town Departments and for ensuring compliance with this procedure.



The Corporation of the Town of Oakville

POLICY

Financial Control

Section: Finance

Sub-Section: Financial Operations - Accounting, Revenue &, Taxation, Payroll & Benefits and Asset Management

Policy Number
F-FOC-001

Page: 1 of 2

Author: **Financial Operations Department**

Authority: **Council**

Effective Date:
2011 Nov 21

Review by Date:
5 years from approval date

Replaces/Last Modified:
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Policy Statement

The Financial Operations department is responsible for developing, monitoring and ensuring adherence to financial controls. This ensures integrity and timeliness of data and systems within the centralized processing of corporate financial transactions affecting all assets, liabilities, expenses and revenues of the Town of Oakville (Town).

Purpose

This policy sets out the basic principles to ensure compliance and accountability to financial by-laws and procedures and to provide guidelines for departments, staff and local boards with respect to financial operational control.

Scope

This policy applies to Members of Council, town employees, departments and local boards in recognition that the town has responsibility with respect to operational financial control. The Financial Operations department ensures that the Town is in compliance with all applicable financial legislation, by-laws, regulations and Generally Accepted Accounting Principles (GAAP) as established by the Public Sector Accounting Board (PSAB).

In order to achieve compliance with this policy, the Financial Operations department shall review any new or amended financial processes or procedures developed pursuant to this policy.

References and Related Documents

The Financial Operations department shall provide guidance, interpretations, and input to other departments, Council and local boards relating to financial processes that are governed by the following legislation and regulations:

1. GAAP ~~&and~~ PSAB ~~regulations~~[requirements](#)
2. *Municipal Act*
3. *Assessment Act*
4. Ministry of Municipal Affairs reporting requirements
5. Federal and Provincial tax legislation and requirements
6. *Employment Standards Act*
7. Applicable financial by-laws
8. Town policies and related procedures
9. OMERS regulations
10. Payment Card Industry [Data Security Standard](#) (PCI [DSS](#)) ~~standards~~
11. Retention by-law
12. Halton Region tax policy ~~and rebate~~ by-laws
13. *Income Tax Act*
14. [Public Libraries Act](#)

The Financial Operations department may use the following ~~documentation/guidelines~~[resources](#) to assist in the interpretation of the above:

1. Canadian Payroll Association
2. Chartered Professional Accountants of Canada
3. Canada Revenue Agency interpretations and guidelines
4. Established municipal associations
5. Benefit providers' administrative policies
6. Collective agreements
7. [External and internal auditor findings and recommendations](#)

The following procedures (including but not limited to) must be followed in order for the Financial Operational Control Policy to be met:

1. Banking Services (F-FOC-001-001)
2. External Auditors and Year End (F-FOC-001-002)
3. Accounts Payable (F-FOC-001-003)
4. Accounts Receivable (F-FOC-001-004)
5. Petty Cash (F-FOC-001-005)
6. Cash Handling (F-FOC-001-006)

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|  The Corporation of the Town of Oakville PROCEDURE Banking Services | Procedure Number F-FOC-001-001 | Page: 1 of 5 |
| | Parent Policy No.: F-FOC-001 Author: Financial Operations, Accounting Authority: CAO | |
| Section: Finance Sub-Section: Financial Operations | Effective Date: 2011 Nov 21 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

This procedure defines the process for the appointment of bankers, use and management of banking services and bank account reconciliation ~~on behalf of~~for the Town of Oakville.

Scope

This procedure applies to all banking transactions which take place by town departments and staff and local boards of the town for which the town provides banking services.

Procedure

Appointment of Bankers

The appointment of bankers shall be determined by a request for proposal (RFP) and confirmed by ~~or~~ Council resolution. A banking by-law shall be in effect to identify bankers and designated signing officers for the signing of cheques, electronic transfers, bank account set up, and investments.

An ~~internal~~-informal annual review and a formal five year cost/benefit review on all banking services will be completed in order to measure the cost effectiveness of the services.

Financial Operations shall issue an RFP if:

1. The annual review process conducted by the Financial Operations department reveals serious deficiencies in banking services;
2. Where, in the opinion of the Treasurer or Deputy Treasurer, the banker requests a significant change to the terms of providing banking services, as contained in the original adopted banking proposal, which would result in an increase in the cost of such services to the Town, or;

3. Where market conditions have changed which would cause staff to question the competitiveness of the current contract.

The Banking by-law shall be amended to reflect any changes resulting from an RFP

Banking Signing Authority

~~*Municipal Act, Section 287*~~ ~~*Section 288 (1) of the Municipal Act, Endorsement of Cheques*~~ states that every cheque issued by a municipality shall be signed by the treasurer and head of council. ~~*Section 288(2) states that the municipality may designate persons to sign cheques in place of the treasurer and head of council but the same person cannot be designated to sign in place of both of them.*~~ ~~*Section 288(3)*~~ states that a municipality may provide that the signatures on a cheque of the municipality be mechanically or electronically reproduced.

The Town must have a current by-law which reflects all positions that may sign on behalf of the Treasurer and head of council. The town's by-law reflects the positions that can sign for either party, no one position is designated signing authority for both the Treasurer and head of council. The resolution and by-law must be signed and sealed with the Corporate seal and filed with the town bankers.

The following transactions must be signed by two signing officers:

1. All cheques issued by the Town:
 - a. Cheques under \$50,000 may be signed utilizing electronic signatories
 - b. Cheques over \$50,000 must be hand signed by two signatories.
2. Rental and access to safety deposit box.
3. Electronic transfers of funds to external parties through wire or banking tools – greater than \$50,000.
4. Annual debt payments.
5. Investments.
6. Setting up of new bank accounts; ~~credit card merchant numbers, online banking system access.~~

The following transactions must be signed by one signing officer:

1. Request for corrections resulting from on line payments – reversal of duplicate payments.
- ~~1.2.~~ Credit card merchant numbers, online banking access.

Bank Account Management

The Manager, Accounting Operations shall ensure the needs of departments are met as it relates to the establishment of bank accounts.

1. All primary bank accounts shall be set up with the ~~banking institution~~banker appointed by the town.
2. Any accounts not set up with the banker appointed by the town must be in accordance with the Banking by-law.
- ~~2.3.~~ The set up or closing of bank accounts may be requested by departments but is subject to the approval of the Manager, Accounting Operations and signed off by the signing officers, as defined in the Banking by-law.

- ~~3.4.~~ New accounts will only be set up if there is a business reason to do so.
- ~~4.5.~~ New ~~merchant account~~ numbers for accepting eligible payment cards- as per the cash handling procedure ~~Visa/MasterCard/AMEX deposits~~ must be approved by the Manager, Accounting Operations.

Banking Deposits and Transfers

The Deputy Treasurer shall use every secure means possible to ensure receipts are deposited promptly to maximize interest income, and reduce the risk of unsecured funds.

1. All funds shall be centrally counted and deposited within the centralized cashier function at town hall or at Transit (for transit and parking related deposits).
2. An armoured car service shall transport Town Hall, Transit and Parking cash receipts safely and daily to the central processing depot of the town's banker. ~~appropriate bank~~. Electronic deposit technology (if applicable) or daily courier service shall be utilized to ~~transport~~ provide cheques to the central processing bank to ensure same day deposits.
3. Funds may also be electronically transferred between bank accounts or to purchase investments with approval from the signing officers.

All town staff responsible for collecting revenue shall ensure they understand and follow all procedures relating to cash handling and ensure all deposits are submitted daily to the Revenue and Tax division. Any alternative method of making deposits must be approved by the Manager, Accounting Operations.

Bank Account Reconciliation

All bank accounts will be reconciled centrally by the Corporate Banking Analyst on a monthly basis. Reconciliation shall be done in accordance with the following process:

1. Reconcile cashed cheques weekly ~~through~~ in the Corporate Information System (CIS) utilizing ~~Treasury and~~ the banking system and/or other cash management tools. The Town also uses the banking system to ensure the legitimacy of the cheque being presented before it is cashed.
2. A transaction detail of each bank account will be generated from the CIS general ledger and reconciled against the bank statements provided by the town bankers.
3. Any items not reconciled, shall be followed up ~~as soon as possible~~ with source documents within the following month and staff shall ensure controls have not been compromised.
4. Any fraudulent items or irreconcilable items will be brought to the attention of the Manager, Accounting Operations immediately.
5. The Manager, Accounting Operations will take immediate action notifying bankers, internal audit or police in the case of fraudulent activities, and follow up on departments or staff who are not complying with deposit procedures.
6. The Manager, Accounting Operations will sign off on all monthly reconciliations
7. Outstanding cheques which have become stale dated will be followed up quarterly, to ensure that payment is received by vendors.

6.8. Outstanding, stale dated cheques, for which no response is received from the vendor, will be held for two years in a separate CIS account and then transferred to corporate revenue.

Payment Options for Revenue Sources

There are various payment options available for departments to utilize to ensure the town goods and services are paid for and properly receipted:

1. Cash and cheques.
2. Certified cheques and bank drafts/money orders~~money orders~~.
3. Payment card services from the town's approved payment card provider. Depending on the nature of and reason for the payment, these could be received in person, via telephone, or online. ~~visa, mastercard, AMEX.~~
- ~~3.4. Third party credit card payment services (property tax payments only).~~
- 4.5. Electronic transfers inclusive of on-line banking tools.
- ~~5. debit cards~~
6. Centralized invoicing (in accordance with accounts receivable procedure).
 - ~~1. American Express — only by permission of Manager, Accounting Services~~

Consideration of payment types must be done in consultation with the Manager, Accounting Services. The following factors will be considered; ~~to ensure:~~

1. Payment terms must be linked with service delivery;
2. Revenue volumes must be considered to minimize costs of payment options and administration;
3. The costs of credit cards and associated terminals; ~~these are considerable and~~ will be charged to the ~~line~~ department(s) utilizing the device;
- ~~3.4. Utilization of the town's payment card service provider;~~
- 4.5. The security of payments to ensure that PCI standards are met; and
- ~~5.6. Revenue reporting must be timely, ~~and~~ meet with accounting standards, and satisfy internal reporting deadlines.~~

References and Related Documents

Municipal Act, Section 286(1) (b) ~~8~~ and ~~287(1)~~
Banking by-law (2010-062)
~~Financial Operational Control policy~~
Banking services contract
Payment Card Industry Standards Data Security Standard (PCI DSS)
~~Generally Accepted Accounting Principles (GAAP)~~ & PSAB requirements
Cash Handling Procedures (F-FOC-001-006)

Definitions

Banking system – Systems provided by the banker which record ~~provide~~ banking transaction detail, provide statements, and allow access to information. It also includes any anti-fraud programs which ~~activity and~~ match the information ~~name and amount~~ of a Town of Oakville

cheque, to the information ~~name of amount of the amount on cheques~~ cashed against the Town's bank account(s). ~~This is done to minimize the risk of fraudulent cheques.~~

~~"Treasura" – Oakville's cash management system~~

CIS – Oakville's Corporate Information System which holds all financial transactions

Responsibilities

The following are responsible for:

Departments:

Ensuring compliance with these procedures and that revenue is collected and deposited in a timely manner. Consulting with the Manager, Accounting Operations on new revenue sources and appropriate payment options.

Financial Operations department:

Providing depositing, reconciling, and internal control services as it relates to all banking functions and approving payment options for revenue sources.

Bankers:

Ensuring services are provided and advising the town when procedures, terms of contract, controls or improper signing authority are compromised, or when there is any indication of fraudulent activity.

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|  The Corporation of the Town of Oakville PROCEDURE External Auditors - Year End | Procedure Number F-FOC-001-002 | Page: 1 of 5 |
| | Parent Policy No.: F-FOC-001 Author: Financial Operations, Accounting Authority: CAO | |
| Section: Finance Sub-Section: Financial Operations | Effective Date: 2011 Nov 21 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

In accordance with legislative requirements the town must appoint an external audit firm to perform an audit on [the consolidated financial statements of the Town of Oakville \(Town\) and on all of its local boards.](#) ~~all accounts and transactions of the Town and its local boards and prepare consolidated financial statements and the Provincial Financial Information Return (FIR).~~ These consolidated financial statements shall be approved by Council and made available to the public.

Scope

This procedure affects Council and all staff in Financial Operations, Financial Planning and staff who are involved in:

- a) the procurement of goods and services [\(either through purchasing cards or through purchase orders\)](#) ~~through use of PCOS, Purchase Orders;~~
- b) cash receipts;
- c) accounts payable;
- d) accounts receivable;
- e) petty cash;
- f) time sheet and employee reimbursement approvals;
- g) cashier functions;
- h) budget variances for operational units or departments; and
- i) asset ownership and the related capital project closure.

It also affects staff in the ~~Oakville Public Library, Oakville Galleries, the three business improvement areas (BIA's) and Boards of Management.~~ [local boards.](#)

Procedure

Appointment of External Auditors – Section 296 of the *Municipal Act*

1. A municipality shall appoint an auditor licenced under the *Public Accountancy Act, 2004* for a term not exceeding 5 years. ~~Oakville Public Library and the business improvement areas~~ Local boards must also use the Town's auditors, but will be responsible for budgeting for ~~and annual payment of~~ the audit fees.
2. Changes to auditors are governed by the RFP process in accordance with the Purchasing by-law.
3. Where an extension to an existing contract is warranted Council approval shall be obtained.

Timing of Audits – ~~annual~~ interim and final ~~external~~ audit timelines will be established annually to review the proceeding years accounting activities, generally as follows:

Interim audit – November

Local boards ~~— ie Oakville Public Library, Oakville Galleries and business improvement areas —~~ year end field audit – February

~~Gas Tax Audit – March~~

Town's field audit – March/April

Issuance of consolidated financial statements – May

Reporting to Council – June

Submission of Financial Information Return to Province – June

Charity return – Oakville Public Library – June

~~Submission of MPMP and reporting to Council – June~~

TOWARF – town staff review of records for annual operating grant – no audit required

Preparation of income tax receipts for eligible donations which meet criteria for receipting
– February

Operations must be closed at a date determined by Accounting Operations to ensure ~~In order to facilitate the audit processes, operations must be closed ensuring~~ that all current year transactions have been accounted for and can be accurately reflected in the consolidated financial statements subject to audit processes.

Year End

1. Manager, Accounting Operations will determine a schedule for year end close of operations, which will be communicated to all staff involved with the financial transactions noted above.
2. A separate schedule will be issued by the Manager, Payroll & Benefits as it relates to revised deadlines due to year end close and statutory holidays.
3. The year end schedule will cover the timelines for completing and closing off the current year activity for the following:
 - a. Purchasing activities
 - b. Accounts Payable including PCOS
 - c. Accounts Receivable
 - d. Payroll accruals, activities and reimbursements
 - e. Cash receipts, including deferred revenues
 - f. Account reconciliations for balance sheet and operational accounts
 - g. Year end variance reporting

Procedure F-FOC-001-002, External Auditors – Year End

- h. Reserves and reserve funds transfers and balancing
- i. Tangible Capital Assets capitalization and disposal.
4. Manager, Accounting Operations will advise ~~Oakville Public Library, Oakville Galleries and the business improvement areas~~ local boards of timelines for receiving their financial records in order to validate transactions and prepare draft financial statements, which shall be audited by the Town's auditors.
5. Strict adherence to timelines is essential in order to meet the audit timelines.
6. The town's financial system CIS will serve as the official auditable record of all financial transactions, other systems, and back up schedules, etc.

Expense Accruals and Estimates

1. All transactions shall have supporting documents including an original vendor invoice or cheque requisition, cash receipt or accounts receivable invoice, or adequate information if there is rationale for not having such documents.
2. When an original source document is not available to substantiate a transaction, which staff deem to be relevant and material to the current year financial statements, then an accrual must be done using the recognition criteria as follows:
 - a. The item has an appropriate basis of measurement and a reasonable estimate can be made of the amount involved;
 - b. For an item that involves obtaining or giving up future economic benefits, it is expected that such benefits will be obtained or given up.
3. All accruals must be reviewed and approved by either the Manager, Accounting Operations, or Deputy Treasurer, Financial Operations. All accruals will be booked as automatically reversing to ensure that entries are not recorded in multiple years.
- 3.4. Subsequent to year end, Accounting Operations will review the previous accruals to ensure the corresponding expense has been recorded.

Revenue

1. All revenues must be posted in the fiscal year they are earned and collectible.
2. Government transfers (i.e. operating and capital grants) must be booked ~~as earned revenue when the expense relating to the grant has occurred, otherwise it must be held on the balance sheet as deferred revenue~~ in accordance with PSAB guidelines.
3. All revenues for which funds have been received but which have not been earned must be reported as deferred revenue and allocated to future reporting periods.
4. All deferred revenue must be reviewed and approved by either the Manager, Accounting Operations, or Deputy Treasurer, Financial Operations.
5. Deferred revenue as it relates to funding of capital projects will be signed off by Manager, Financial Planning or Deputy Treasurer, Financial Planning.

Reporting to Council and the Province

1. Financial Operations staff, along with the external auditors, will present the annual audit plan to Council prior to the commencement of the annual audit.
2. Financial Operations staff will present to Council a draft form of the audited consolidated financial statements for the current year, together with a summary report detailing the highlights of the year end statements, for approval.
3. Included in the draft consolidated financial statements will be the audit opinion as expressed by the external audit firm.
4. The external audit firm will report to Council on the audit findings, which will also include any adjusted or unadjusted misstatements and management letter points.

Procedure F-FOC-001-002, External Auditors – Year End

- 4.5. Deputy Treasurer, Financial Operations will respond with suggested improvements to any management letter points.
- ~~5. Manager, Accounting Operations will prepare a report and submit the current year Municipal Performance Measurement Program (MPMP) results which are based on information contained in the FIR for Council's information~~
6. Manager, Accounting Operations will file with the Ministry of Municipal Affairs the current year FIR, ~~including the MPMP results~~ along with the audited consolidated financial statements, in accordance with the timelines specified by the Province.
7. Once approved by Council the consolidated financial statements together with the unaudited Five Year Review (statistical document) will become a component of the "Annual Report", which will be posted on the Town's website.
8. The external auditors must sign off on the financial statement component of the annual report prior to it being published.
- ~~9. The MPMP information will be made available to the public through the Town's website~~

Local Board audits

1. The local boards require separate audited statements
2. Management and finance staff at each local board are responsible for closing their books and records, providing Accounting Operations with the financial information required to prepare the financial statements, and assisting the auditors in their audit work.
3. Accounting Operations will prepare the financial statements for the auditors and work with the local boards' management to ensure the statements are ready to be presented at the appropriate board or annual general meeting.
4. Any audit findings or management letter points provided by the external auditors will be followed up by the Manager, Accounting Operations or Deputy Treasurer, Financial Operations.

References and Related Documents

Municipal Act

Public Accountancy Act

GAAP and PSAB regulations ~~CICA Public Sector Accounting Handbook~~

Guidelines – Ministry of Municipal Affairs – FIR ~~and MPMP~~

Purchasing by-law

Financial Operations Procedures

Financial Control Policies

Definitions

CIS – Oakville's Corporate Information System which holds all financial transactions

FIR – Financial Information Return; the reporting requirements of the Ministry of Municipal Affairs

Local boards – Oakville Public Library, Oakville Galleries, and the business improvement areas

Procedure F-FOC-001-002, External Auditors – Year End

~~MPMP—Municipal Performance Measurement Program—required reporting by Ministry of Municipal Affairs—uses information from the FIR to determine the efficiency measure of services provided by the Town~~

Responsibilities

The following are responsible for:

Departments:

Submitting all relevant expenses and revenues relating to the current year in accordance with the timelines specified for closing operations and advising Manager, Accounting Operations of any accruals, estimates and deferred revenue.

Financial Planning:

Preparing supporting schedules and working papers to substantiate financial statements within the timelines, ensuring they balance to the general ledger. Ensuring that all records are available for review.

Financial Operations:

Ensuring the timely close off of the general ledger and that all current year transactions are reflected on the financial statements, as well as the reconciliation and review of all balance sheet accounts. Ensuring that all records are available for review.

Manager, Accounting Operations:

1. Establishing appropriate timelines to ensure audit readiness and completeness.
2. Review and preparation draft financial statements for the Town and local boards.
3. Consolidation of all financial statements.
4. Assisting the auditors during the field audit work and ensuring that they have access to all the Town's financial records and other required information.
5. Presenting consolidated financial statements to Council.
~~—Reporting the MPMP results to Council~~
6. Filing the FIR, ~~MPMP results~~ and consolidated financial statements with the Ministry of Municipal Affairs.
- 6.7. Preparation and submission of the Oakville Public Library charity return.
~~—Posting the MPMP results on the web page~~

Deputy Treasurer, Financial Operations:

1. Ensuring the completion of the entire year end process and related financial statements.
2. Responding to management letter points issued by external auditors.
3. Facilitating and ensuring both the external audit plan and audit findings reports are taken to Council for approval and that the financial statements are available to the public.
4. Ensuring that the Administrative Services Committee, serving as the audit committee, receives presentations and relevant documents and related information from the external auditors, ~~twice annually~~ as required.

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|  The Corporation of the Town of Oakville PROCEDURE Accounts Payable | Procedure Number F-FOC-001-003 | Page: 1 of 7 |
| | Parent Policy No.: F-FOC-001 Author: Financial Operations - Accounting Authority: CAO | |
| Section: Finance Sub-Section: Financial Operations | Effective Date: 2011 Nov 21 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

This procedure outlines the criteria, process and timelines for the centralized payment processing of vendor invoices, Purchasing by-law Schedule B payments, refunds for overpayments, grants, deposits held on account or property tax adjustments, corporate credit card purchases ~~(PCOS)~~, mileage for non-employees and petty cash replenishment.

Scope

This procedure applies to all employees who have the authority to act as buyers on behalf of the corporation and in that capacity have ~~bought~~ purchased goods or services to be used in the delivery of town services or have authorization to approve expenses or refunds. Authorization of expenses or refunds must be in the form of an electronic receipt or hand signed. Signature stamps will not be accepted as approval.

Procedure

Payment of vendor invoices:

1. Purchases must be made in accordance with the Purchasing by-law.
2. Purchases must have a purchase order, identified by a system code (either an OP, OU or OS) entered, approved and received in CIS, with the exception of Schedule B's and, in some cases, blanket order related purchases. See Schedule B Payments section of this procedure. See also Blanket Purchase Order section of this procedure.
3. Purchase orders should be received in CIS by the department who ordered the items as soon as the goods/services are received.
- 3.4. Vendor invoices must be sent directly to Accounting Operations by the vendor, preference would be to receive electronically to Accounts Payable (AP) email. ~~for~~ payment
- 4.5. Vendor invoices must clearly indicate net amount of purchase, plus freight or administrative charges, and applicable tax amount and applicable business number.

6. Vendor invoices must clearly state the purchase order number (OU, OP or OS) if applicable.
7. Invoices will be sent electronically to the department approver via the Town's AP system in situations where:
 - a. The receiving has not been completed;
 - b. There are discrepancies between the receiving information and the invoice;
 - c. There is no relevant purchase order information.
8. Departments will approve invoice for payment or advise to hold if services not approved.
- 5-9. Vendor invoice must match the purchase order in the system and be received by department staff -before payment will be made.
- 6-10. Payment terms for vendor invoices is net 30 days, unless a discount is offered.

Vendor Invoices covered by a Blanket Purchase Order

1. All blanket purchase orders issued will describe in detail the agreed upon process for paying invoices.
2. Monthly invoices for costs ~~such items as cleaning~~ that are consistently charged to the same account and are for the same amount each month will be processed automatically without approval from the department as long as the invoice matches the approved blanket order in effect. Accounting staff will use the account number provided on the blanket order.
3. ~~For vendors who supply materials and supplies substantiated by a "ticket" upon delivery of the materials, their invoices will be paid using the "ticket" as the authority to pay. Departmental staff upon receiving the "ticket" need to verify the quantity delivered, verify the date of the delivery, assign an account number and sign the ticket. Signed tickets are then sent to Accounting Operations, who match the signed ticket to the invoice received from the vendor. Any discrepancies will be brought to the department's attention~~
- 4-3. All other purchases covered by a blanket order require a small purchase order (OU) to be created, approved and received before the invoice can be paid.
- 5-4. Blanket orders which affect multiple departments will be consistently charged to the same object code.

Purchasing by-law Schedule B payments

1. Schedule B purchases are noted in the ~~as noted in the Purchasing by-law~~, include training and education costs (not reimbursed through payroll), premiums and insurance payments, counselling services, legal, audit, arbitrator and appraisal fees, artistic and recreational services instructor fees, utility payments, postage and courier services
2. Requests for payment must be in the form of a vendor invoice or cheque requisition, clearly indicating the amount plus any applicable taxes.
3. ~~If HST is not charged, then a S.I.N. (Social Insurance Number) must be provided so that a T4A can be prepared if the threshold of \$500 is exceeded for that particular vendor per year or the vendor must state that they fall under the Canada Revenue small supplier exemption with business income less than \$30,000. Even though a vendor may fall under the small supplier exemption, the Town is still required to issue a T4A to that vendor for services rendered. This requirement does not apply if the vendor is supplying materials or supplies.~~

Procedure F-FOC-001-003, Accounts Payable

3. Cheque requisitions are only to be used if no invoice is available. The requisition ~~and~~ must clearly state the payee, full address and HST Registration Number and/or SIN, if applicable.
4. Payment requests must be approved by staff with authority to approve payments.
5. The appropriate account number must be assigned to the invoice or cheque requisition.
6. Payments will be processed in a timely manner ~~to on the next available~~ meet the weekly cheque run. ~~as soon as possible~~
6. Real estate ~~transactions~~ purchases either buying or selling of land or buildings will be processed once a Property Acquisition or Disposal Form is completed.

Utility Payments

1. ~~Include but not limited to: Oakville Hydro, Union Gas, and Reliance Energy (hot water tank rentals)~~
1. Utility invoices for Oakville Hydro and Union Gas are received in Accounting Operations and processed without departmental approval. The date of utility reading is used as the General Ledger (GL) date.
2. Accounting Operations maintains a detailed listing of all utility accounts, including the address of the property attached to the utility account number and the GL account number, including subledger, appropriate for that billing.
3. Automatic payment withdrawals from the Town's Utility bank account are processed by Oakville Hydro and Union Gas.
4. Uploads to the GL are done monthly based on invoices received from Oakville Hydro and Union Gas and, ~~uploads~~ include both consumption units and dollar values.
5. ~~Reliance Energy is paid by cheque as invoiced~~
- 6.5. Monthly bank reconciliations are done on the Utility bank account to ensure that the Town's records match what has been withdrawn from the bank.
- 7.6. As departmental approval is not required for utility invoices, departments should utilize the ~~general ledger in CIS~~ GL to view ~~detailed consumption and utility expenses on a regular basis~~. Expertise of staff in Facility and Construction Management Department, Environmental Policy, or the individual utility company can be utilized to do further analysis.

Refunds

1. Requests for refund payments must be done through a cheque requisition, which must be approved by appropriate staff and assigned an account number.
2. The cheque requisition must clearly indicate the payee's name and full address.
3. Requests for refunds of deposits, credits on account or tax adjustments will be processed and paid as soon as possible.
4. CLASS refunds from Recreation and Culture will be processed via electronic upload to CIS from CLASS.

Corporate credit card processing (PCOS)

Refer to procedure for Purchasing Card Operating System (PCOS).

Mileage for Non-employees (Employees' mileage refer to Payroll)

1. Mileage forms must be completed by the individual requesting reimbursement.

Procedure F-FOC-001-003, Accounts Payable

2. The current mileage rate, as provided by Payroll Services, ~~Human Resources~~, must be used.
3. An appropriate account number and the mileage object code must be indicated on the form.
4. The form must be signed by the requestor and approved by the appropriate supervisor/manager prior to being sent to Accounting Operations.

Petty cash replenishment

Refer to Petty Cash procedure.

Government requirements

1. If the payment is to an individual, either directly or through an organization, then a SIN (Social Insurance Number) must be provided as per Canada Revenue Agency (CRA) requirements.
2. Vendors must provide their HST Registration number before payment is issued. In the event that a vendor does not charge for HST, Accounting Operations will determine if follow up is required with the vendor to ensure that they fall under the CRA small supplier exemption.

Timing of cheque runs

1. ~~Accounts payable cheques are generated every Wednesday, for distribution on Thursday~~ Accounting Operations will perform a weekly cheque run.
2. ~~Each week's Deadline for weekly cheque run will include all payment requests is Tuesday at noon; vendor invoice, cheque requisition, mileage form or petty cash reimbursement form must be received by the end of the previous week. in Accounting Operations by that deadline in order to be processed for the cheque run on Wednesday~~
3. ~~Cheques are either mailed, picked up by the vendor based on individual requests, or distributed to the requestor if additional information is required to be sent with the cheque. Departmental staff cannot distribute cheques to vendors~~ Vendors paid by Electronic Funds Transfer (EFT) receive an email notification of the payment. Printed cheques are mailed to the address on the invoice/requisition. Departmental staff cannot distribute cheques to vendors. Exceptions must be approved by the Manager, Accounting Operations.
4. ~~Emergency cheque requirements or the certification of cheques will be considered on an exception basis, and must be approved by the Manager, Accounting Operations or designate.~~
- 4.5. ~~Vendors have~~ are encouraged to the option of receiving an Electronic Funds Transfer (EFT) as opposed to a cheque.

Cheque Cancellation

1. If a cheque is issued for the wrong amount, to the wrong vendor name, as a duplicate payment or was never received by the vendor, the cheque must be cancelled and re-issued ~~if appropriate as corrected.~~
2. ~~If the cheque has never been released to the vendor, the cheque will be cancelled in GIS, changes made to the records as required, and re-issued on the next cheque run~~
- 3.2. _____ If the cheque has been released to the vendor, the Stop Payment procedures must be followed, before the cheque can be cancelled in the system and re-issued.

Stop Payment Process

1. If it is determined that a cheque has been released in error, or has never been received by the ~~payee vendor,~~ Accounting Operations must determine whether the cheque has been cashed. This is done by checking in CIS if the cheque has been reconciled and, if not, reviewing the online bank statements up to the current date to ensure that it has not been cashed since the last cheque reconciliation process was run. If the cheque has not been cashed, a stop payment must be registered with the bank for the cheque~~put on the cheque with the bank.~~
- ~~2. Before the stop payment can be put on the cheque, it must be determined whether the cheque has been cashed or not. This requires confirming in CIS, that it has not been reconciled through the cheque reconciliation process and if not, then a review of the bank statements up to the current date must be done to ensure that it has not been cashed since the last cheque reconciliation process was run.~~
- ~~3.2. Stop payments can be registered with the bank done in the Banking system by either the Banking Co-ordinator Analyst or the Manager, Accounting Operations.~~
- 4.3. Once the stop payment has been registered with the bank ~~has been notified about the stop payment,~~ then the cheque can be cancelled in CIS and re-issued as required.

Stale dated Cheques

- ~~1. Outstanding reports generated as part of the cheque reconciliation process are reviewed periodically for stale dated cheques.~~
- ~~2. Cheques dated six months prior are brought to the attention of the originating departmental staff so that they can determine why the cheque has not been cashed~~
- ~~3. If new information concerning the vendor is received from the department the following occurs:
 - ~~○ a stop payment is put on the cheque,~~
 - ~~○ the cheque is cancelled in CIS,~~
 - ~~○ records are updated with the new information~~
 - ~~○ The cheques is re-issued on the next cheque run~~~~
- ~~4. If no new information is provided, the cheque is manually reconciled in the CIS system, and journaled to a balance sheet account — Stale dated AP cheques.~~
- ~~5. As part of the year end process, any amounts in the stale dated account that are older than two years are returned to the corporate operations account.~~
- ~~6. Detailed lists of all cheques stale dated are maintained, for tracking and re-issuance if required.~~

US Cheques

1. The Town maintains a US bank account for purposes of paying vendors in US funds.
2. US vendors are set up in the CIS address book to be paid in US funds.
3. All purchases with US vendors must follow the purchasing by-law.
4. CIS automatically books the exchange rate, so that the GL reflects the expense in Canadian dollars.
5. The exchange rate in CIS is determined by the rate in effect when the US funds are purchased to replenish the US bank account.
6. US cheques are reconciled weekly and the bank reconciliation is done monthly.

Electronic Fund Transfers (EFT)

~~The Town has not implemented paying vendors by electronic funds transfers, and it is our recommended method of payment~~

~~Under some circumstances arrangements can be made to transfer funds between the Town's bank account and a third party. This is currently done for levy payments to the Region, School Boards and the 3 business improvement areas. Development Charges collected on behalf of the Region and School Boards are remitted to them electronically as well. For some real estate transactions, electronic funds transfer is done in place of issuing certified cheques~~

Certified Cheque requests

1. The Town ~~no longer~~ does not provide certified ~~s~~ cheques.
2. In place of a certified cheque, the Town will do an EFT ~~electronic funds transfer~~ providing the banking information is made available to ~~us~~ the Town to do the transfer.

References and Related Documents

Purchasing by-law
Purchasing Card Operating System
CRA ~~tax~~ regulations ~~ules~~
Banking procedures and contract
Petty cash procedures
A-BMG-001-003 Purchasing Card Operating System procedure
CIS Object Code and Departmental chart of accounts
Records retention by-law
Year end procedures

Definitions

CIS – Oakville's Corporate Information System which holds all financial transactions

EFT – Electronic Funds Transfer; funds are transferred from the Town's bank account to a third party's bank account utilizing an electronic transfer instead of a cheque

OP, OU, or OS – CIS system codes used for purchase orders. OP amounts are for orders greater than \$25,000; OU amounts are for orders from \$1 to \$24,999; OS are for all inventory purchases.

PCOS – Purchasing Card Order System refers to the town's corporate credit cards

Schedule B – Schedule within the Purchasing by-law which lists the purchases which do not require a purchase order to be issued.

Responsibilities

The following are responsible for:

Departments/Authorized Buyers:

- ~~1. Departments/Authorized Buyers are responsible for:~~
2. 1. Being in compliance with the Purchasing by-law

- 3.2. Generating a purchase order for those purchases not covered by Schedule B of the Purchasing by-law
- 4.3. Purchases under Schedule B, approving the invoice, assigning an account number, or completion of cheque requisition in lieu of an invoice, including the appropriate approval and account number
- 5.4. Obtaining a S.I.N number where required. ~~for vendors/suppliers who do not charge federal or provincial tax,~~
- 6.5. Monthly reconciliation of the cardholder activity statements, attachment of the appropriate supporting documents and signatures (PCOS cardholders)
- 7.6. Managers, supervisors and directors are responsible for approving all purchases made either electronically through the purchasing system, ~~or the accounts payable system, Transform AP, or manually on an invoice~~ or on a cheque requisition

Vendors ~~are responsible for:~~

Ensuring they receive authority by way of a purchase order for all goods or services they provide to the Town, and providing their invoices (preferably via email) ~~invoicing or e-mailing invoices~~ directly to Accounting Operations.

Accounting Operations ~~are responsible for:~~

1. Processing all invoices in a timely manner, ensuring that proper authority to pay has been received, and that a correct account number has been assigned.
2. Reviewing all PCOS packages for completeness including appropriate receipts being attached, correct taxes, correct account numbers and signatures provided.
3. Filing (electronically or printed) all accounts payable and PCOS expenditures in a timely and organized fashion within the Financial Operations vault for safe keeping. This shall be deemed the corporate filing for audit purposes.
4. ~~For the retrieving~~ Retrieving off site records in a timely manner to support departmental requests.
5. Reconciliation of all accounts payable accruals, clearing accounts and received not vouchered balance sheet accounts.
6. Ensuring that the CIS accounts payable module is available to support any inquiry or reporting requirements ~~as well as all invoices are scanned and linked to account number and vendor for departments to query~~
7. Ensuring that the town maximizes its HST rebates available under legislation.
- 7.8. ~~Ensuring new vendors have~~ are aware of the option for EFT payments.

Purchasing and Risk Management ~~are responsible for:~~

1. Reporting all non-compliance ~~to~~ of the Town's purchasing by-law and PCOS purchasing procedures and policy to the individual, and/or SMT ~~and~~ and/or EMT as required. ~~in accordance with the PCOS procedure~~
2. Bringing any fraudulent purchases or concerns to the attention of the Deputy Treasurer, Financial Operations, Manager, Accounting Operations, and/or Internal Auditor.

Appendices

Appendix A - Cheque requisition form (*internal use only*)

Appendix B - Mileage form (*internal use only*)

Appendix C - Petty cash replenishment (*internal use only*)

| | | |
|--|---|---|
|  The Corporation of the Town of Oakville PROCEDURE Accounts Receivable | Procedure Number F-FOC-001-004 | Page: 1 of 5 |
| | Parent Policy No.: F-FOC-001 Author: Financial Operations Accounting Authority: CAO | |
| Section: Finance Sub-Section: Financial Operations | Effective Date: 2011 Nov 21 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

This procedure outlines the process and responsibilities for providing centralized accounts receivable services to third parties for materials and services provided by the Town.

Scope

This procedure applies to all departments that provide materials and/or services to external parties which are not paid for prior to, or at the time, the materials and/or services are being delivered. In addition, it applies to all agreements which require the Town to provide an invoice in advance of providing materials and/or services (ex. Sponsorship agreements). This utilization of centralized accounts receivable procedures does not cover the following services: Harbours, Cemeteries, Recreational Programs Registration, Membership Activities, Facility -Bookings, and Oakville Centre (see non-centralized section) ~~or receivables between departments or local boards.~~

Procedure

Invoice Creation - Requests from Departments

1. Departmental staff complete an Invoice Requisition form, which details the customer's name and address, description of materials and/or services provided, costing information, appropriate General Ledger (GL) revenue account number, and mailing instructions.
2. Completed Invoice Requisition form and backup information is forwarded to Accounting Operations.
3. Accounting staff review the form for completeness, value-added tax implications and appropriate GL account number. All revenue must utilize an object code in the 8000 series and billings may not be netted against expenses.
4. Standard practice for additional charges relating to payroll overhead and administration charges:
 - a. repair and maintenance services provided by Roads & Works or Parks include:

Procedure F-FOC-001-004, Accounts Receivable

- i. overhead payroll burden of 52% (on direct labour costs)
 - ii. ~~40~~15% administration charge on all components of the invoice including labour, materials and vehicle usage charges.
 - b. Traffic accident related invoicing include the following
 - i. ~~CIS-overhead~~ payroll ~~system~~ burden of 532%
 - ii. 20% material handling charge on materials used
 - iii. 15% deduction on materials for depreciation
 - iv. 15% administration charge on all -costs
 - c. Halton Region and Oakville Hydro service billings are unique and staff must follow the applicable service agreement.
5. An official Town invoice is generated in the Corporate Information System (CIS) on a timely basis and either mailed to the customer or returned to the ~~requestor~~requesting department, as noted on the invoice requisition.
 6. The department's revenue account is updated to reflect the revenue earned in the period that the service occurred or as indicated on the invoice requisition. ~~Account number must be a revenue account, billings cannot be netted against expenses.~~ Collection of the invoice is the responsibility of Accounting Operations staff; however, assistance may be required from the requesting department.
 7. Statements on overdue accounts are sent to the applicable department to keep them apprised of collection status.
 8. Payment terms are 30 days from date of invoice unless otherwise specified by the requesting department. Overdue invoices are subject to interest charges as per the Rates and Fees.

Monthly, Bi-Monthly or Quarterly Invoicing

1. Standard monthly or bi-monthly invoicing (i.e. Regional Roads Maintenance, ~~Fleet services and Traffic~~) ~~billing~~ is created automatically by Accounting Operations ~~staff~~ using reports from CIS based on location or work order subledgers.
- ~~2. In circumstances where the Town needs to invoice for damages due to a traffic accident, the Traffic Section of Roads & Works must complete the "Traffic Accident Billing" form, attach the "Accident Report" from the Halton Regional Police Department and forward the information to Accounting Operations in order to have an invoice created.~~
- ~~3.2.~~ Proposed billing must be approved by the responsible department before the official invoice is sent out.
- ~~4.3.~~ The responsible department must provide all necessary back up documentation to substantiate invoicing.
- ~~5. Transit 3rd party ticket agents for ticket sales, are billed monthly based on information provided by Transit staff. Invoices are created in time to be distributed along with the next month's supply of tickets and passes~~

Invoice Payment Process

1. Payment can be made either by cash, cheque, credit card or debit card. Cash or cheque is the preferred method of payment. Electronic funds will also be accepted upon approval by the Manager, Accounting Operations.
2. Accounts Receivable system is updated to reflect the payment.
3. Invoices not paid within the 30 days follow the collection process.

Procedure F-FOC-001-004, Accounts ReceivableCollection Process for Overdue Accounts

1. Overdue notices are sent out when an account is past due for 30-, 60 and 90 days.
2. Financial Operations staff also attempt to contact the customer by phone to ensure that correct billing information has been provided.
3. Departments are provided with ~~monthly~~-quarterly aging statements of outstanding accounts receivable.
4. Once an account is overdue more than 90 days, final notice is sent to the customer advising that their account will be put into collection if not paid within 10 days. Failing a response to the final notice a follow up telephone call will be made.
5. Whenever possible and in accordance with *Municipal Act, Section 398(2)*, ~~Tax legislation~~, outstanding accounts will be added to the tax roll (i.e. billings for false fire alarms, property standards violations, harbours, etc.).
6. Once all attempts by staff to get an invoice paid have been exhausted, the Manager, Accounting Operations will determine if the account should be referred to the registered collection agency engaged by the Town of Oakville. ~~Section 304 of~~ The *Municipal Act*, Section 304, authorizes the municipality to use ~~by a municipality of a~~ registered collection agency for the recovery of a debt. An additional charge of 25% will be added to the invoice amount to cover the costs of the collection agency.

Allowance Accounts

1. Annually an amount is budgeted and transferred to the allowance account.
- ~~1-2.~~ At year end an analysis is done on all outstanding accounts receivable to determine if the balance in the allowance account is appropriate given the value of outstanding accounts receivable which are in risk of collection.
- ~~2-3.~~ Accounts deemed to be uncollectible by either staff or the collection agency due to true bad debt are written off against the corporate allowance. ~~originating department's revenue account.~~ Uncollectable receivables due to department's delay or errors in billing will be written off against the department's revenue account. The receivable will be reviewed by the Manager, Accounting Operations and a decision made based on the circumstances.

Non-Centralized Accounts Receivable

The following departments who, through their departmental operating systems, maintain separate receivables tracking do not have to utilize the centralized accounts receivable for their operational needs:

1. Oakville Centre for the Performing Arts
2. Harbours
3. Cemeteries
4. Recreation and Culture (CLASS) memberships, facility booking and program registration
5. Property taxes

Departments must ensure the management, collection and record retention of non-centralized receivables is maintained and available for audit. Reconciliation of the balance sheets and proper back up aging must be provided to the Manager, Accounting Operations on a quarterly basis for sign off.

If billings are for services detailed within the annual rates and fees book, fees must match what has been approved. Departments must ensure that HST is charged on applicable

Procedure F-FOC-001-004, Accounts Receivable

services and that the funds are posted to an account within the town's balance sheet for remittance to the Canada Revenue Agency.

During the year end review, the amounts in the accounts receivable must only be for services performed or delivered in previous/current periods and must not include future services. The exception to this would be amounts owing for future ~~with the exception of events or capital sponsorships.~~ In these situations Accounting Operations will determine the appropriate accounting treatment.

~~If billing is for future services or accounts are in a credit balance, they must be reflected as either deferred revenue or a liability.~~

Annual review of ~~small credit or debit write-off~~ write-offs must be completed and signed off by the Manager, Accounting Operations.

References and Related Documents

Invoice Requisition Form

~~Traffic Accident Billing Template~~

Stale-dated Credits in Class Accounts Receivable

Recreation and Culture – Outstanding Account Collection Procedure

Records Retention by-law

CRA ~~tax~~-regulations

Year end procedures

Recreation &and Culture – Small balance write off

Property Tax – Small balance write off

A-GEN-001-002 Corporate Sponsorship Procedure

Definitions

Aging – is an accounts receivable standard term which tracks unpaid invoices by predetermined milestone dates. These dates are usually 30, 60 and 90 days from date of generation.

Non-centralized Accounts Receivable - -

~~—All-accounts receivable invoicing~~ must~~should~~ be done in ~~the Town's Corporate Information System (CIS)~~ by Financial Operations ~~Staff~~ with the exception of those departments who manage their own accounts receivable system.

Responsibilities

The following are responsible for:

Departmental staff:

Preparing timely invoice requisitions to be sent to Accounting Operations and assist, where possible, in collection process.

Financial Operations:

Accounting Clerk – reviewing invoice requisitions forms, checking account numbers and HST, preparing invoices to be sent to customers, and ensuring revenue account codes are utilized. Filing all invoices and payments received centrally for audit.

Accounting Analyst ~~Facility Accountant~~ – following up on overdue accounts, working closely with the collection agency, when necessary, and documenting all collection activity for audit and review.

Manager, Accounting Operations – approving the referral of accounts to collection agency, reviewing all overdue accounts along with the allowance for doubtful accounts, ensuring all liabilities to Canada Revenue Agency are paid in accordance with legislation.

Deputy Treasurer, Director – approving uncollectible accounts to be written off ~~when determined uncollectible.~~

Non-Centralized Accounts Receivable Departments:

Performing periodic reconciliation of the aging to the GL, ensuring that any quarterly aging of receivables are signed off by the Manager, Accounting Operations or designate, and that year end procedures are adhered to.

Appendices

Appendix A - Invoice Requisition Form (*internal use only*)

~~Appendix B – Traffic Accident Billing Template~~

~~Appendix C – Official Town of Oakville Invoice~~

| | | |
|---|---|---|
|  The Corporation of the Town of Oakville PROCEDURE Petty Cash | Procedure Number F-FOC-001-005 | Page: 1 of 4 |
| | Parent Policy No.: F-FOC-001 Author: Financial Operations Accounting Authority: CAO | |
| Section: Finance Sub-Section: Financial Operations | Effective Date: 2011 Nov 21 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

This procedure sets out the purpose, establishment and replenishment of petty cash funds. Petty cash funds are utilized by ~~cash advances granted to~~ departments to facilitate payment of minor ~~expenses~~ purchases, which cannot be covered using a corporate credit card, or for coin change float purposes. The intent of a petty cash fund is to reduce cheque issuance for very small dollar purposes.

Scope

This procedure applies to appointed staff in all departments that require petty cash funds for coin change float purposes or to cover minor ~~expenses~~ purchases. These funds should not be used interchangeably, nor should they be used as follows:

1. To contravene the Town's Purchasing by-law, ~~or the Town's Employee Related Business Expense Procedure~~ Conference, Seminar & Training Procedures.
2. To pay salaries for any permanent or temporary staff.
3. To pay for meal allowances or meal reimbursements (with the exception of transit Unifor 1256 employees).
- ~~2.4.~~ To reimburse for mileage.
- ~~3.5.~~ To pay supplier invoices.
- ~~4.6.~~ For purchases greater than \$50.
- ~~5.7.~~ For personal use.

Procedure

Establishment of petty cash fund

1. Departments must obtain approval from the Manager, Accounting Operations in order to establish a petty cash fund. For departments inside of town hall the Revenue and Taxation division will serve as the town hall petty cash. Receipts and must be provide
2. The purpose of the petty cash fund must be clearly understood by both the department requesting the funds and Accounting Operations.

3. Departments must designate a staff person as the petty cash custodian (custodian). ~~This person~~The custodian is responsible for managing and replenishing the petty cash fund as required, ~~and ensuring keeping the that funds are kept~~ in a secure, locked environment, and ensuring that the petty cash procedure rules are followed.
4. Petty cash funds cannot exceed \$500.
5. Departments complete a cheque requisition form (Appendix A), made payable to the designated custodian for an amount no greater than \$500.
- ~~6. Accounting Operations assign the petty cash account number to the cheque requisition.~~
- ~~7.6.~~ Once the cheque is generated, it is sent to the custodian, who is responsible for cashing the cheque and managing the fund.
—Temporary coin change floats may be established for special events, but are to be reconciled and closed after the event. To set up a temporary float, the above procedures are to be followed. ~~follow the same procedures noted above.~~

Use of petty cash funds for minor purchases

1. Petty cash funds can be used for reimbursing staff for minor purchases (<\$50) ~~of under \$50 for goods or services they have either paid for personally or~~ will be paying for on behalf of the town. Staff with PCOS cards should be utilizing these as the preferred payment method. If the purchase is greater than \$50 staff will be reimbursed through payroll after completion of an Employee Requisition Form.
2. Requests for reimbursement through petty cash should be made using the “Petty Cash Voucher” form (Appendix B), with the original receipt attached as proof of payment. The receipt must show the HST amount in order for the HST rebate to be ~~taken at the time of reimbursement~~calculated.
3. The “Petty Cash Voucher” form should be completed with the following information
 - a. Date
 - b. Amount requested
 - c. Purpose
 - d. General Ledger (GL) account number
 - e. Petty cash custodian name
 - f. Recipient name
 - g. Manager or Supervisor signature.
4. The custodian verifies that the recipient’s manager or supervisor has approved the reimbursement before processing it through the petty cash fund.
5. If a petty cash fund is ~~deemed to be~~ a change float, then reimbursement for minor ~~expenses~~purchases should not be taken from these funds. For departments located in town hall, the revenue and taxation section can provide change.

Replenishment of petty cash funds

1. The “Petty Cash Reimbursement” ~~template form~~ (Appendix C) must be completed, listing all the ~~expenses~~purchases, applicable taxes and assigning an appropriate account number to every expense. The appropriate general ledger account number should be shown on the “Petty Cash Voucher” form completed by the recipient of the funds.

2. Appropriate “Petty Cash Vouchers” and original invoices/receipts must be attached to the petty cash reimbursement form for tax purposes. [Receipts must show HST if applicable.](#)
3. Signature of custodian’s manager or supervisor must be on the “Petty Cash Replenishment” form.
4. The total of the requested replenishment, plus the cash remaining in the petty cash fund, should always equal the original amount of the petty cash fund.
5. Cheques for petty cash reimbursements are made payable to approved custodians.
6. The petty cash custodian shall exchange the cheque for cash with the Revenue Taxation ~~division~~[section or the employees’ bank.](#)
7. Petty cash floats are subject to periodic audits.
8. Petty cash funds used as change float should not need replenishment, unless they do not total the original float amount, then replenishment of the float will be charged to the responsible department.
9. Any fraudulent activity shall be reported [immediately](#) to the Manager, Accounting Operations.
10. Annually at year end, the custodians [will complete and sign a “Certificate of Cash Funds” \(Appendix D\) to](#) confirm the value of the petty cash funds [and to acknowledge reading and understanding this procedure.](#) ~~with Accounting Operations, by completing a “Certificate of Cash Funds” (Appendix D).~~ Should the total of the cash and requisitions not equal the approved fund balance, an adjustment will be done at year end to reflect actual amounts and will be charged to the responsible department.

Closing petty cash fund

1. To close a petty cash fund, a final [“Petty Cash Reimbursement” form](#) ~~replenishment form~~ must be completed in order to expense all reimbursements made
2. ~~, but not accounted for.~~ [Accounting Operations will treat](#) this ~~entry will be treated~~ as a journal entry and not an accounts payable entry.
1. ~~Any cash remaining in the fund must be returned to Accounting Operations~~ [to deposit to the bank and eliminate the petty cash fund.](#) ~~The funds shall be deposited back into the Petty Cash account, thereby eliminating the petty cash fund.~~

~~— Annual Petty Cash Confirmation~~

~~2.—~~

3. ~~Prior to the arrival of the external auditors, each custodian is required to fill out a “Certificate of Cash Funds” confirming the amount cash and vouchers at the end of each fiscal year.~~

References and Related Documents

Purchasing by-law

F-FOC-001-003 Accounts Payable procedures

~~Petty Cash Replenishment Template~~

~~Cheque Requisition~~

~~Petty Cash Voucher~~

~~Certificate of Cash Funds~~

F-FOC-001-007 Employee Related Business Expense procedure

HR-DVL-001-002 Conference, Seminar & Training Expense procedure

Definitions

PCOS – Purchasing Card Order System refers to the town’s corporate credit cards

Responsibilities

The following are responsible for:

Directors:

Appointing Petty Cash Custodian and ensuring that a secure locked location is available for the funds to be held during the day and overnight.

Petty Cash Custodian:

Reconciling, disbursing and replenishing petty cash funds and signing off on confirmation [and understanding of procedure](#)~~procedure at year end~~

Manager, Accounting Operations:

Approving the establishment of new petty cash funds

Accounting Co-Coordinator:

1. Annually confirming the petty cash funds based on completion of Certificate of Cash Funds by petty cash custodians.
- ~~1.~~2. Ensuring the timely reimbursement of funds.
3. [Ensuring compliance of expenses being reimbursed through petty cash.](#)
- ~~2.~~4. [Reviewing departmental petty cash usage, make recommendations to Manager, Accounting Operations.](#)

Internal Auditor:

Periodic auditing of petty cash funds

Appendices

- Appendix A - Cheque Requisition (*internal use only*)
- Appendix B - Petty Cash Voucher
- Appendix C - Petty Cash Replenishment
- Appendix D - Certificate of Cash Funds

Petty Cash Voucher

Date: _____

Amount: _____

_____ \$

For: _____

Account number: _____

Cash given by: _____

To: _____

Authorized Signature: _____

Petty Cash Voucher

Date: _____

Amount: _____

_____ \$

For: _____

Account number: _____

Cash given by: _____

To: _____

Authorized Signature: _____

Petty Cash Voucher

Date: _____

Amount: _____

_____ \$

For: _____

Account number: _____

Cash given by: _____

To: _____

Authorized Signature: _____

Petty Cash Voucher

Date: _____

Amount: _____

_____ \$

For: _____

Account number: _____

Cash given by: _____

To: _____

Authorized Signature: _____

TOWN OF OAKVILLE

CERTIFICATE OF CASH FUNDS

On December _____, 201x, I had in my possession cash and vouchers belonging to the TOWN OF OAKVILLE, in the following amounts:

| <u>Description</u> | <u>Location</u> | <u>Cash</u> | <u>Vouchers</u> | <u>Total</u> |
|--------------------|-----------------|-------------|-----------------|--------------|
|--------------------|-----------------|-------------|-----------------|--------------|

I have read the petty cash procedure (F-FOC-001-005) and understand the requirements of my role as custodian.

Name (Printed)

Signature

| | | |
|--|--|--|
|  The Corporation of the Town of Oakville PROCEDURE Cash Handling | Procedure Number F-FOC-001-006 | Page: 1 of 8 |
| | Parent Policy No.: F-FOC-001 Author: Financial Operations, Revenue & Taxation Section Authority: CAO | |
| Section: Finance Sub-Section: Financial Operations | Effective Date: 2011 Nov 21 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

To provide direction for ensuring proper controls over all revenue sources and payment types to safeguard cash and record it in a timely manner. ~~by safeguarding, depositing and recording on a daily basis unless otherwise approved in writing from the Financial Operations department.~~

Scope

This procedure applies to all staff whose duties involve receipting, handling and/or processing of payments of any type inclusive of cash transactions.

Procedure

For the purposes of these procedures "cash" will include:

1. Canadian currency of legal tender under the Currency Act
2. Cheques
3. Money orders and bank drafts
4. ~~US~~Foreign currency
5. Debit card transactions
6. Credit card transactions

Note: Rolled coin is considered to be cash, and can be deposited as such without rerolling; however large quantities bags of loose ~~pennies or~~ coin is not considered legal tender under the Currency Act and therefore currency and as such payments in that form can be refused.

General Controls:

1. All payments are to be deposited and/or processed within 24 hours of receipt.

Procedure F-FOC-001-006, Cash Handling

2. Documentation for each transaction may be generated manually (receipt form) or through the use of an automated program/system. ~~cash register or computer that will provide detailed and/or summary information~~ However, where possible, the use of an automated program/system is recommended to ~~Where practical, use automated systems (computer or cash register) to~~ increase cash processing efficiency, provide more detailed support for reconciliations, and provide a better audit trail.
3. ~~Establish a~~ Each cash drawer will have a starting cash ~~drawer~~ amount (cash float) which requires ~~ing~~ daily verification by the cashier responsible.
4. Collections for each individual cash drawer are to be reconciled daily, documented, and acknowledged (signed off) by the ~~responsible~~ cashier responsible for the cash drawer and deposited to the Financial Operations department on a daily basis.
5. Duties are to be segregated between collecting, recording, reconciling and depositing.
6. The daily reconciliation and counting of receipts will be completed away from public view and in a secure area.
7. ~~Disallow the acceptance of~~ Overpayments will not be accepted when the intention is to give a cash refund to the customer as “cash back” for debit card purchases ~~are not to be accepted~~.
8. Cashiers ~~are will~~ obligated to report overages and shortages on the daily cash reports. Significant overages or shortages ~~will should be~~ reported brought to the appropriate attention of the Financial Operations staff member.
9. Revenue reports are prepared by department staff where deposits are decentralized or by Revenue and Taxation staff when revenue is processed by the centralized tax counter.
10. Revenue reports are to be prepared ~~by departmental staff~~ on a daily or weekly basis and submitted to Accounting Operations for entry and posting into the general ledger.
11. During the monthly bank reconciliation, the revenue deposited will be reconciled with the revenue recorded in the G/L and any discrepancy will be ~~followed~~ reported to up ~~with the~~ respective originating department ~~department~~.

Security Controls - Cash Drawers, Safes and Lock Boxes:

1. Access to cash drawers are limited to the cashier collecting the cash and/or the manager.
2. ~~Assign responsibility to~~ The cashier is responsible for ensuring the security of the cash drawer under his/her custody. ~~after each use~~.
3. Where possible cash drawers should not be visible to the ~~general~~ public.
4. Management should use ~~Require periodic~~ draw-downs when necessary by ~~management during the days of large collections~~ to ensure large the amounts of cash in the cash drawer do not exceed the limit set by the department. ~~each drawer does not become excessive~~. Drop safes should be utilized where appropriate.
5. Where possible cashiers should have access to a security alarm or buzzer ~~that would to~~ alert management or security personnel of theft, robbery or any other threatening activities.
6. Cash drawers must be locked and secured in a safe at end of each day. ~~ensure cash drawer is locked and secured in a safe~~.
7. Any un-deposited cheques or cash must be stored in a secure facility at the end of each ~~business~~ day.
8. Any “paid” or “received” stamps must be stored and locked at the end of each ~~business~~ day.

Procedure F-FOC-001-006, Cash Handling

9. Safes and lock boxes must be kept in a secure area and must be locked at all times when unattended.
10. The number of staff utilizing ~~Only limited staff shall have~~ safe combinations and/or keys to lock boxes or vaults must be ~~where funds are being locked~~ kept to a minimum ~~for safekeeping.~~
11. Safe combinations must be changed when an employee who previously had the combination ~~leaves the section~~ is no longer employed in the same role.
12. Keys to lock boxes must be kept in a secure area.
- ~~12.~~13. The town's bonded courier will be utilized to deliver revenue delivered to Financial Operations (Revenue and Taxation) whenever possible.

Processing Cheques, Money Orders, and Bank Drafts:

Town staff may accept cheques ~~only when the cheque is~~ made payable directly to the "Town of Oakville" or to the organization for which the town has a financial services ~~operations agreement (ex. Oakville Public Library).~~ Upon receipt of cheques ~~When staff accept cheques,~~ money orders or bank drafts the receiver must:

1. Ensure the date, amount and payee are correct and that the cheque is signed by the ~~customer~~ payer.
2. Stamp the back of the cheque with the department endorsement showing the department/section name and indicate the general ledger (GL) account number to which the cheque is to be deposited.

Receipting:Manual Receipting:

1. Departments without access to automated systems (a cash register or computer) should use a pre-numbered official Town of Oakville triplicate ~~receipts with triplicate receipts~~, with the following completed:
 - a. Staff name taking payment, ~~Prepared by,~~ department and extension ~~of staff taking the payment~~
 - b. The payer's name and full address
 - c. Description of the item purchased
 - d. Quantity and unit price if applicable
 - e. GL account number
 - f. Taxes, if applicable
 - g. Type of cash received (ex. cheque, cash)
 - h. Total amount of cash received
 - i. Date of receipt of revenue
 - j. The signature of the person receiving the cash.
2. The second (yellow) copy of the receipt is provided to the customer and the first (white) and third (pink) copy of the receipt, along with the payment, should ~~be~~ forwarded on a daily basis to the Revenue and Taxation for deposit.
3. The third copy will be returned by Revenue and Taxation to the originating department (for reconciliation purposes) and the first copy of the receipt will be retained by ~~the Revenue and Taxation Section who processed the receipt.~~
4. Departments shall file all receipts in numeric order for audit purposes.
5. If an error is made in on a receipt or if the receipt must be cancelled, write "VOID" across the receipt ensuring that the word "VOID" is seen on the receipt and all

~~including~~ copies. ~~This receipt is then filled numerically~~ The voided receipt must be retained and filed numerically.

- 5-6. Revenue and Taxation will cross reference the receipt number in the POS system when posting payments.

Automated System Receipting:

If departments have an automated system or cash register, receipting will occur through those means, and the daily revenue reports and payments are sent on a daily basis to ~~the~~ Revenue and Taxation ~~Section~~ daily.

Counterfeit Cash:

Staff ~~shall~~ should take precautions to avoid accepting not take currency which is counterfeit or suspicious currency. In such situations staff are to, if taken in error, please cont contact the Manager, Revenue and Taxation or other appropriate staff for a determination of any action to follow. , who will contact the police.

Foreign Currency:

1. Acceptance of ~~The only~~ foreign currency is limited to US funds which can be accepted in lieu of ~~CDN Canadian~~ dollars. is US funds. Contact the Financial Operations Department if more information is required.
2. US coin shall be accepted at par.
3. US currency must be noted on the revenue sheet and forwarded to Revenue and Taxation ~~Section and is~~ and deposited into the town's US bank account. A maximum of \$3,000 US cash may be received at any one time.

Cash Loss:

Staff are expected to take reasonable precautions to secure funds and avoid not to lose funds in their care, and not to accepting counterfeit funds. However, when during the course of the daily reconciliation of cash to the revenue, s shortages are identified, the following steps should be taken:

1. Staff and management of the department experiencing the cash shortage will make every effort to determine the reason for the shortage and report the explanation on the revenue sheet. clerical errors, cash mishandling, loss of deposits, deposit not equal to cash identified at the bank
2. ~~Cash shortages which are identified by the department should be recorded on the revenue sheet with a clear explanation.~~ If the cash shortage is identified by Financial Operations staff or the bank, staff will ~~investigate,~~ notify the department and make the appropriate journal entry to record the shortage to the responsible department.
3. If the shortage is a Cash loss as a result of missing funds or theft staff are obligated to must be report ed this directly to Financial Operations for further investigation. The Manager, Accounting Operations, will determine ~~who should be notified and the actions to be taken~~ the appropriate next steps.

4. ~~Large c~~ Cash losses greater than \$5,000 should be reported to the Internal Auditor. The rules listed above for cash shortages also apply in situations for cash overages.

Large Cash Transactions:

Procedure F-FOC-001-006, Cash Handling

When someone attends the Taxation and Revenue counter with large cash remittances (greater than \$10,000) the following steps shall be utilized:

1. In a secured area, the client will be requested to count and sort the cash by denomination and give staff a total of the deposit.
2. Two staff members will then recount and reconcile the cash total given by the client.
3. Only once this procedure has been completed will a receipt be given

Remote Operations: Departmental Cash Procedures:

Cash receipts, where possible, shall be deposited on the day the cash/payment is received or at the earliest possible time:

1. Deposits from remote operations should be forwarded to Revenue and Taxation ~~Section i~~ on a daily basis through the town's internal courier. If alternative arrangements are required these must be approved by the Manager, Revenue and Taxation.
2. Departments preparing their own bank deposits must ensure that cash receipts are ~~should be~~ deposited intact, and the total receipts ~~should~~ equal the total bank deposits.
3. All coin should be rolled.
4. Cash receipts should be easily reconciled and ~~traced~~ traceable to the bank statements and the general ledger entries by date of deposit.
5. Un-deposited funds receipts should be adequately safeguarded and stored in a secure device and location, such as a safe or lock box.

Segregation of Duties:

Persons collecting cash should not have any other responsibilities related to cash handling. Cash receipting functions should also be segregated from cash disbursement functions.

A different person should be involved in each step of the process:

1. Cash collecting/receipting
2. Cash depositing
3. Reconciliation
4. Billing

If there are not enough staff to segregate the collecting, depositing and reconciling functions (a minimum of two staff are required) then mitigating controls should be developed. ~~For example:~~

~~Increased supervision or job rotation can be alternative controls.~~

Certified Cheques

Where a certified cheque is required, as is the case for security for tenders and purchasing contracts, a money order or bank draft is ~~deemed~~ equivalent to a certified cheque. Certified cheques will be deposited, unless there is a deposit requirement to return the funds within 5 working days.

Debit Cards

Debit cards are acceptable payment options, provided the staff/department has access to a ~~POS~~ payment card machine for processing. Staff must do the following:

Procedure F-FOC-001-006, Cash Handling

1. Process transaction through the ~~POS-payment card~~ machine as a debit transaction, ~~by following the POS manual procedures~~,
2. Confirm that the transaction was approved, and provide the customer with a copy of the receipt generated through the ~~POS-payment card~~ machine
3. Enter payment in ~~POS-corresponding program~~ as debit payment
4. "Cash back" services are **prohibited**

Credit Card

Credit cards are acceptable payment options when the service is an option for payment, provided the staff/department has access to a payment card machine for processing, and provided the town's card machine can accept that type of credit card. Staff must do the following:

1. Check the expiry date the credit card
2. Process through the payment card ~~a POS~~ machine, using the appropriate payment key (i.e. VISA/MC/AMEX).
3. Confirm that the transaction was approved
3. ~~If the card is not a chip card where a PIN is required~~, have the customer sign the credit card receipt, ~~or key in their PIN in the case of a "chip" card~~
4. Ensure the signature matches the card holder signature on the back of the card
5. Give customer the duplicate copy of the credit card receipt
6. Place original receipt in a safe place, for daily reconciliation of revenue
- 6.7. Enter payment in corresponding program as credit payment

Credit cards shall not be accepted as payments for the following revenue sources:

1. Property taxes (except through independent third party provider)
2. Development charges
3. ~~Building and development permits and application fees~~
4. ~~License fees~~
- 5.3. Any fees or charges collected by the Town on behalf of other third party (i.e. Region, hydro, etc.)
- 6.4. Refundable deposits
- 7.5. Security deposits
- 8.6. Transactions over \$5,000 including tax (HST), unless approved by the Manager, Accounting Operations

The service charges associated with the use of payment card terminals and credit and debit card usage s will be charged to the appropriate department ~~for which the revenue was taken~~.

New requests for acceptance of credit cards must be approved by the Manager, Accounting Operations, who will review the request and determine if the volume, charges and service requirements are sufficient to warrant the acceptance.

~~When taking credit cards staff must do the following:~~

7. ~~Check the expiry date the credit card~~
8. ~~Process through a POS machine, using the appropriate payment key (VISA/MC/AMEX or MC)~~

- ~~9. Have customer sign the credit card receipt, or key in their PIN in the case of a "chip" card~~
- ~~10. Ensure signature matches the card holder signature on the back of the card~~
- ~~11. Give customer the duplicate copy of the credit card receipt~~
- ~~12. Place original receipt in a safe place, for daily reconciliation of revenue~~

Staff must follow the Payment Card Industry [Data Security Standard Standards](#) (PCI) and all internal Town procedures in order to protect the card holder and the Town.

NSF Cheques

The Town is notified of non-sufficient funds ~~through when the return of~~ cheques [are returned by from](#) the bank [as unpaid](#). Financial Operations staff will contact the applicable department, journal the amount from the revenue account which was credited, and return the cancelled cheque to them. It is the responsibility of the department to contact the payer and seek a replacement cheque. All NSF cheques are subject to a \$~~35~~ [40](#) fee, which is deposited to the department account.

References and Related Documents

~~Generally Accepted Accounting~~ [GAAP and PSAB regulations](#) ~~Principles~~ [\(Principles \(GAAP\)\)](#)
Payment Card Industry Data Security Standard (PCI DSS)
Official Town Receipt – (attached)
Record Retention by-law
[Currency Act](#)

Responsibilities

The following are responsible for:

Staff:

Receiving funds on behalf of the Town must adhere to this procedure, and must maintain records for audit.

Management:

Establishing an effective internal control system to include:

1. Delegating responsibility for cash handling duties.
2. Maintaining proper segregation of duties.
3. Requiring that staff handling cash be properly trained.
4. Requiring that staff follow all cash handling and depositing procedures.
5. Reviewing receipts and reconciliations on a regular basis.
6. Specifying the actions to be taken by management based on the dollar amount and/or frequency of overages and shortages.
7. Investigating unusual variations in revenue.

Financial Operations: ~~Staff~~

1. Monitoring deposits to ensure cash is actually being deposited, [and ensuring that entering and posting of revenue to GL occurs at minimum weekly.](#)

Procedure F-FOC-001-006, Cash Handling

2. Performing timely bank account reconciliations and investigate any discrepancies between ~~your~~ internal records and the bank's records.
3. Conducting surprise cash counts to ensure the accuracy of collections.
- ~~3.4.~~ Periodic review of decentralized receipt tracking.
- ~~4.5.~~ Performing trend analysis of cash deposits and activity levels, which may identify anomalies or potential fraud.
6. Monitoring cash ~~systems~~~~register~~ "voids" and use of "no sale" key and investigate excessive use.
- ~~5.7.~~ In conjunction with Clerks, Ensuring town's internal ~~satellite~~ courier is bonded, and that schedule for pick-up and delivery meets the deposit requirements.
- ~~6.8.~~ Managing the armoured car services to ensure safe, daily delivery of funds to the bank

Internal and External Auditors

Reviewing the town's cash management controls as needed.

| | | |
|---|--|--|
|  <p>The Corporation of the Town of Oakville</p> <p>POLICY</p> <p>Boards, Committees, Agencies, Associations and Community Groups</p> | Policy Number G-BRD-002 | Page: 1 of 1 |
| | Author: Clerk's Department Authority: Council | |
| Section: Governance Sub-Section: Boards, Committees, Agencies, Associations and Community Groups | Effective Date: 2005 Dec 19 Review by Date: <i>5 years from approval date</i> | Replaces: 04-02-05 Last Modified: 2011 May 30 |

Policy Statement

The Corporation of the Town of Oakville (town) supports and acknowledges the value of internal and external boards, committees, agencies and associations (committees). The creation, amendment and dissolution of committees and appointments to committees, shall be conducted in a fair and equitable manner and in accordance with applicable legislation or procedures. Appointed committee members are expected to adhere to applicable corporate policies including but not limited to the Code of Conduct for members of Council and Respectful Conduct Policy.

Purpose

This policy supports the creation, amendment, dissolution of committees and appointments to the committees authorized by Council and associated with the town.

Scope

This policy applies to the creation, amendment, dissolution of town committees and to **citizen and council** appointments to internal and external committees, as authorized by Town Council.

References and Related Documents

G-BRD-002-001 Creation, Amendment and Dissolution of Boards and Committees procedure
G-BRD-002-002 Council Appointment to Internal Boards and Committees procedure
G-BRD-002-003 Council Appointment to External Boards, Committees, Agencies and Associations procedure
G-BRD-002-004 Citizen Appointments to Advisory Boards and Committees procedure
Municipal Act 2001

| | | |
|--|--|---|
|  The Corporation of the Town of Oakville PROCEDURE Creation, Amendment and Dissolution of Boards and Committees | Procedure Number G-BRD-002-001 | Page: 1 of 5 |
| | Parent Policy No.: G-BRD-002 Author: Clerk's Department Authority: Council | |
| Section: Governance Sub-Section: Boards, Committees, Agencies, Associations and Community Groups | Effective Date: 2006 July 11 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: 2011 May 30 |

Purpose Statement

This procedure defines the process of creation, amendment and dissolution of boards and committees.

Scope

This procedure applies to all Town of Oakville boards and committees (hereinafter referred to as committees) created by Council.

Procedure

1. Council may decide to create a new committee or alter an existing committee. ~~or resolve committee matters some other way~~ The following factors **may be considered**:
 - a) Staff report;
 - b) Terms of reference;
 - c) ~~Committee Assessment spreadsheet which includes the~~ Analysis of the following:
 - i. Is the existence of this committee required by (Federal/Provincial) legislation and regulation
 - ii. Is this committee's mandate relevant;
 - iii. Is this committee's mandate achievable;
 - iv. Is this committee's mandate unique;
 - v. Is this committee's mandate aligned with corporate goals;
 - vi. Is the committee operating effectively;
 - d) Public interest and feedback;
 - e) Community support.

Creation of Committees

1. The creation of a new committee may be triggered by the following factors:
 - a) Public issues or trends;
 - b) Contentious issues (i.e. requirement for stakeholder input);
 - c) Legislated requirement (municipal by-law, provincial legislations);
 - d) Appeal/review committee for legislation;
 - e) Provincial mandate;
 - f) ~~Other communities looking for town representation;~~
 - g) Annual review; or
 - h) Staff request.

2. When Council deems a new committee is required, the Town Clerk or the appropriate department shall prepare a staff report which includes the following:
 - a) Public and financial considerations;
 - b) Impact on other departments and users;
 - c) Considerations on corporate and departmental goals and objectives;
 - d) Staff recommendation;
 - e) Terms of reference in the standard format to include the following:
 - i. Enabling legislation
 - ii. Mandate
 - iii. Type of committee
 - iv. Membership, roles and responsibilities, qualifications
 - v. Meeting Schedule
 - vi. Reporting requirements and methods
 - vii. Budget and Resources
 - viii. **Code of Conduct**
 - ix. **Definitions**
 - x. Evaluation criteria and sunset clause (where applicable)

3. The staff report shall be forwarded to the appropriate standing committee for review and recommendation to Council.

4. After approval of the creation of a new committee, the Clerk's department on behalf of the Administrative Services Committee (ASC) will facilitate the appointment process, in accordance with the corporate policies and procedures, based on the information in the staff report, terms of reference and committee composition.

5. Notice of vacancies on committees will be posted on the town's website.

6. Applications for appointment to committees shall be **available on the Town's website on the prescribed form** and be received prior to the deadline for application. Late applications will be identified accordingly and distributed to the ASC for determination, when possible.

Procedure G-BRD-002-001, Creation, Amendment, and Dissolution of Boards and Committees

7. The Clerk's department will receive all applications and prepare a confidential report for the ASC to review. ~~including any background information comments from department representatives to Committees and arrange interviews when required.~~
8. ASC may form a subcommittee consisting of three members to review applications and conduct interviews (as required), and bring forward a recommendation to ASC for consideration. As an alternate to this structure, ASC may wish to establish an expanded subcommittee of no more than five members from both ASC and the Community Services Committee to provide additional input.
9. The ASC will consider all applications and recommend appointments to Council. The term of appointment will run concurrent with the term of Council, **unless otherwise specified in the Terms of Reference.**
10. All applications received will be kept on file in the Clerk's department for the term of Council, and may be considered to fill any vacancies within the term.
11. The Clerk's department will notify all applicants of the determination of Council and provide the appropriate background information and orientation to the new appointee(s).
12. The Clerk's department will arrange meetings according to the meeting schedule for each committee, and circulate an agenda to include the following:
 - a) Call to order
 - b) Regrets
 - c) Confirmation of minutes of previous meeting(s)
 - d) Business arising from the minutes**
 - e) Discussion item(s)
 - f) Information items
 - g) Items to be discussed at next/future meetings
 - h) Date and time of next meeting
 - i) Adjournment
13. The first committee meeting within each term of council, upon the completion of appointments, will may include the following:
 - a) Committee Orientation
 - b) Review of committee mandate
 - c) Election of Chair and Vice-chair

Changes to Committees

1. Changes to a committee's terms of reference require Council approval. ~~and may be determined as a result of:~~
 - a) Review of the committee's annual report (where applicable)**
 - b) Lack of materials, purpose, function and value**
 - c) New issues or changing priorities**
 - d) Staff recommendations**
 - e) New or amended legislation**

~~f) Potential to modify existing Committee instead of creating a new one~~

~~g) New term of Council~~

~~h) Committee sunset clause~~

2. Members of Council and staff representatives shall monitor signals which may require changes to individual committees as follows:
 - a) Lack of ability to meet, no quorum, lack of agenda items and lack of interest;
 - b) Concerns from committee members, resignations;
 - c) Conflict within meetings and other staff observations;
 - d) Chair and members acting outside of boundaries of committee mandate and terms of reference.
3. Potential changes to individual committees are to be identified and discussed by affected committees or parties each term during the review of the committees' terms of reference.
4. A staff report will be required addressing the proposed changes through the appropriate standing committee **and may include the following factors:**
~~5. The staff report shall address the following factors:~~
 - a) Identification or description of recommended change;
 - b) Supporting information; cause/effect, cost analysis and resources required;
 - c) Impact on terms of reference.
5. The standing committee will review the staff report and make recommendations to Council ~~for approval or denial.~~
6. In reaching its final decision on changes to a committee, Council will consider the analysis of the staff report, contents of the committee's existing terms of reference, public interest, feedback and community support.
7. Approved changes will be implemented by the appropriate parties as stated below:
 - a) Mandate or authority change
Update committee terms of reference – Clerk's department to maintain **and provide updates to committee;**
~~i. Updated committee terms of reference shall be provided to committee.~~
 - b) Membership change
Clerk's department to follow appointment process to recruit new members.
 - c) Schedule change
Managed by **Clerk's department administrative support staff.**
 - d) Change to budget or resources

Funding and resource requirements will be identified in each committee's annual work plan and will be subject to operating budget review.

Dissolution of Committees

1. The following issues may trigger the dissolution or completion of a committee:
 - a) Expiration of term;
 - b) Completion of mandate;
 - c) Resolution of issues;
 - d) Merger with another committee;
 - e) Annual review process.
2. A recommendation for the dissolution of a committee may be initiated by Council, committee, the public or staff. The annual review of committee accomplishments and future work plans provides additional data for evaluation or review.
3. Upon completion of its mandate a recommendation for dissolution of the committee shall be submitted to Council through the appropriate standing committee addressing accomplishments, evidence of completed mandate, how associated functions will be undertaken in the future, cost thereof and if required, a resource re-deployment plan.
4. In reaching its decision to dissolve a committee, Council shall take into account the analysis of the staff report, the contents of existing committee terms of reference, public interest, feedback and community support.
5. If after considering the above factors the committee sunset clause is not triggered, Council may decide to proceed under “Changes to Committees” instead of “Dissolution of Committees”.
6. The following steps will be taken by staff after approval of committee dissolution or completion:
 - a) Committee will be removed from active committee list;
 - b) Thank you letters on behalf of Council will be sent to committee members;
 - c) Relevant staff members will be informed;
 - d) Committee members shall be invited to apply for membership on other committees.

References and Related Documents

G-BRD-002 Boards, Committees, Agencies and Community Groups Policy
Council Appointments to Internal Boards and Committees Procedure
Council Appointments to External Boards, Committees, Agencies and Associations Procedure
Citizen Appointments to Advisory Boards and Committees Procedure.

Responsibilities

The Town Clerk shall be responsible for the administration and maintenance of this procedure and associated policy.



The Corporation of the Town of Oakville

PROCEDURE

Council Appointment to Internal Boards and Committees

Procedure Number
G-BRD-002-002

Page: 1 of 3

Parent Policy No.: G-BRD-002

Author: **Clerk's Department**

Authority: **Council**

Section: Governance

Sub-Section: Boards, Committees, Agencies,
Associations and Community
Groups

Effective Date:
2006 July 11

Replaces:
04-02-05

Review by Date:
*5 years from
approval date*

Last Modified:
2011 May 30

Purpose Statement

This procedure defines the appointment process, and terms of appointment of Members of Council to internal boards and committees (internal committee(s)).

Scope

This procedure applies to internal committee(s), ~~including but not limited to task forces and working groups~~, as authorized by the Council.

Procedure

Appointment to Internal Committee(s)

1. Members of Council will be given the opportunity to serve on internal committee(s) of their choice by self nomination.
2. The Clerk's department shall poll Members of Council to state their preferences for appointments to internal committee(s) ~~on an annual basis~~, as required, in order of priority.
- ~~3. If there is insufficient interest to populate an internal committee or, if an internal committee is over-subscribed, then Members of Council will be offered the following options:
 - a) The opportunity to reconsider his/her preference and/or;
 - b) The opportunity to volunteer to sit on another committee in order to populate an under-subscribed internal committee;~~
- ~~4. If this process fails to resolve the membership of a particular internal committee, then the matter will be referred to Council for resolution.~~

Procedure G-BRD-002-002, Council Appointment to Internal Boards and Committees

5. The Town Clerk will present a report ~~at the inaugural meeting of to~~ Council ~~and annually thereafter~~, outlining the various internal committees and preferences of individual Members of Council.
6. All committee appointments shall be ratified by Council.
7. This process shall be followed for any new committees established ~~outside of the annual appointment process~~, as required.

Terms of Appointment

1. Appointment of Members of Council to committees listed in **Appendix A** shall be for a one (1) year term up to a maximum term of two (2) consecutive years, when required, to accommodate where appropriate for the following:
 - a) The rotation of Council representation on such committees;
 - b) An equal opportunity for all Members;
 - c) A balanced representation.

The maximum term does not apply where there are no interests in appointment from other Members of Council.
2. ~~Appointment of Members of Council to committees listed in Appendix B shall be for the term of Council. The maximum term of appointment will not apply to ward specific committees listed in Appendix B where such committees are specific to a given ward(s) and in situations where there are no interests in appointment from other Members of Council.~~
3. Appendices to this procedure will be updated by the Clerk's department from time to time, to reflect changes to committees as approved by Council.

References and Related Documents

Boards, Committees, Agencies, Associations and Community Groups policy
Council Appointment to External Boards, Committees, Agencies and Associations procedure
Council Procedure By-law

Responsibilities

The Town Clerk shall be responsible for the administration and maintenance of this procedure ~~and associated policy~~.

Appendices

Appendix A – Board and Committee **List**

Appendix B – Ward Specific Boards and Committees

Procedure G-BRD-002-002, Council Appointment to Internal Boards and Committees

Appendix A

Boards and Committees

Standing Committees

1. Administrative Services Committee
2. Budget Committee
3. Community Services Committee

Legislative/Advisory

1. Accessibility Advisory Committee
2. Community Spirit Awards Selection Committee
3. Appeals Committee
4. Heritage Oakville Advisory Committee
5. Site Plan Committee

Appendix B

Ward Specific Boards and Committees

1. Bronte Village B.I.A. Board of Management;
2. Downtown Oakville B.I.A. Board of Management;
3. Kerr Street B.I.A. Board of Management

*This list will be updated by the Clerk's Department, as required.



The Corporation of the Town of Oakville

PROCEDURE

Council Appointment to External Boards, Committees, Agencies, and Associations

Procedure Number
G-BRD-002-003

Page: 1 of 3

Parent Policy No.: G-BRD-002

Author: **Clerk's Department**

Authority: **Council**

Section: Governance

Effective Date:
2006 Jul 11

Replaces/Last
Modified:

Sub-Section: Boards, Committees, Agencies,
Associations and Community
Groups

Review by Date:
*5 years from
approval date*

2011 May 30

Purpose Statement

This procedure defines the appointment process for Members of Council to external boards, committees and agencies (committees), and Council participation in municipal government associations.

Scope

This procedure applies to all Members of Council.

Procedure

Appointment to External Committees

1. Where any of the committees **or boards** identified in Appendix A require Council representation, a Member of Council may nominate him/herself or any other member.
2. Recommended appointments to committee(s) will be in accordance with each committee's mandate and terms of reference.
- ~~3. The procedure for "appointment to internal committees" shall be followed when addressing appointments to external committees and boards.~~
4. External committee(s) will be informed in writing by the Clerk's department, of Council appointments or recommended appointments, where appropriate.
5. Members appointed to external committee(s) shall represent the position of Council during their term of appointment.

Procedure G-BRD-002-003, Council Appointment to External Boards, Committees, Agencies, and Associations

Appointment for Participation in Municipal Government Associations

1. Members of Council may apply for ~~membership to an association or~~ appointment to participate ~~on in Municipal Government Associations its committees~~ in accordance with each association's mandate ~~and this procedure~~.
2. Members interested in participating in an association(s) should notify the Town Clerk in writing, who will then notify all other Members of Council by e-mail.
3. Any other member subsequently interested in being considered for a similar participation opportunity, shall advise the Town Clerk in writing.
4. The Town Clerk shall submit a staff report to Council through its Administrative Services Committee addressing any members' interest in participating in an association and any related costs to the Town.
5. Council will determine whether to support its member(s) participation based on its review of the staff report, the demands of representation, and capacity of individual members to contribute to the work of the association(s).
6. Where Council supports such participation by resolution, a letter of support shall be prepared by the Clerk's department and supplied to the member for submission to the association.
7. Members participating in an association(s) shall represent the views of Council to the association(s).
8. Council may by resolution withdraw its support to any member appointed to participate in an association(s).

References and Related Documents

Appointment to Boards, Committees, Agencies and Associations policy
Council Appointments to Internal Boards and Committees procedure
Citizen Appointments to Advisory Boards and Committee procedure

Responsibilities

The Town Clerk shall be responsible for the administration and maintenance of this procedure.

Procedure G-BRD-002-003, Council Appointment to External Boards, Committees, Agencies, and Associations

APPENDIX A*

Regional Committees

1. Regional Waterfront Parks Citizen Advisory Committee
2. Conservation Halton
3. Credit Valley Conservation
4. Joint Municipal Regional Waste Management Advisory Committee

Boards

1. Oakville Public Library Board of Directors
2. Oakville Tourism Partnership
3. Town of Oakville Water & Air Rescue Force (T.O.W.A.R.F)
4. United Way of Oakville – Board of Directors

Municipal Government Associations

1. A.M.O. – Association of Municipalities of Ontario
2. F.C.M. – Federal Canadian Municipalities Association

*This list **may not be all inclusive and** shall be amended by the Clerk's department, as required.



The Corporation of the Town of Oakville

PROCEDURE

Citizen Appointments to Advisory Committees and Boards

Section: Governance

Sub-Section: Boards, Committees, Agencies, Associations and Community Groups

Procedure Number
G-BRD-002-004

Page: 1 of 3

Parent Policy No.: G-BRD-002

Author: **Clerk's Department**

Authority: **Council**

Effective Date:
2005 Dec 19

Replaces:
04-02-02

Review by Date:
5 years from approval date

Last Modified:
2010 Aug 30
2012 Jul 09

Purpose Statement

This procedure defines the assessment criteria, application process and terms of appointment of citizens to the Corporation of the Town of Oakville (Town) advisory committees and boards.

Scope

This procedure applies to citizen or public appointment to advisory committees and boards of the Town.

Procedure

Assessment Criteria

1. Applicants must be a resident of Oakville, unless otherwise outlined in the Terms of Reference.
2. Diversity of the community shall be considered in making appointments to advisory committees and boards and where possible appointments shall reflect this diversity.
3. Applications will be assessed based on the membership requirements in the committee's terms of reference.
4. Town employees (full or part-time), are not eligible to serve as a member on the town's advisory committees and boards, unless otherwise authorized by Council.

Procedure G-BRD-002-004, Citizen Appointments to Advisory Boards and Committees

Application Procedure

1. Notice of vacancies on advisory committees or boards shall be posted on the town's website ~~or as directed by Council and distributed to any organization contained in the Town Clerk's mailing list.~~
2. Citizens interested in applying to participate on an advisory committee or board of the Town may ~~apply online on obtain an application form from~~ the town website ~~or from the Clerk's department.~~
3. Town Council shall appoint qualified candidates for citizen vacancies based on consideration of the recommendations from the Administrative Services Committee.
4. Applicants will be notified in writing of the final determination of their application.
5. All inquiries should be directed to the Clerk's department at 905-845-6601 or email townclerk@oakville.ca.

Terms of Appointment

- ~~1. All members of advisory committees and boards will be required to comply with the sign the oath or affirmation to town's policies and procedures as outlined on the application form;~~
2. Members of advisory committees and boards are expected to familiarize and adhere to all applicable corporate policies and procedures, including but not limited, to the Code of Conduct and the Respectful Conduct Policy.
3. The Town Clerk shall be responsible for ensuring that citizen members receive appropriate orientation training.
4. Proceedings of the advisory committees and boards shall be subject to the applicable terms of reference, **any applicable committee/board procedure**, and the Procedure By-law.
5. The usual term of membership will be concurrent with the term of Council, unless otherwise determined by Council.
6. Appointees to advisory committees and boards shall normally be limited to serving a maximum of two (2) consecutive terms unless otherwise determined by Council.
7. Committee/board members must maintain residency within Oakville throughout the term of appointment, unless otherwise outlined in the terms of reference.
8. The tenure for chairperson and vice-chairperson shall be limited to two (2) consecutive years unless the committee determines otherwise.

Procedure G-BRD-002-004, Citizen Appointments to Advisory Boards and Committees

9. If a member of the committee or board is absent from three consecutive meetings or absent from over 50% of the meetings in a calendar year, the following process is followed:
 - a) The member shall be given written notice by the Clerk's department of his/her absenteeism and advised that he/she may submit in writing the reasons for the absence, to be considered at the next meeting;
 - b) Upon receipt of the written notice, the member's position on the committee or board is suspended until a decision is made;
 - c) The committee or board, by resolution, may waive the attendance requirements, if reasonable or compassionate circumstances exist, and the member remains on the Committee; and
 - d) If no reasonable or compassionate response is given, the committee or board shall pass a motion to declare his/her seat vacant.

10. In the event of a resignation of a member, the resignation shall be submitted in writing through the Clerk's department.

11. In the event of a resignation of a member, the position will be filled in accordance with the procedure for the Creation, Amendment and Dissolution of Boards and Committees.

12. Where applicable, stipends may be paid to committee members in accordance with the terms of reference and the annual budget for the affected department.

References and Related Documents

G-BRD-002 Boards, Committees, Agencies, Associations and Community Groups policy
G-BRD-002-002 Council Appointment to Internal Boards and Committees procedure
G-BRD-002-003 Council Appointment to External Boards, Committees, Agencies and Associations procedure
Procedure By-law

Responsibilities

The Town Clerk shall be responsible for the maintenance and administration of this procedure and associated policy.



The Corporation of the Town of Oakville

PROCEDURE

Record of Council and Committee Proceedings

Procedure Number
G-GEN-004-004

Page: 1 of 2

Parent Policy No.: G-GEN-004

Author: **Clerk's Department**

Authority: **Council**

Section: Governance

Sub-Section: General

Effective Date:
2005 Dec 19

Review by Date:
*5 years from
approval date*

Replaces:
04-02-03

Last Modified:
2011 May 30

Purpose Statement

This procedure defines the recording, access and retention of text based minutes, video and or audio records of the Corporation of the Town of Oakville (town) Council and Committee meetings.

Scope

This procedure applies to Members of Council, town employees and the general public. The text based minutes kept of such meetings constitute the official record in accordance with the *Municipal Act, 2001*. Audio and video recordings of Council meetings do not constitute an official record.

Procedure

Recording of Council or Committee Meetings

1. Meetings of Council, Planning and Development Council, the Committee of the Whole, and the Standing Committees of Council will be recorded in a text base format, in the form of minutes, and may also be audio or video recorded;
2. Other Town of Oakville meetings may be audio and or video recorded as deemed necessary, at the discretion of the Mayor and the Town Clerk.

Procedure G-GEN-004-004, Record of Council and Committee Proceedings

Access to the Record of Proceedings

3. Council meetings ~~are hosted on the town's YouTube channel and accessible through the be-video-streamed-on-the~~ town website at www.oakville.ca, and versions of those meetings will be available to the public on the website for a minimum of one year;
4. Audio and or video records of Council proceedings are recorded as a convenience;
5. Minutes in a text based format, being the official record of Council meetings will be made available to the public on the Town website ~~or for purchase at the Clerk's department~~;
- ~~6. Copies of video meeting recordings made available on the town website will not be provided by the town;~~
7. Audio ~~and/or video~~ recorded meetings not available on the town website will be provided to Members of Council upon request, and the public may purchase a ~~CD~~ digital copy from the Clerk's department;
8. The Clerk's department will not provide transcripts of meetings.

Retention

9. The audio and video record of Council proceedings shall be retained in accordance with the Records Retention By-law. The text based minutes shall be retained in accordance with the *Municipal Act*.

References and Related Documents

Municipal Freedom of Information and Protection of Privacy Act

Municipal Act

Access to Records and Information Policy

Access to Records Procedure

Records Retention By-law

Responsibilities

1. The Town Clerk shall be responsible for maintaining all records of Council and Committee meetings.
2. The Information Systems ~~+ Solutions~~ department in coordination with the Clerk's department shall be responsible for setting up any equipment required for recording Council and Committee proceedings.

| | | |
|---|--|---|
|  The Corporation of the Town of Oakville POLICY Accessibility | Policy Number MS-ACC-001 | Page: 1 of 2 |
| | Author: Clerk's Department Authority: Council | |
| Section: Municipal Services Sub-Section: Accessibility | Effective Date: 2009 Mar 02 Review by Date: 5 years from approval date | Replaces: 08-07-10 Last Modified: 2013 Sept 16 |

Policy Statement

The Corporation of the Town of Oakville (hereinafter referred to as the town) is committed to eliminating barriers and providing accessible ~~improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated~~ programs, and services and facilities towards achieving Council's vision to be the most livable town in Canada. This includes building an inclusive community where all individuals have equal access to the town's services, programs and facilities where possible, in a manner that is integrated and promotes ~~respects~~ dignity and independence.

Purpose

This policy is intended to address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, the Ontario Human Rights Code and related standards and regulations introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

This policy enables the implementation of procedures to ensure compliance with the accessibility standards under the AODA as listed below:

- a) Accessible Customer Service
- b) Accessible Information and Communications
- c) Accessible Employment
- d) Accessible Transportation
- e) Design of Public Spaces (Accessible Built Environment) ~~(Design for Public Spaces)~~

~~The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals and other accessible means.~~

Scope

This policy applies to Members of Council, Members of Boards and Committees, all town employees as well as volunteers, agents, contractors, third parties or any ~~other individuals who interact with the public or other third parties, who~~ representing or acting on behalf of the Corporation of the Town of Oakville in any manner. It also applies to services, facilities and properties owned or operated by the Town of Oakville.

The town shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

[Accessibility training will be provided in accordance with the AODA. Refer to Accessible Customer Service procedure for requirements.](#)

[The town has established a multi-year accessibility plan as required under the AODA.](#)

References and Related Documents

Service Disruption Guidelines

~~Ontarians with Disabilities Act, 2001~~

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

[Integrated Accessibility Standards Regulation – Ontario Regulation 191/11](#)

Town of Oakville [multi-year accessibility plans and annual status updates](#)

Accessible Customer Service Procedure

Accessible Information and Communications Procedure

Accessible Employment Procedure

Accessible Transportation Procedure

[Design of Public Spaces Procedure](#)

Ontario Regulation 562 under Health Protection and Promotion Act

Ontario Regulation 31/05 Food Safety and Quality Act 2001

[Blind Person's Rights Act](#)

Dog Owner's Liability Act

Town of Oakville Purchasing By-law

Other accessibility standards as enacted.

Service Disruption Guidelines

A service disruption occurs when a facility, service, program or system is interrupted for any length of time or reason. When a service disruption occurs, the town must notify the public. The following are examples of service disruptions:

- Road closure (construction/parade)
- Elevator out of service
- Power outage at sports complex
- Grass field closed due to weather
- Trail closed due to ice storm
- Holiday closure
- Program closure (fitness class, show at the performing arts centre)
- Information and technology issue: geographic information system not functioning

Notice

All service disruption notices should include:

- Name of the service/event impacted
- Expected duration of disruption
- Description of alternative facilities, services, programs or systems that may be available
- Who to contact for assistance
- Any other relevant information for accessing the facility, service/program, or system

Procedure

In the event of a ~~planned~~ service disruption at any town facility, service, /program or system, notice shall be provided on the town website and posted at the location, where possible. There is a designated web page and RSS feed on the town's website for service disruptions and. ~~T~~the town ~~also~~ uses social media ~~tools~~ to notify its followers about service disruptions.

The notice shall provide the reason for the disruption, its anticipated duration and a description of alternative facilities, services, /programs or systems that may be available.

~~In the event of an unexpected disruption, where possible, notice shall be posted at the facility or service/program location in a conspicuous place and on the town website or by such other method as is reasonable under the circumstances.~~

Categories of Service Disruptions

| Public Notice Option | Minimum timeframe of public notification |
|--|--|
| Unplanned Service Disruption | |
| Recommended public notice <ul style="list-style-type: none"> • Town website and RSS feeds • Social media • Notice at the location | As soon as the service disruption is known |
| Planned Service Disruption | |
| Recommended public notice <ul style="list-style-type: none"> • Town website and RSS feeds • Social media • Notice at the location Optional public notice: <ul style="list-style-type: none"> • Local newspapers • TV screens at town facilities | 14 days |
| Unplanned Road Service Disruption | |
| Recommended public notice <ul style="list-style-type: none"> • Town website and RSS feeds • Social media • Direct notice to affected area (notice placed at residences and businesses) • Notice at location <ul style="list-style-type: none"> ○ Where possible, place signage at the nearest curb cut and at the point of work | As soon as the service disruption is known Notice should be provided to Corporate Communications to update notice page on town website and RSS feeds on a real-time basis |
| Planned Road Service Disruption | |
| This includes road work that takes two to three days to complete. Road work that takes 30-45 minutes to complete is not included as a service disruption. | |
| Recommended public notice <ul style="list-style-type: none"> • Town website and RSS feeds • Social media • Direct notice to affected area (notice placed at residences and businesses) • Notice at location <ul style="list-style-type: none"> ○ Where possible, place signage at the nearest curb cut and at the point of work Optional public notice: <ul style="list-style-type: none"> • Local newspapers | 14 days |

| | | |
|--|---|--|
|  The Corporation of the Town of Oakville PROCEDURE Accessible Customer Service | Procedure Number MS-ACC-001-001 | Page: 1 of 7 |
| | Parent Policy No.: MS-ACC-001 Author: Clerk's Department Authority: CAO | |
| Section: Municipal Services Sub-Section: Accessibility | Effective Date: 2009 Mar 02 Review by Date: <i>5 years from approval date</i> | Replaces: 08-07-10 Last Modified: 2012 Oct 29 |

Purpose Statement

This procedure addresses the [Accessible Customer Service Standards accessibility requirements](#) of Ontario Regulation [191/11429/07 for the Integrated Accessibility Standards Regulation for Customer Service](#) under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

~~Reasonable efforts shall be made to provide all persons equal opportunity to obtain, use and benefit from town goods and services. To ensure that goods and services are provided in a manner and format that respects the dignity and independence of persons with disabilities, the provision of such goods and services shall be:~~

- ~~1. Part of standard business operations, whenever possible~~
- ~~2. Accessible through the use of assistive devices, service animals and support persons unless prohibited by law or for reasons of health and safety~~
- ~~3. Communicated in a manner that takes into account the person's disability~~
- ~~4. Reinforced through training of personnel on accessibility requirements; provision of service disruption notification, when required; and, access to a feedback process.~~

Scope

This procedure applies to ~~the provision of~~ municipal goods, ~~and services~~ [and facilities](#) provided by Town Council and town employees as well as by volunteers, agents, ~~or~~ contractors (personnel) [or any individual](#) representing or performing any function on behalf of the town.

[The requirements set out in this procedure are being implemented by the town in accordance with the standards and timelines established in the AODA.](#)

Procedures

~~Assistive Devices, Service Animals, Support Persons~~

~~The town shall recognize and accommodate persons requiring the use of assistive devices, service animals and support persons to access goods and services in accordance with applicable legislation, policy and procedures.~~

Assistive Devices

~~The use of~~ Individuals may use their assistive devices ~~by individuals~~ as required ~~to, in~~ accessing town goods, ~~and/or~~ services and facilities ~~provided by the town is recognized~~ unless otherwise prohibited due to health and safety or privacy issues. In such cases, other measures will be used to ensure the individual can access town goods, services or facilities.

Where ~~possible, the town shall make~~ assistive devices are available in town facilities, staff will be trained on how to use them. ~~the form of lifts, wheelchairs, audio and visual enhancements, etc.~~

Service Animals

~~The accompaniment of~~ Guide dogs and other service animals may be used in all town areas/premises that are open to the public, ~~when accessing goods and services provided by the town, is recognized~~ unless otherwise prohibited by law.

If a service animal is excluded from the premises by law, town staff will inform the individual of the reasons why and discuss alternative methods for the person to access town goods, services and facilities~~In the event that a service animal is excluded from the premises by law, the appropriate personnel or the town shall endeavour to make other provisions available, to enable the person with a disability to obtain, use or benefit from the town's goods and services.~~

When town employees cannot easily identify that an animal is a service animal, they may ask the person to provide documentation (template, letter or form) from a regulated health professional confirming the person needs the service animal for reasons relating to their disability.

Support Persons

~~The need for a support person to support and assist an individual with a disability~~ People with disabilities can access their support person when using~~accessing~~ goods, ~~and~~ services and facilities provided by the town. ~~The town shall ensure that both persons are permitted to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.~~

Where admission fees for the support person are applicable, advance notice of the fee will be made available.

The town may ~~deem it necessary to~~ require a person with a disability to be accompanied by a support person ~~for a person with a disability in order~~ to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability and when it is the only way~~means~~ to allow the person with a disability to access the town's goods, ~~and~~ services and facilities. If the town determines that a support person is required, the town will waive any fee or fare for the support person.

Training, Service Disruption Notification, and Feedback Process

The town shall provide:

- ~~1. Accessibility training in accordance with this procedure and any related Human Resource training practices and procedures~~
- ~~2. Notification in accordance with this procedure and the town's Public Notice and Engagement policy and any other related legislation~~
- ~~3. A feedback process on the provision of goods and services to persons with disabilities.~~

Training

~~The town shall~~ Training will be provided ~~training~~ to all town employees~~staff~~, volunteers, anyone who provides goods, services or facilities on behalf of the town and anyone involved in developing town policies and procedures. ~~agents/contractors and any other individuals who interact with the public or other third parties on behalf of the town.~~ Training will~~shall~~ be appropriate to the duties of employees, volunteers and other persons and commensurate with the level of public contact and shall include:

- ~~1. The purposes~~ of the AODA and the requirements of the ~~Accessibility Standard for Customer Service~~ Standards, Ontario Regulation 429/07
2. The town's procedure on providing accessible customer service
3. The Ontario Human Rights Code, where it relates to people with disabilities
- ~~2.4.~~ How to interact and communicate with people with various types of disabilities
- ~~3.5.~~ How to interact with people ~~with disabilities~~ who use an assistive device or require the assistance of a service animal or a support person
- ~~4.6.~~ How to use town equipment or assistive devices available to help provide goods, services or facilities to people with disabilities, ~~if applicable, which may be available at town facilities~~ (e.g. screen readers, TTY, Bell Relay, wheelchairs, pool lifts, sound amplifiers etc.)
- ~~5.7.~~ Instruction What to do if a person with a disability is having difficulty in ~~accessing the town's goods,~~ and ~~services~~ and facilities.

~~Training shall be provided on an as-needed basis (for example training on the use of assistive equipment shall be upon hire or the first day of employment/use; whereas customer service training shall be provided in accordance with the town's Human Resource training schedule).~~

~~Training shall be provided in a timely manner and on an ongoing basis to meet staff needs and to ensure compliance with applicable legislation.~~

~~Town policies and procedures are available on the town's website. The appropriate policy and procedures shall be reviewed as part of the training program.~~

The town shall keep records of ~~the~~ training ~~provided~~ in accordance with Ontario Regulation 191/11~~429/07~~.

Service Disruption Notification

In the event of a ~~planned~~ service disruption at any town facility, service, program or system, notice shall be provided on the town website and posted at the location, where possible. There is a designated web page and RSS feed on the town's website for service disruptions ~~and~~. ~~The town also uses its social media tools~~ to notify its followers about service disruptions.

The notice shall provide the reason for the disruption, its anticipated duration and a description of alternative facilities, services, programs or systems that may be available.

~~In the event of an unexpected disruption, where possible notice shall be posted at the facility or service location in a conspicuous place, and/or posted on the town website or by such other method as is reasonable under the circumstances.~~

Feedback Process

The town ~~will~~shall maintain a process for receiving and responding to feedback ~~process to enable members of the public to comment on how the town provides the provision of goods, and services and facilities~~ to people with disabilities. The town will ensure the process is accessible by providing or arranging for accessible formats and communication supports, upon request.

~~Such feedback shall be received in any form (i.e. in person, by telephone (TTY), in writing, fax or in electronic format, including email and the town website).~~

~~All questions and concerns received~~ Receipt of feedback shall be acknowledged by the end of the next business day and answered within ~~from the date of receipt. Response time to such submissions shall be dependent on the complexity of the issue, but shall not exceed~~ 15 business days. If the town requires additional time, the estimated date for response will be provided, ~~unless there are extenuating circumstances that have been communicated~~ to the submitter.

Notice of Availability of Documents

The town will notify the public that documents related to accessible customer service are available in an accessible format or with communication support, upon request. Notice will be posted on the town's website.

References and Related Documents

Service Disruption Guidelines

~~Ontarians with Disabilities Act, 2001~~

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 ~~Accessible Standards for Customer Service, Ontario Regulation 429/07~~

Accessibility Policy

Procedure MS-ACC-001-001 Accessible Customer Service

[Planning Accessible Meetings](#)

Accessible Information and Communications Procedure

Accessible Employment Procedure

Accessible Transportation Procedure

[Design of Public Spaces Procedure](#)

Public Notice and Engagement Policy

Human Resource Policy and Procedures

[Customer Service Standards Procedure](#)

[Ontario Regulation 562 under Health Protection and Promotion Act](#)

[Ontario Regulation 31/05 Food Safety and Quality Act 2001](#)

[Blind Persons' Rights Act](#)

[Dog Owner's Liability Act](#)

[Town of Oakville Purchasing By-law](#)

[Other accessibility standards as enacted](#)

Definitions

Assistive Device - is a [piece of equipment or technical aid](#), ~~communication device, or medical aid modified or customized~~, that [a person is used to increase, maintain, or improve the functional abilities of people with a disability](#) ~~ies uses to help with daily living (e.g. wheelchair, screen reader, hearing aid, cane or walker, oxygen tank)~~. ~~An assistive device may be provided by the individual or may be provided by the town in the form of lifts, ramps, wheelchair, audio and visual enhancements, etc.~~

Barrier - means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability is:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
2. a condition of mental impairment or a developmental disability
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
4. a mental disorder or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Service Animal – an animal is a service animal for a person with a disability if:

- the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal or
- or if the person provides a letter of documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:-
 - College of Audiologists and Speech-Language Pathologists of Ontario
 - College of Chiropractors of Ontario
 - College of Nurses of Ontario
 - College of Occupational Therapists of Ontario
 - College of Optometrists of Ontario
 - College of Physicians and Surgeons of Ontario
 - College of Physiotherapists of Ontario
 - College of Psychologists of Ontario
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

In addition to a registered health professional, the town will also accept an identification card from the Attorney General or an officer of their Ministry, which confirms the identity of a blind person and their guide dog. R.S.O. 1990, c. B.7, s. 4 (2).

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her ~~in order~~ to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Responsibilities

Strategy, Policy and Communications is responsible for:

- Administration of and ensuring compliance with this procedure

Human Resources is responsible for:

- Providing accessibility training in accordance with the AODA and relevant policies and procedures

All departments are responsible for:

- Ensuring the Accessible Customer Service Standard procedure is followed ~~compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07~~
- Providing or arranging for accessible documents and communication supports in ~~alternate formats~~ upon request ~~for a person with a disability~~
- Tracking accessibility requests
- Providing information about service disruptions that will be posted on the town's website and social media tools as required
- ~~Notifying the Human Resources Department of any additional training requirements~~

Procedure MS-ACC-001-001 Accessible Customer Service

- Budgeting for accessibility requirements
- Communicating and coordinating, when applicable, with a person with a disability regarding the use of a support person or service animal
- ~~• Communicating and coordinating, when applicable, with a person with a disability regarding services animals~~

User (person with a disability) is responsible for:

- Supervising and keeping service animals in control when used to access the town's goods, ~~and~~ services and facilities
- Providing documentation confirming verification or license of the service animal is required for reasons related to the individual's disability, if requested ~~certification~~

~~**The Human Resources department** is responsible for:~~

- ~~• The provision of accessibility training in accordance with the AODA and relevant policies and procedures~~

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|  <p>The Corporation of the Town of Oakville</p> <p>PROCEDURE</p> <p>Planning Accessible Meetings</p> | Procedure Number MS-ACC-001-002 | Page: 1 of 3 |
| | Parent Policy No.: MS-ACC-001 Author: Strategy, Policy and Communications Authority: CAO | |
| Section: Municipal Services Sub-Section: Accessibility | Effective Date: 2009 Oct 05 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: 2015 Nov 16 |

Purpose Statement

~~The Corporation of the Town of Oakville (hereinafter referred to as the town) is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated programs and services where possible, in a manner that respects dignity and independence.~~

This procedure provides a checklist of accessibility considerations for meetings hosted by the town so people of all abilities are able to fully participate in community life.

Scope

This procedure applies to all public meetings hosted by the town and its boards and committees, including Council and standing committee meetings, public information meetings and forums and board and advisory committee meetings.

Procedure

The town will ensure reasonable accommodation is made and its meetings are accessible so that people of all abilities ~~persons with disabilities~~ are able to fully participate in community life.

Key areas of consideration include:

- a) Access to meeting information and proceedings
- b) Physical access to the meeting space

The Accessible Meeting Checklist should be used when planning a meeting, attached as Appendix A. The town's Public Engagement Guide should be used as a resource when planning meetings.

Staff shall ensure any meeting notice is provided in accordance with the town's [Public Notice and Engagement Policy](#). ~~The town's Public Engagement Guide should also be used as a resource when planning meetings.~~

References and Related Documents

Service Disruption Guidelines

~~Accessibility Policy~~

~~Ontarians with Disabilities Act 2001~~

Accessibility for Ontarians with Disabilities Act 2005

[Ontario Human Rights Code](#)

[Integrated Accessibility Standards Regulation – Ontario Regulation 191/11](#)

[Town of Oakville multi-year accessibility plan and annual status updates](#)

[Accessibility Policy](#)

[Customer Service Procedure](#)

[Information and Communications Procedure](#)

[Design of Public Spaces procedure](#)

[Oakville Universal Design Standards for town facilities](#)

~~Ontario Human Rights Code~~

[Province of Ontario](#) Guide to Conducting Accessible Meetings

Public Notice and Engagement Policy and related procedure

Public Engagement Guide

Definitions

For the purpose of this procedure:

Barrier — means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, a technological barrier, a policy or a practice.

Disability — means

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, induces diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, hearing impediment, muteness or speech impediment, or physical reliance on a dog guide or on a wheelchair or other remedial appliance or device
- b) a condition of mental impairment or a developmental disability
- c) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) a mental disorder
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Responsibilities

All departments are responsible for:

- Following the Accessible Meeting Checklist

Appendices

Appendix A — Accessible Meeting Checklist

Accessible Meeting Checklist

The following checklist will help you plan an accessible meeting at a **town facility**. This list is not exhaustive; please consider location, room size and the needs of your participants.

Note: If using a non-town facility to host a public meeting, please follow this checklist and review the province's [Guide to Conducting Accessible Meetings](#), available online.

Step 1: Planning the meeting (at least four weeks in advance)

Accessible town facilities

- Ensure meeting room is at an accessible town facility listed here: Town Hall, Oakville Transit, Sixteen Mile Sports Complex, Queen Elizabeth Park Community and Cultural Centre

Accessibility services and supports

- Services such as sign language interpretation and real-time captioning are arranged as requested
- Assistive devices available (e.g., magnifiers, listening devices)
- Funds for acquiring accessibility supports (e.g., preparing meeting materials in accessible formats as requested)

Venue — exterior

Transportation and path of travel

- Path of travel to entrance is free of barriers
- Facility is on a transit route

Parking

- Arrange for more designated parking spaces so there are sufficient spaces for estimated number of people with disabilities, as required
- Parking areas clear of snow and ice

Venue — interior

Entrances and lobbies

- Signs in main lobby clearly indicates location of meeting rooms
- No construction or renovation work scheduled during time of meeting. If so, alternate accessible routes are made and potential noise issues are addressed

Elevators (if meeting not on main floor)

- Located close to meeting room
- Route from elevator to meeting room is clear. If necessary, provide clear, visible signs

Appendix A

Accessible washrooms

- Minimum of one accessible washroom on same floor as meeting

Hallways and corridors

- Hallways and doorways clear of furniture, planters or other obstacles (e.g., loose carpet)

Meeting rooms

- Meeting room located on entry floor or easily accessible by elevators
- Two regular seating spots allotted per participant with mobility aid and/or service animal
- Reception and refreshment areas large enough to accommodate participants with mobility aids and/or service animals
- Stages and speaking areas including lectern and podium accessible to people with disabilities
- Area free of distracting background noises (e.g., other meetings in adjoining rooms, construction work, renovations)
- Drapes or blinds available to reduce light or glare
- Room lighting levels adjustable
- Portable microphones
- Well-lit spaces for presenters and sign language interpreters

Refreshment and dietary considerations (if provided)

- Bendable straws, lightweight cups, and cups with large handles

- Participants can indicate their dietary requirements ahead of time (e.g., responding to invitation)
- Sugar-free beverages, juices, water, fruits and vegetables
- Food placed within easy reach
- If food is buffet-style, assignee for assisting persons with visual and physical disabilities

Emergency planning

- Staff and volunteers familiar with location of accessible fire exits and elevators
- Location of accessible fire exits and elevators identified to participants
- Staff identified by name tag

Additional accessibility considerations

- Water bowls and suitable relieving area for service animals
- Staff trained in providing accessible customer service
- Accessible transit or taxis as required

Agenda, invitations, registration and presentations

Agenda

- Written agenda uses minimum 12-point font, in Arial (use the “Normal” style in the town’s Word 2013 — it meets this criteria)
- Time allocated at beginning of meeting to inform participants of accessible conduct (e.g., leaving aisles free, identifying themselves when speaking)

Appendix A

- Sufficient breaks
- Time allotted for sign language interpreters or note-takers to take breaks
- Key points in agenda identified when people with disabilities might need assistance (e.g., if speaker plans to show an item or image, they should be prepared to describe it for persons with low vision)

Invitations and promotional materials

- Invitations and event information available in accessible formats on request
- Promotional materials, invitations and registration posted on town's website(s) is accessible
- Invitation and promotional materials clearly indicate that participants can request an accessible accommodation
- Deadline to request accommodation clearly communicated
- Promotion of event in variety of methods (e.g., website, social media, email, print, telephone)

Meeting materials

- Printed materials use minimum 12-point font in Arial (use the "Normal" style in the town's Word 2013 — it meets this criteria) and is in plain language
- Presentation materials available in advance and in accessible formats on request
- Quantity of documents in accessible formats calculated according to anticipated audience

Presentations

- Presenters reminded of role in ensuring an accessible meeting
- Presenters provided with tip sheet on how to make their presentations accessible (available under "Accessibility" on [Portico](#))
- Presentation uses minimum 22-point font in Arial
- Presenters given deadline to provide copies of materials to be transcribed into accessible formats, as requested

Step 2: Conducting the meeting (day of)

Venue

- Staff in place at building entrance to provide navigation and assistance
- Hallways and access routes clear of protruding objects (e.g., planters)
- Sidewalks and entranceway clear of snow, ice, wet leaves, standing water and debris
- Staff in place at exit to ensure participants find their way out safely and to help participants connect with their booked transportation, if necessary

Registration table (where needed)

- Sufficient space for people using mobility aids to approach and move around
- Sign language interpreter available in registration area, if required
- Handouts organized according to format and placed at edge of table for easy access
- Staff aware of participants who requested accessible documents and special diets

Meeting rooms

- Tables numbered or labelled for ease of transitioning between tables
- Adequate space to allow freedom of movement for people using mobility aids

- Sight lines clear to sign language interpreters if they are present
- Reserved seating at front of the room for persons with disabilities
- Designated aisle seating for participants with service animals
- Cables, wires and microphones secured away from aisles and communal areas
- All technology tested
- Floors not slippery, wet or blocked by any items
- Participants informed of availability of information in accessible formats, guidelines for accessible meeting conduct, location of staff or volunteers for assistance

Refreshment areas (where provided)

- Sufficient space for people using mobility aids to approach and move around
- Tablecloth corners taped or tied down
- Food for dietary accommodations clearly labelled
- Staff or volunteers assigned to assist people with disabilities
- Food, plates, lightweight cups, utensils, napkins, bendable straws and cups with large handles within easy reach

Step 3: Evaluating the meeting (within one week after)

Debrief with staff, volunteers and presenters

- Registration process allowed participants to identify accessibility needs
- Accessible parking and transportation options available
- Meeting facility accessible
- Presentations and discussions easy to follow
- Meeting schedule/agenda spaced appropriately
- Accessibility needs of people with disabilities met, as requested (could include sign language interpreters, large font materials, dietary requirements, etc.)
- Unexpected situations that arose dealt with as appropriate

Feedback from participants

- Participants advised on how to submit feedback
- Participants able to provide feedback electronically and in accessible formats
- Staff available to answer questions

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|  <p>The Corporation of the Town of Oakville</p> <p>PROCEDURE</p> <p>Accessible Employment</p> | Procedure Number MS-ACC-001-003 | Page: 1 of 4 |
| | Parent Policy No.: MS-ACC-001 Author: Human Resources Authority: CAO | |
| Section: Municipal Services Sub-Section: Accessibility | Effective Date: 2012 Oct 29 Review by Date: 5 years from approval date | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

This procedure addresses the Accessible Employment Standards requirements of Ontario Regulation 191/11 for the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)

~~The Corporation of the Town of Oakville (hereinafter referred to as the town) is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated programs and services where possible, in a manner that respects dignity and independence.~~

Scope

This procedure applies to employees or potential employees of the town. It does not apply to agents or contractors who act on behalf of, or represent the town, volunteers or any unpaid individuals.

The requirements set out in this procedure are being implemented by the town in accordance with the standards and timelines established in the AODA.

Procedures

Recruitment

The town shall:

- Notify employees and the public ~~provide information~~ about the availability of accommodations for applicants with disabilities in its recruitment process.

- Notify job applicants who are selected for an interview and/or testing ~~shall be notified~~ that accommodations are available upon request in relation to the materials or processes to be used.
- ~~The town shall~~ Consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability.
- Notify successful applicants ~~shall be notified~~ about the town's policies for accommodating employees with disabilities as part of their offer of employment.

Employee supports, accessible formats and communication supports for employees

The town will ensure that all employees are informed of the policies used to support employees with disabilities. ~~The town will provide t~~ This information will be provided to new employees as part of the orientation program or as soon as practicable. All employees will be notified of any changes to existing policies ~~on the provision of~~ relating to job accommodations that take into account an employee's accessibility needs due to disability.

Upon request by an employee, the town will consult with the employee to provide or arrange ~~for suitable provisions of~~ accessible formats and communication supports 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.

Workplace emergency response information

The town will provide individualized ~~If an employee's disability is such that~~ workplace emergency response information to employees with disabilities if the accommodation is necessary due to a disability is such that an individual plan is necessary and the town is aware of the need for accommodation. The town will work with the employee as necessary to ensure an individualized plan is in place as soon as practicable. Should the employee move to a new position and/or location within the town, the information shall be reviewed, in accordance with the accommodation process and as part of the general emergency response plan review. ~~, this information shall be provided to the employee.~~

~~In addition, this information shall, w~~ With the employee's consent, this information will be provided to any person designated by the town to provide assistance. ~~Should the employee move to a new position and/or location within the town, the information shall be reviewed, in accordance with the accommodation process and as part of the general emergency response plan review.~~

Individual accommodation plans

The town has established an Accommodation Procedure ~~A written process for the for~~ developing ment and maintaining enance of individual accommodation plans. This written process outlines:

- How an employee can participate in the development of their plan
- How employees are assessed on an individual basis ~~shall be developed for employees with disabilities and include such elements as the manner in which the request is developed and evaluated,~~
- When the town can request an evaluation by an outside medical or other expert, at the town's expense, to determine if and how accommodation can be achieved
- How affiliated (unionized) employees can request the participation of a representative from their bargaining agent (union), in the development of their plan

- How non-affiliated (non-unionized) employees can request the participation of a representative from their workplace, in the development of their plan
- The steps taken to ensure privacy of the employee's personal information, and the frequency of when with which the plan is reviewed and how this will be done.
- If an accommodation is denied, how the reasons for denial will be communicated to the employee
- How employees with disabilities will be provided an individual accommodation plan in a format that takes into account their accessibility needs

Individual accommodation plans will include the following information:

- Individual workplace emergency response information, where one exists
- If requested, ~~accommodation plans will include~~ information regarding accessible formats and communications supports
- Any other accommodations to be provided. ~~Accommodation plans will be created in accordance with the town's Accommodation Procedure.~~

Return to work process

The town shall have ~~in place~~ a documented return to work process for employees ~~returning to work~~ who have been absent due to disability and require disability-related accommodations. This return to work process shall outline the steps that the town shall take to facilitate the return to work.

Performance management and Career development and advancement

The town shall take into account the accessibility needs of its employees with disabilities including any individual accommodation plans when using its performance management process, ~~and when~~ providing career development and when considering redeployment and advancement to its employees with disabilities.

References and Related Documents

Service Disruption Guidelines

~~Ontarians with Disabilities Act, 2001~~

Accessibility for Ontarians with Disabilities Act, 2005.

Ontario Human Rights Code

Integrated Accessibility Standards Regulation - Ontario Regulation 191/11

Town of Oakville multi-year accessibility plans and annual status updates

Accessibility Policy

Accessible Customer Service Procedure

Accessible Information and Communications Procedure

Accessible Transportation Procedure

Design of Public Spaces Procedure

Accommodation Procedure

Other accessibility standards as enacted

Definitions

Employee: a person receiving or entitled to wages for work performed including but not limited to full-time, part-time, students, temporary and interns.

Accessible formats: may include but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Communication supports: may include but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

~~User: for the purpose of this procedure may refer to potential employees, job applicants, and employees.~~

Workplace emergency response: are actions to be taken from the time when ~~once~~ an emergency occurs. ~~It is designed to provide directions to ensure an appropriate response to an emergency up~~ to the arrival of the attending emergency services.

Responsibilities

Departments are responsible for:

- Ensuring the accessible employment ~~standards~~ procedure, ~~guidelines and practices~~ are-is followed
- Taking into account accessibility needs of individuals during the recruitment process, return to work process, performance management, career development, and redeployment.

Employee(s) (person with disability) is responsible for:

- Requesting accommodation and providing relevant information to assist the town in ~~providing the~~ supporting the individual's ~~required~~ accessibility needs, including participating in the development of individual accommodation plans.
- Requesting accessible formats and communication supports for information that is needed ~~in order~~ to perform their job.

Job applicant(s) is responsible for:

- Requesting an accommodation during the recruitment process

Human Resources department is responsible for:

- Identifying, removing and preventing barriers ~~to persons with disabilities~~ when posting jobs, during the recruitment and selection process, when implementing occupational health and safety programs and during the rehabilitation and placement of employees with disabilities.

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|  The Corporation of the Town of Oakville PROCEDURE Accessible Information and Communications | Procedure Number MS-ACC-001-004 | Page: 1 of 3 |
| | Parent Policy No.: MS-ACC-001 Author: Strategy, Policy and Communications Authority: CAO | |
| Section: Municipal Services Sub-Section: Accessibility | Effective Date: 2012 Oct 29 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

This procedure addresses the Accessible Information and Communications standards requirements of Ontario Regulation 191/11 for the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

~~The Corporation of the Town of Oakville (hereinafter referred to as the town) is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated programs and services where possible, in a manner that respects dignity and independence.~~

Scope

This procedure applies to ~~the provision of~~ municipal goods, ~~and services~~ and facilities provided by Town Council and town employees as well as by volunteers, agents, contractors (personnel) or any individual representing or performing any function on behalf of the town, including the town’s ~~internet~~ websites and web content.

The requirements set out in this procedure are being implemented by the town in accordance with the standards and timelines established in the AODA.

Procedure

Feedback

The town has established an accessible customer service feedback process as required under the ~~Accessibility Standards for Customer Service~~ Integrated Accessibility Standards Regulation, Ontario Regulation ~~191/11~~ 429/07. The town also receives and responds to other feedback and will ensure that the process is accessible to persons with disabilities by

Procedure MS-ACC-001-004, Accessible Information and Communications

providing or arranging for ~~the provision of~~ accessible formats and communication supports upon request.

Accessible formats and communication supports

Upon request, the town will provide or arrange for ~~the provision of~~ accessible formats and communication supports ~~for persons with disabilities~~ in a timely manner that takes into account the person's disability ~~and at no additional a cost, that is no more than the regular cost charged to other persons.~~ The town will also notify the public about the availability of accessible formats and communication supports.

Emergency procedure, plans or public safety information

Upon request, the town will provide existing public emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports in a timely manner.

Accessible websites and web content

The town's internet websites and web content controlled directly by the town or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and AA [according to the schedule set out in the AODA Integrated Accessibility Standards Regulation.](#)

References and Related Documents

Service Disruption Guidelines

~~Ontarians with Disabilities Act, 2001~~

~~Accessibility Standards for Customer Service, Ontario Regulation 429/07~~

~~Accessibility for Ontarians with Disabilities Act, 2005.~~

Ontario Human Rights Code

Integrated Accessibility Standards Regulation - Ontario Regulation 191/11

Town of Oakville ~~accessibility plans~~ [multi-year plan and annual status updates](#)

Accessibility policy

Accessible Customer Service procedure

Accessible Employment procedure

Accessible Transportation procedure

[Design of Public Spaces procedure](#)

Communications procedure

Online Communications policy

Website Content procedure

Social Media Guidelines

Information Technology General Use and Practices policy

Public Notice and Engagement policy

Employee Code of Conduct policy

Other accessibility standards as enacted

Definitions

Procedure MS-ACC-001-004, Accessible Information and Communications

Accessible formats may include but are not limited to, large print, recorded audio and electronic formats, [braille](#) and other formats usable by persons with disabilities.

Communication supports may include but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Responsibilities

Strategy, Policy and Communications is responsible for:

- Administration of and ensuring compliance with this procedure
- Reviewing communications materials to ensure plain language ~~ist~~ techniques are incorporated where possible
- Developing and/or reviewing all major published materials and information prior to release
- Administrating the town's Corporate Identity Standards
- ~~Developing and m~~Managing content ~~for~~ on the town's websites

Information Systems ~~+ Solutions~~ is responsible for:

- Developing, supporting and maintaining the technology for the town's websites
- Supporting requests ~~for~~ technical-related accessible formats and communications supports

Departments are responsible for:

- Ensuring the Accessible Information and Communication Standard procedure is followed
- ~~Being knowledgeable about accessibility requirements~~
- ~~Tracking accessibility requests~~
- ~~Communicating program information to stakeholders~~
- ~~Reviewing sections of the website and updating new content in a timely manner~~
- ~~Preparing public notices~~
- ~~Dealing with inquires or forwarding to the appropriate department in accordance with the town's Communications Standards~~

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|  The Corporation of the Town of Oakville PROCEDURE Accessible Transportation | Procedure Number MS-ACC-001-005 | Page: 1 of 9 |
| | Parent Policy No.: MS-ACC-001-005 Author: Oakville Transit/Clerk's Municipal Enforcement Services Authority: CAO | |
| Section: Municipal Services Sub-Section: Accessibility | Effective Date: 2012 Oct 29 Review by Date: 5 years from approval date | Replaces/Last Modified: Council/CAO approval date |

Purpose Statement

This procedure addresses the Accessible Transportation Standards requirements of Ontario Regulation 191/11 for the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

~~The Corporation of the Town of Oakville (hereinafter referred to as the town) is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated programs and services where possible, in a manner that respects dignity and independence.~~

Scope

This procedure applies to ~~the provision of transportation~~ municipal goods, services and facilities, including conventional, specialized transit services and taxicabs, to members of the public ~~by or on behalf of the~~ provided by Town Council and town of Oakville, its employees as well as by, ~~volunteers, and third-party agents, contractors (personnel) or any individual representing or performing any function on behalf of the town.~~

The requirements set out in this procedure are being implemented by the town in accordance with the standards and timelines established in the AODA.

Procedure

Accessibility plans, conventional and specialized transit services

In addition to its corporate accessibility plan, the town shall develop a plan for its conventional and specialized transit services. The plan shall outline measures to identify, remove and prevent barriers to persons with disabilities and be reviewed through an annual public meeting including persons with disabilities. The plan will also describe the process for:

- (a) Managing, evaluating and taking action on customer feedback
- (b) Estimating the demand for specialized transportation services
- (c) Reducing wait times for specialized transportation services
- (d) Dealing with accessibility equipment failures

Accessibility training

Transportation-specific accessibility training will be provided to employees and volunteers and include:

- The safe use of accessibility equipment and features
- Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails
- Emergency preparedness and response procedures that provide for the safety of persons with disabilities

The town shall keep a record of the training in accordance with the Integrated Accessibility Standards Regulation.

Emergency preparedness and response policies

The town shall:

- Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities
- Make the policies available to the public
- Provide the policies in an accessible format upon request

Availability of information on accessibility equipment

The town shall provide current information on the accessibility features of its conventional and specialized vehicles, routes and services, and shall make this information available in an accessible format, upon request.

Non-functioning accessibility equipment

Reasonable steps shall be taken to accommodate persons with disabilities if the accessibility equipment on a vehicle is not functioning and an equivalent service cannot be provided. The equipment shall be repaired as soon as practicable.

Fares

Persons with disabilities using conventional transit services shall not pay a higher fare than persons without disabilities. The town will ensure the same pay structure and payment options will be available for both conventional and specialized transit services.

There shall be no charge for a support person accompanying a person with a disability.

Accessible bus stops and shelters

The town shall:

- Consult with the public, persons with disabilities and the Oakville Accessibility Advisory Committee (AAC) in the development of accessible design criteria for bus stops and shelters
- Ensure that persons with disabilities can board and de-board its conventional transit vehicles in a safe location, other than the designated transit stop if the stop is deemed to be inaccessible
- Take into consideration the preference of persons with disabilities when identifying a safe location to board and de-board
- Develop a process for promptly reporting to Oakville Transit when a transit stop is temporarily inaccessible or when a temporary barrier exists

Conventional transportation

~~1.1 Accessibility plans~~

~~In addition to its corporate accessibility plan, the town shall develop a plan for its conventional and specialized transit services. The plan shall outline measures to identify, remove and prevent barriers to persons with disabilities and shall be reviewed through an annual public meeting including persons with disabilities.~~

~~1.2 Accessibility training~~

~~The town shall conduct employee and volunteer accessibility training related to the standards' requirement and keep a record of the training.~~

~~1.3 Accessible bus stops and shelters~~

~~The town shall:~~

- ~~• Consult with the Accessibility Advisory Committee (AAC) in the development of accessible design criteria for bus stops and shelters.~~
- ~~• Ensure that persons with disabilities can board and de-board its conventional transit vehicles in a safe location, other than the designated transit stop if the stop is deemed to be inaccessible.~~
- ~~• When identifying the safe location, the town shall take into consideration the preference of the persons with disabilities.~~
- ~~• Develop a process for promptly reporting to Oakville Transit when a transit stop is temporarily inaccessible or when a temporary barrier exists.~~

~~1.4 Availability of information on accessibility equipment~~

~~The town shall provide current information on the accessibility features of its conventional and specialized vehicles, routes and services, and shall make this information available in an accessible format, upon request.~~

~~1.5 Priority seating~~

~~Clearly marked priority seating for persons with disabilities shall be provided.~~

~~1.6 Emergency preparedness and response policies~~

~~The town shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.~~

~~1.7 Fares – support persons~~

~~There shall be no charge for a Support Person accompanying a person with a disability.~~

~~1.8 Fares~~

~~Persons with disabilities shall not pay a higher fare than persons without disabilities.~~

General responsibilities

The following services shall be offered, ~~upon request,~~ and information related to these services shall be available in an accessible format, upon request:

- Deploy lifting devices and ramps upon request
- Allow adequate time to boarding, and deboarding time vehicles, secure mobility aids, and staff to provide assistance for these activities when requested
- ~~Provide assistance with assistive devices~~
- ~~Ensure that assistive devices are stored in the passenger compartment within reach of the person with the disability who uses the aid or device~~
- Allow a person with a disability to travel with a medical aid

Storage of mobility aids

Mobility aids and mobility assistive devices shall be safely stored within reach of the person with the disability. No fees shall be charged for the storage of an aid or device.

Priority seating

Clearly marked priority seating for persons with disabilities shall be provided in close proximity to the front entrance and be clearly marked as intended for people with disabilities.

~~1.10 Non-functional accessibility equipment~~

~~Reasonable steps shall be taken to accommodate persons with disabilities if the accessibility equipment on a vehicle is not functioning and an equivalent service cannot be provided. The equipment shall be repaired as soon as practicable.~~

Service disruptions

Where a route or service is temporarily changed and the change is known in advance, alternative arrangements for accessible transportation will be made. Information on alternative arrangements shall be communicated in a manner that takes into account the person's disability.

1.11 Pre-boarding announcements

~~Upon request, Electronic verbal~~ pre-boarding announcements of routes, direction, destination or next stop shall be provided. Upon request, verbal ~~Electronic~~ pre-boarding announcements shall be available.

1.12 On-board announcements

~~Electronic~~ An audible verbal announcements of all destination points or available route stops on which the vehicle is being operated shall be provided. All destination points shall ~~be announced through electronic means, and~~ be legibly and visually displayed through electronic means.

1.13 Storage of mobility aids

~~Mobility aids and mobility assistive devices shall be safely stored within reach of the person with the disability. No fees shall be charged for the storage of an aid or device.~~

1.14 Service disruptions

~~Where a route or service is temporarily changed and the change is known in advance, alternative arrangements shall be made available to transfer persons with disabilities to their route destination and information on alternative arrangements shall be communicated in a manner that takes into account the person's disability.~~

1.15 Technical requirements

All town transportation vehicles shall meet the technical requirements for features such as grab bars, safe, non slip surfaces and steps, storage for mobility aids~~assistive devices~~, stop-requests and emergency response controls, suitable lighting and signage, indicators and alarms for mobility aids such as lifts, etc. as prescribed by the regulation.

2.0 Specialized transportation

Persons with disabilities must register with Oakville Transit ~~in order~~ to be provided specialized transportation service. ~~Applications for specialized transportation may be requested by persons with disabilities through Oakville Transit.~~ In addition, the following requirements for specialized transportation shall be met:

~~In addition to the requirements listed above, the following requirements for specialized transportation shall be met:~~

2.1 Eligibility

There will be three (3) categories of eligibility for specialized services:

Unconditional - A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility

Temporary - A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility

Conditional - A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility

Eligibility may be granted for emergency uses or on compassionate grounds. A process will be established for use of specialized services by visitors. Personal information collected for the purposes of determining eligibility in this section shall be collected under the authority of the *Municipal Act*.

Applications for specialized services shall be:

- Processed within 14 calendar days after receiving the~~of receipt of a~~ fully completed application
- Provided with no charge/fee for processing
- Processed sooner than within the 14 calendar days based on emergency grounds
- Re-assessed, as required.

An independent appeal process shall be available; appeals are to be made within 30 calendar days of the decision, in accordance with the appeal process. All decisions on appeals will be made within 30 calendar days after receiving the completed appeal applications. All information relating to an eligibility application, including the decisions, will be provided in an accessible format, upon request.

Personal information collected for the purposes of determining eligibility in this section shall be collected under the authority of the *Municipal Act*.

2.2 Origin to destination services

Origin to destination services shall be provided within the town's service area and will take the abilities of the customer into consideration.

~~Bookings—general requirements~~

~~The town shall:~~

- ~~• Allow companions and children to ride, space provided, at the applicable fare~~
- ~~• Not restrict the number of rides~~
- ~~• Provide same day booking service to the extent that is available; or when not available, accept booking requests up to three hours before end of service period each business day.~~

2.3 Coordination

The town will facilitate coordination of services with neighboring municipalities/specialized providers.

2.4 Eligibility

~~There will be three (3) categories of eligibility for specialized services: unconditional, temporary and conditional. Eligibility may be granted for emergency uses or on compassionate grounds. A process will be established for use of specialized services by visitors. Personal information collected for the purposes of determining eligibility in this section shall be collected under the authority of the *Municipal Act*.~~

2.5 Hours of service

~~The town shall ensure specialized transit service operates for the same hours and days as the Where conventional transit service is provided, the hours of specialized transportation shall be the same hours of operation.~~

Bookings – general requirements

The town shall:

- Allow companions and dependents to ride if space available
- Not restrict the number of rides
- Provide same day booking service to the extent that is available; or when not available, accept booking requests up to three hours before end of service period each business day

~~2.6 Origin to destination services~~

~~Origin to destination services shall be provided.~~

2.7 Service disruptions and delays

Disruptions and delays shall be communicated with the customer, prior to trip, using the contact method provided by the user.

~~3.0 Taxicabs~~

~~Duties of Municipalities: Accessible Taxicabs~~

~~The town shall report on the progress being made to provide on-demand accessible taxicabs in its municipal accessibility plan.~~

Duties of Municipalities: Taxicabs

By licensing taxicabs, the town shall ensure that owners and operators of taxicabs are:

- Not charging a higher fare or additional fee to people rsons with disabilities, than the fee charged to people rsons without disabilities for the same trip or distance
- Not charging a higher feear for the storage and transportation of mobility aids assistive devices or mobility assistive devices.

In addition, the town shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab, and that this

information be made available, in an accessible format, to persons with disabilities who are passengers.

[The town will consult with the public, people with disabilities and the Oakville Accessibility Advisory Committee on the appropriate proportion of on-demand accessible taxicabs, and report on the progress in its multi-year accessibility plan and annual status updates.](#)

References and Related Documents

Service Disruption Guidelines

~~Ontarians with Disabilities Act, 2001~~

Accessibility for Ontarians with Disabilities Act, 2005.

Ontario Human Rights Code

Integrated Accessibility Standards Regulation - Ontario Regulation 191/11

Town of Oakville multi-year accessibility plan and annual status updates

Oakville Transit accessibility plan

Accessibility Policy

[Accessible Customer Service Procedure](#)

[Accessible Information and Communications Procedure](#)

[Design of Public Spaces Procedure](#)

Online Communications Policy

Information Technology General Use and Practices Policy

Public Notice and Engagement Policy

Rzone Procedure

Employee Code of Conduct Policy

Other accessibility standards as enacted

Definitions

Assistive device: [a piece of equipment or aid a person with a disability uses to help them with daily living \(e.g. a wheelchair, screen reader, hearing aid, cane or walker, an oxygen tank\).](#)

[An assistive device may be provided by the individual or may be provided by the town.](#)

~~technical aids, communication devices or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include, but are not limited to, wheelchairs, walkers, white canes used by people who are blind or how have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping.~~

Bus: a motor vehicle designed for carrying 10 or more passengers, and used for the transportation of persons.

Conventional transportation service provider: a designated public sector transportation organization that provides conventional transportation services solely within the Province of Ontario.

Procedure MS-ACC-001-005, Accessible Transportation

Conventional transportation services: any public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

Mobility aid: a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility assistive device: a cane, walker, or similar aid.

Specialized transportation service provider: a designated public sector transportation organization that provides specialized transportation services that operate solely within the Province of Ontario.

Specialized transportation services: are public passenger transportation services that:

- a. operate solely within the Province of Ontario
- b. are provided by a designated public sector transportation organization and are designed to transport persons with disabilities.

Support person: in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Taxicab: a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

Responsibilities

Oakville Transit is responsible for:

- Administration of and ensuring compliance with the transit sections of this procedure.

Licensing Commissioner or designate is responsible for:

- ~~Ensuring taxicabs, owners and operators are in compliance with~~ [Administration of the taxicab section of](#) this procedure.

Persons with disabilities are responsible for:

- Providing relevant information to assist service providers (Oakville Transit, taxi owners and operators) by providing the required accessibility needs.
- Proof of requirement for a support person, if applicable.

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|--|--|---|
|  The Corporation of the Town of Oakville PROCEDURE Design of Public Spaces | Procedure Number MS-ACC-001-006 | Page: 1 of 9 |
| | Parent Policy No.: MS-ACC-001 Author: Strategy, Policy and Communications Authority: CAO | |
| Section: Municipal Services Sub-Section: Accessibility | Effective Date: 2015 Nov 16 Review by Date: 5 years from approval date | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Purpose Statement

This procedure addresses the Design of Public Spaces Standards (accessibility standards for the built environment) requirements of Ontario Regulation 191/11 for the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

~~The Corporation of the Town of Oakville (hereinafter referred to as the town) is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated programs and services where possible, in a manner that respects dignity and independence.~~

Scope

This procedure applies to new construction and redevelopment of elements in public spaces owned, operated or leased and maintained by the town, designed or constructed by the town as well as by volunteers, agents, contractors (personnel) or any individual representing or performing any function on behalf of the town.

This procedure does not require forced changes (retrofits) to meet the standards and does not apply to emergency repairs. It also does not apply where it is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features.

Ontario's Building Code (OBC) regulates accessibility features in buildings as well as walkways or ramps that connect to building entranceways.

The town's Oakville Universal Design Standards for town facilities (OUDS) integrates universal design best practices with current Ontario regulations and its use is mandatory for all new construction, additions, renovations and capital replacements at town owned

buildings, including leased buildings and temporary structures. The OUDS often goes above the minimum requirements of the Ontario Building Code and the Design of Public Spaces Standard so town facilities are inclusive and user-friendly for residents and visitors of all abilities. This procedure reflects the requirements of the OUDS where applicable.

Procedure

1. Recreational trails

A recreational trail is a public pedestrian trail intended for recreational and leisure purposes.

Exceptions

The standard does not apply to the following types of trails:

- Trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles
- Wilderness trails, backcountry trails and portage routes

Application

All newly constructed or redeveloped recreational trails maintained by the town shall meet the technical requirements for features including:

- Minimum clear width
- Minimum head room clearance
- Trail surface
- Openings in the surface
- Edge protection
- Trail entrance
- Signage
- Boardwalks
- Ramps

Consultation

Prior to constructing new or redeveloping existing recreational trails, the town shall hold consultations with the public, persons with disabilities and the Accessibility Advisory Committee on the following:

1. The slope of the trail
2. The need for, and location of, ramps on the trail
3. The need for, location and design of
 - Rest areas
 - Passing areas
 - Viewing areas
 - Amenities on the trail
 - Any other pertinent feature

2. Beach access routes

Beach access routes are constructed for public pedestrian use that provide access to public beaches. These include permanent or temporary routes that provide access from a parking lot, recreational trail, sidewalk or walkway, or an amenity.

Exceptions

The standard does not apply to beach access routes created through repetitive use and without formal authorization.

Application

All newly constructed or redeveloped beach access routes maintained by the town shall meet the technical requirements for features including:

- Minimum clear width
- Minimum head room clearance
- Surface and surface area
- Changes in level
- Openings in the surface
- Maximum cross slope
- Maximum running slope
- Entrances
- Boardwalks
- Ramps

Recreational Trails and Beach Access Routes – Common Exceptions

The standard does not apply where the town can demonstrate a requirement would:

- Likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the Ontario Heritage Act
- Affect the preservation of places set apart as National Historic Sites of Canada under the Canada National Parks Act
- Affect the national historic interest or significance of historic places marked or commemorated under the Historic Sites and Monuments Act (Canada)
- Damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organisation's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage
- Adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect
- Not be practicable to comply with because existing physical or site constraints prohibit modification or addition of elements, spaces or features

3. Outdoor public use eating areas

Outdoor public use eating areas consist of tables that are found in public spaces, such as public parks, and are specifically intended for use by the public as a place to consume food.

Application

All newly constructed or redeveloped outdoor public use eating areas that are maintained by the town shall meet the technical requirements for features including:

- At least 20 per cent, but not less than one table must be accessible
- Accessible picnic tables located on an accessible path

- Depth
- Height
- Colour contrast
- Ground and floor surface

4. Outdoor play spaces

An outdoor play space is an area that includes equipment or features that are designed and placed to provide play opportunities and experiences for children and caregivers.

Application

All newly constructed or redeveloped outdoor play spaces maintained by the town shall meet the technical requirements for features including:

- Sensory and active play components, for children and caregivers with various disabilities
- Ground surface that is firm, stable and has impact attenuating properties for injury prevention
- Sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space

Consultation

Prior to constructing new or redeveloping existing outdoor play spaces, the town shall hold consultations with the public, persons with disabilities and the Accessibility Advisory Committee on the needs of children and caregivers with various disabilities.

5. Exterior paths of travel

Exterior paths of travel are sidewalks, walkways and multi-use paths, designed and constructed for pedestrian travel and intended to provide a functional service.

Exceptions

The standard does not apply to exterior paths of travel already regulated under Ontario's Building Code, paths that are intended to provide a recreational experience or unplanned paths that pedestrians may use, such as shortcuts.

Application

All newly constructed or redeveloped exterior paths of travel maintained by the town shall meet the technical requirements for features including:

- Exterior paths of travel
 - Minimum clear width
 - Minimum head room clearance
 - Surface and surface area
 - Openings in the surface
 - Changes in level
 - Maximum running slope
 - Maximum cross slope
- Ramps
 - Minimum clear width
 - Surface

- Maximum running slope
- Landings
- Openings in the surface
- Handrails
- Wall or guard rails
- Edge protection
- Stairs
 - Treads
 - Riser
 - Runs
 - Tonal contrast markings
 - Tactile walking surface indicators
 - Handrails
 - Guard rail
- Curb ramps
 - Minimum clear width
 - Maximum running slope
 - Maximum cross slope
 - Tactile walking surface indicators
- Depressed curbs
 - Maximum running slope
 - Direction of travel
 - Tactile walking surface indicators
- Accessible pedestrian signals
 - Locator and indicator tone
 - Installation placement
 - Tactile arrows
 - Activation features
 - Audible and vibro-tactile walk indicators

Consultation

Prior to constructing new or redeveloping existing exterior paths of travel, the town shall hold consultations with the public, persons with disabilities and the Accessibility Advisory Committee on the design and placement of rest areas along the exterior path of travel.

6. Accessible parking

Off-street parking

Off-street parking facilities are open area parking lots and structures intended for temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities.

Exceptions

The standard does not apply to offstreet parking facilities if the parking facility is:

- Not located on a barrier-free path of travel

- One of multiple off-street parking facilities on a single site serving a building or facility and accessible parking facilities are provided elsewhere on the same site
- Used exclusively for other purposes, such as lots for:
 - Buses
 - Delivery vehicles
 - Law enforcement vehicles
 - Medical transportation vehicles, such as ambulances
 - Impounded vehicles

Application

All newly constructed or redeveloped off-street parking maintained by the town at town facilities shall meet the technical requirements under the Oakville Universal Design Standards for town facilities.

All newly constructed or redeveloped off-street parking maintained by the town (except at town facilities) shall meet the technical requirements for features including:

- Types of accessible parking spaces
 - Type A - minimum width of 3,400 mm and accessible van parking signage
 - Type B - minimum width of 2,400 mm and accessible car parking signage
- Access aisles
 - Minimum width
 - Extend full length of parking space
 - Tonal contrast markings
- Signage
 - Space is identified with an accessible permit parking sign, as prescribed
- Minimum number and type of accessible parking spaces

| Total number of parking spaces in parking facility for public use | Total number of accessible parking spaces required (rounded up to nearest whole number) | Type A Spaces | Type B Spaces |
|--|--|----------------------|----------------------|
| 1 | 1 | 1 | 0 |
| 25 | 1 | 1 | 0 |
| 75 | 3 | 1 | 2 |
| 150 | 6 | 3 | 3 |
| 200 | 7 | 3 | 4 |
| 500 | 12 | 6 | 6 |
| 750 | 17 | 8 | 9 |
| 1000 | 22 | 11 | 11 |
| 2500 | 36 | 18 | 18 |

Exceptions

The town is not required to meet the minimum number of accessible parking spaces if it is not practicable due to existing physical or site constraints, for example:

- Minimum width for parking spaces or access aisles cannot be met because of existing pay and display parking meters
- Surrounding curb edges, walkways, landscaping or the need to maintain a minimum drive aisle width

Where the town claims an exception to the minimum number of accessible parking spaces it will provide as close to as many accessible parking spaces that meet the requirements and:

- Where that number is an even number, the number of parking spaces must be divided equally between Type A and Type B parking spaces
- Where that number is an odd number, the number of parking spaces must be divided equally between Type A and Type B parking spaces, but the additional parking space may be a Type B parking space

On-street parking

On-street parking spaces are designated spaces where vehicles can be parked on a temporary basis, located on a public highway, street, avenue, parkway or similar type of road and provides direct access to shops, offices and other facilities.

Application

All newly constructed or redeveloped on-street parking spaces that are maintained by the town shall meet the consultation requirements as prescribed in the standard.

Consultation

Prior to constructing new or redeveloping existing accessible on-street parking, the town shall hold consultations with the public, persons with disabilities and the Accessibility Advisory Committee on the need, location and design of accessible on-street parking spaces.

7. Obtaining services

Service counters

Service counters are places where a resident or visitor receives a service and can include information desks, kiosks or counters.

Application

All newly constructed or redeveloped service counters maintained by the town shall meet the technical requirements for features including:

- Minimum number of accessible service counters
- Located on an accessible path
- Speaking ports
- Countertop height
- Knee clearance
- Toe space
- Floor space
- Signage
- Reach

Fixed queuing guides

Fixed queuing guides are permanent or built-in fixtures that direct people to follow a set path and are often used to organize long customer service lines.

Exceptions

These requirements do not apply to temporary guides, such as moveable posts and ropes.

Application

All newly constructed fixed queuing guides that are fixed to the floor, both indoors and outdoors, maintained by the town shall meet the technical requirements for features including:

- Minimum width
- Colour/tonal contrast
- Floor space
- Cane detectable
- Visual and auditory signals
- Tactile walking surface indicators

Waiting areas

Waiting areas are places where people wait to receive a service and often include fixed seating.

Accessible seating space is an area alongside the other seating locations where a person using a mobility aid can position themselves and/or their equipment.

Application

All newly constructed or redeveloped waiting areas that are maintained by the town shall meet the technical requirements for features including:

- Minimum number of accessible seating
- Located on an accessible path
- Floor space

8. Maintenance

Maintenance includes undertaking activities to keep existing public spaces in good working order and restoring spaces or elements back to their original condition.

Application

The town shall meet the maintenance requirements, as prescribed in the standard, and include maintenance requirements in the town's Multi-Year Accessibility Plan, 2012-2017, including procedures for:

- Preventative and emergency maintenance of the accessible elements in public spaces required by the standard
- Temporary disruptions to accessible public spaces when accessible elements in public spaces required by the standard are not working

References and Related Documents

Service Disruption Guidelines

Ontarians with Disabilities Act, 2001

Accessibility for Ontarians with Disabilities Act, 2005.

Integrated Accessibility Standards Regulation - Ontario Regulation 191/11
Ontario Human Rights Code
Town of Oakville Multi Year Accessibility Plan, 2012-2017
Accessibility Policy
Accessible Customer Service Procedure
Accessible Information and Communications Procedure
Accessible Transportation Procedure
Accessible Employment Procedure
Other accessibility standards as enacted

Definitions

Accessible path - a continuous unobstructed path connecting accessible elements and spaces at the exterior of a building and within the interior spaces of a building. Interior accessible paths include corridors, floors, ramps, elevators, and clear floor spaces at fixtures. Exterior accessible paths include parking access aisles, curb ramps, crosswalks, etc.

Amenities - objects placed in public spaces that provide a convenience or service. Examples include (but are not limited to) drinking fountains, benches and garbage containers

Redeveloped – planned significant alteration to a public space. It does not include maintenance activities, environmental mitigation or environmental restoration

Rest Area - dedicated space on a recreational trail or exterior path of travel intended for public use that allows a person to stop and rest

Vibro-tactile walk indicator - push-button signal devices at pedestrian crossings. They vibrate and communicate the walk cycle through the sense of touch

Responsibilities

Departments are responsible for:

- Ensuring the design of public spaces procedure is followed

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|---|--|---|
|  The Corporation of the Town of Oakville POLICY Special Event Permits | Policy Number MS-PER-001 | Page: 1 of 3 |
| | Author: Recreation and Culture Department Authority: Council | |
| Section: Municipal Services Sub-Section: Permits | Effective Date: 2008 Jul 07 Review by Date: <i>5 years from approval date</i> | Replaces/Last Modified: <i>Council/CAO approval date</i> |

Policy Statement

The Corporation of the Town of Oakville (the Town) supports **community** special events that: ~~enrich and benefit the community and issues a special event permit for each approved event in accordance with the applicable procedures.~~ support the community; enhance quality of life, place and community identity; have value for residents and visitors; generate economic benefits to the community, and positively contribute to Oakville’s livability.

The town regulates community special events on municipal property through the issuance of Special Event Permits to ensure safe, accessible, and valuable community experiences.

Purpose

~~The Town shall regulate special events on Municipal properties through the issuance of Special Event Permits to provide safe and enriching special events. Permits are issued recognizing the importance of special events in contributing to the quality and making Oakville a vibrant Town. Special events are also recognized for enhancing cultural diversity, community identity, and for providing economic benefits to local businesses.~~

This policy offers a corporate definition of a ‘special event’ in Oakville and formalizes town support for community special events through the issuance of municipal Special Event Permits.

Scope

~~Special events may include, but are not limited to ethnic, artistic, festivals, parades, walkathons, races, tournaments, meets, competitions, street dances, theatrical, filming, picnics, and sidewalk sales taking place on streets and/or using municipal parks and facilities.~~

In Oakville, the term “special event” or “event” is used to describe a broad range of activities planned to mark special occasions or to achieve specific social, cultural or economic objectives.

The term “special event” is recognized to mean different things to different people. For the Town of Oakville, a special event indicates an activity that occurs outside its normal programming, and often requires the dedication of additional resources.

For the visitor, a special event is an opportunity for a leisure, recreational, social or cultural experience.

For the organizer, a special event may be a core element of their job function or organizational mandate, or may be a one-time or infrequent occurrence outside their normal routine or activities.

The accepted definition of a “special event” or “event” in Oakville is:

A one-time, infrequent or non-routine occurrence, activity or group of activities planned to mark a special occasion or to achieve specific social, cultural or economic objectives.

Restrictions to Requests for Special Event Permits may apply:

The Town will not issue a municipal Special Event Permit to any person or company applicant whose reputation could be considered to prove detrimental to the Town's public image or the guidelines for event safety and success outlined in this policy and its related procedures.

The Town will not issue a municipal Special Event Permit, either directly or through third party arrangements, to an event that:

- Conveys promotes the support of or involvement in the production, distribution, and/or sale of weapons and/or other life-threatening products.
- Conveys religious, political, or other messages that might be deemed prejudicial to other religious, political, or other groups, and/or suggests the hatred or derision of any group.
- Involves promotes pornography.
- May be considered likely or intends to cause unreasonable danger to the health and safety of any person.
- Presents demeaning or derogatory portrayals of individuals or groups or contain any message that is likely to cause deep or widespread offence.
- Promotes a political party or election candidate.
- Promotes alcohol and other addictive substances, at events or venues geared primarily to children.
- Promote the sale of tobacco.
- Promote religious or political messages that might be deemed prejudicial to other religious or political groups
- Convey a religious or political message, promote a political party or election candidate.

Events occurring on municipal property shall be consistent with the principle of respect for the dignity and worth of all persons and adhere to the Town of Oakville's RZone procedure.

Filming

For more information about filming in the Town of Oakville, please refer to the town's Filming policy and related procedures.

Indoor Facility Use

For more information about indoor facility use as it relates to special events, please refer to the town's Facility Allocation policy.

References and Related Documents

Fee Waiver for Special Events
MS-PER-002 Filming policy and related procedures
MS-PER-003 Municipal Alcohol Policy and related procedures
Procedures for Use of Coronation Park Waterfront
Santa Claus Parade
Special Event User Guide

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|---|--|--|
|  The Corporation of the Town of Oakville POLICY Municipal Alcohol | Policy Number MS-PER-003 | Page: 1 of 1 |
| | Author: Recreation and Culture Department Authority: Council | |
| Section: Municipal Services Sub-Section: Permits | Effective Date: 2008 Jul 07 Review by Date: <i>5 years from approval date</i> | Replaces: 01-01-02 Last Modified: 2011 Nov 15 |

Policy Statement

The Corporation of the Town of Oakville (the town) shall promote the safe, and responsible management of alcohol at events held on municipal property.

Purpose

~~The Municipal Alcohol Policy requires a managed approach to the distribution and consumption of alcoholic drinks while on municipal property or at town hosted events, in order to create a safe environment for the general public and staff.~~

This policy provides a managed approach to knowing of, approving, and monitoring the distribution and consumption of alcoholic beverages on municipal property as part of a town-permitted community special event, in order to create a safe environment for event attendees, organizers, the community, and town staff.

Scope

The Municipal Alcohol Policy applies to events occurring on town property ~~and town events~~ where alcohol is served.

References and Related Documents

MS-PER-003-001 Alcohol at Special Occasion Permitted Events procedure
 Special Event User Guide
Liquor Licence Act, R.S.O. 1990, c. L.19., as amended

Definitions

Property: Any Town of Oakville owned or leased lands, facilities, buildings and structures.

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|--|--|--|
|  <p>The Corporation of the Town of Oakville PROCEDURE</p> <p>Alcohol at Special Occasion Permitted Events</p> | Procedure Number MS-PER-003-001 | Page: 1 of 7 |
| | Parent Policy No.: MS-PER-003 Author: Recreation and Culture Department Authority: CAO | |
| Section: Municipal Services Sub-Section: Permits | Effective Date: 2008 Jul 07 Review by Date: <i>5 years from approval date</i> | Replaces: 01-01-02 Last Modified: 2011 Nov 15 |

Purpose Statement

To define the conditions for Special Occasion Permitted events; to establish procedures to ensure a safe and managed approach for the consumption of alcohol at events held on Town property, and for enforcing violations of the Alcohol Policy and relevant procedure.

Scope

This procedure applies to all ~~persons sponsoring an event, occurring at a Town of Oakville (town) facility or on town owned or leased property~~ Town of Oakville Special Event Permit holders, and ~~Town of Oakville hosted~~ events occurring on town property where alcohol is served, and generally applies to any town facility that is ~~fully~~ licensed for the sale and/or service of alcohol. In the case of a conflict between this procedure and the applicable Provincial rules and regulations, the Provincial rules and regulations take precedence.

Procedure

Any town property for which a **Special Occasion Permit or liquor** license has been obtained from the Alcohol and Gaming Commission of Ontario and for which the ~~sponsor~~ **event organizer of** such event has signed an agreement with the town, setting out the conditions of the town and the Alcohol and Gaming Commission of Ontario, is deemed suitable for Special Occasion Permit events, unless otherwise specified is this procedure.

A Director (or delegate) of the department having operational jurisdiction over a facility has the authority to approve or deny a proposed Special Occasion Permit event at a location(s) within or on the grounds of the town property under his/her jurisdiction.

Procedure MS-PER-003-001, Alcohol at Special Occasion Permitted Events

Special Occasion Permit Events are NOT Permitted at the following locations:

- Municipal swimming pools;
- Parks and open space areas including children's playground areas, sport fields and related areas such as parking lots, unless a resolution from Council authorizes such an event, or the area is defined as an "outdoor beer garden" and the Director of the department having operational jurisdiction over the facility has authorized the event;
- Events targeted exclusively to youth under 19 years of age.

Conditions for Special Occasion Permits - Municipal Facilities

Rules and conditions for the provision/consumption of alcohol may vary, and are dependent upon the type of facility or event as well as conditions that the Town of Oakville may include from time to time. The town reserves the right to vary or introduce additional conditions or restrictions at its absolute discretion.

1. Controls - The permit holder must:
 - a) Obtain and sign the Special Occasion Permit application form from the Alcohol and Gaming Commission of Ontario;
 - b) Obtain any necessary **Rental Agreement** town permits;
 - ~~c) Sign and have witnessed the Agreement Form attached as Appendix "A";~~
 - d) Ensure that all Bartenders have obtained a Smart Service Certificate in serving alcohol and that the bartenders have proof of certification available at the event;
 - e) Attend the event and ensure the operation is in accordance with the rules of the *Liquor Licence Act*, applicable regulations, policy and procedures;
 - f) Be on duty to ensure the physical setting is safe at all times. Any unsafe condition must be reported to the facility supervisor and addressed appropriately;
 - g) Ensure that no one under the age of 19 is served alcohol and that government-issued photo ~~ID~~ **identification** or ~~ID~~ **identification** in accordance with the *Liquor Licence Act* (the only acceptable forms of identification) is shown when requested;
 - h) Remain accountable and maintain a responsible level of sobriety and ensure that bartenders abstain from consuming alcohol;
 - ~~i) if event attendees are able to walk around the event with alcohol, ensure that the event area~~ **Ensure that the service area** from where alcohol is being served is secured on all sides by a single fence or wall of a minimum of three feet, so that no unauthorized person can access any stored alcohol, **and**
 - ~~j) Ensure that the whole of the defined licensed area is surrounded by a fence or wall with a minimum height of six (6) feet or a double fence or wall with a minimum three (3) feet between each parallel fence. The cost of the fencing and set up of the fencing is the responsibility of the event organizer;~~
 - k) Ensure ~~the guests~~ attendees at the event are properly supervised **and also ensure no one consumes alcohol in an unauthorized location;**
 - ~~l) Ensure no one consumes alcohol in an unauthorized location(s);~~
 - m) Ensure that all entrances and exits to the event **area** are adequately supervised by licensed security staff;
 - n) Ensure that food and non-alcoholic beverages are available at all times. The cost of non-alcoholic beverages must be significantly lower than alcoholic drinks, and must comply with the *Liquor Licence Act*, and at least 30% to 35% of the available alcohol must be low-alcoholic drinks.

Procedure MS-PER-003-001, Alcohol at Special Occasion Permitted Events

2. The following original documentation and one copy must be provided to the appropriate municipal representative, at least two (2) weeks prior to the event. Copies to be maintained by the appropriate municipal representative for file purposes:
 - a) Special Occasion Permit;
 - b) A list of bartender(s) serving at the event, who have completed the “Smart Serve” training along with a photocopy of the “Smart Serve” certificates of such bartenders, and **ensure ensuring** that there will be a minimum of one (1) bartender for every 100 patrons;
 - c) Proof of insurance in accordance with criteria outlined in # 5 “Insurance and Indemnification”.

3. Bar Rules
 - a) A maximum of **four** two (2) drinks/tickets may be purchased by an individual at any one time. Alcohol shall not be left available for self service.
 - b) For safety reasons, alcoholic beverages must be served in plastic or non-breakable containers, **unless otherwise approved by the town.**
 - c) The event sponsor shall allow the redemption of unused tickets for cash at any time during the event.
 - d) Bartenders reserve the right to refuse service and the permit holder has the right to refuse admittance to persons who are underage, or to an individual who appears intoxicated.
 - e) There will be no “Last Call”. Hours of operation of the bar must be posted.
 - f) The bar must close no later than 1:00 a.m. and all evidence of sale must be removed within 45 minutes of the bar closing. Any requests for a later closing must be filed and preapproved by the Town of Oakville a minimum of seven (7) days in advance.
 - g) Signage - An approved town sign, in accordance with Appendix B, shall be displayed in a prominent location where alcohol is to be sold or distributed in any manner.;
 - h) A town-approved “Designated Driver” program must be in effect;
 - i) Non-alcoholic beverages **and identification** must be provided for designated drivers free of charge;
 - j) All prices charged for alcohol must comply with the *Liquor Licence Act*.
 - k) Provide an alternate means of transportation for those who are suspected to be intoxicated (i.e. call a friend, relative or taxi);
 - l) Call police to report a driver who is suspected to be impaired.
 - m) All facilities must be vacated by 2:00 a.m. unless otherwise negotiated with the facility supervisor. If a later closing time is preapproved, the closing time will be adjusted accordingly.
 - n) All event workers must wear a form of identification as supplied by the event **sponsor organizer**.
 - o) Marketing practices which encourage increased consumption, such as oversize drinks, double shots or spirits, drinking contests and volume discounts are **not permitted**.
 - p) Free drinks **shall not** be advertised.

4. Security
 - a) At least one municipal representative with authority to demand correction and/or to shut down an event on behalf of the corporation will be available for the duration of all Special Occasion Permit events.

Procedure MS-PER-003-001, Alcohol at Special Occasion Permitted Events

- b) Licensed security services and/or ~~pay-duty~~ **paid duty** police officers may be required at the event. Security measures will be determined on a case-by-case basis in consultation with the Halton Regional Police Services. The permit holder is responsible for any expenses incurred for security requirements.

5. Insurance & Indemnification

- a. ~~Individuals or groups sponsoring~~ **The permit holder** of a Special Occasion Permit event must show proof that they have a minimum of five million (\$5,000,000) liability insurance coverage and that the Corporation of the Town of Oakville is named as an additional insured, at least two (2) weeks prior to the event.
- b. ~~The Sponsor~~ **The permit holder** shall indemnify and save harmless the Town of Oakville from any and all claims, in connection with the holding of an event involving the serving of alcohol at municipal properties. Such claims include but are not limited to demands, causes of action, losses, costs or damages that the Town of Oakville would otherwise suffer, incur or be liable for, resulting from the ~~Sponsors', event workers' and agents organizer(s)', sponsors', staff's, and agents'~~ performance, actions and negligent acts or omissions.

6. Violations

- a) If the Municipal Alcohol Policy or Procedure is violated, or any law is broken, there will be consequences for the permit holder, up to and including withdrawal of privileges to hold future events at municipal properties. Town staff may at their discretion close down the event immediately and/or refuse to issue future facility permits to the event organizers.
- b) A violation occurs when the Special Occasion Permit holder fails to comply with the conditions of the *Liquor Licence Act*, or the Alcohol Policy and procedure.
- c) Intervention can be initiated by a Town of Oakville staff designate, event staff, a member of the Halton Regional Police or an inspector of the Alcohol and Gaming Commission of Ontario.
- d) As a member of the organizing group, the permit holder is encouraged to intervene by informing the offending individuals of the policy violation and ask that it stop.
- e) Contravention of the Town policy and procedure may result in prohibition of future use of Municipal property.
- f) Should a violation of the policy or procedure occur, town staff will follow the procedures as listed below:
- **First Minor Offence:** The facility supervisor will advise the event sponsor of the violation and that no further violation shall be tolerated and that charges/costs may be incurred.
 - **First Serious Offence:** Rental privileges shall be revoked immediately for any serious altercation (i.e. serving without a proper licence, loss of control, total neglect of the facility etc.). An investigation will also take place to gather all information.
 - **Second Offence:** Should the Special Occasion Permit holder violate the policy a second time, the organizers and/or the organization will be suspended from Special Occasion Permit privileges at all municipal properties for a minimum of one year at the discretion of the Town. The Special Occasion Permit holder will be advised in writing of the suspension.

Procedure MS-PER-003-001, Alcohol at Special Occasion Permitted Events

References and Related Documents

MS-PER-003 Alcohol Policy
Special Event User Guide;
[Liquor Licence Act, R.S.O. 1990, c. L.19.](#)

Definitions

Alcohol: Spirits, wine or beer, or any combination thereof and includes any product of fermentation or distillation in a form appropriate for human consumption as a beverage, alone or in combination with another matter.

Event Area: The area identified by a permit from the property owner where the event will take place.

Licensed Area: ~~Licensed Event Area: the area identified by the Special Occasion Permit (SOP) where alcohol will be stored and served, as per the conditions of the permit(s) and the SOP.~~

The area identified by a permit from the Town of Oakville where alcohol will be allowed to be in possession by event participants, as per the conditions of the permit(s) and SOP.

Property/Properties: Any Town of Oakville owned or leased lands, facilities, buildings and structures.

Service Area: The area identified by the Special Occasion Permit (SOP) where alcohol will be stored and served, as per the conditions of the permit(s) and the SOP.

Smart Serve: The Smart Serve training program offered by Smart Serve Ontario, a division of the Hospitality Industry Training Organization of Ontario. The Smart Serve program is the only responsible beverage service training program that is recognized by the Alcohol and Gaming Commission of Ontario. It has been designed to train staff and volunteers who work in areas where alcohol is sold and/or served, such as in bars, restaurants, banquet halls and other public facilities.

Special Occasion Permit: a permit issued by the Alcohol and Gaming Commission or Registrar of Alcohol and Gaming. The Special Occasion Permit authorizes the holder to sell or serve liquor on a prescribed special occasion. Prescribed means prescribed by the regulations made under the *Liquor Licence Act*. A Special Occasion Permit does not allow consumption of alcohol at Town of Oakville properties except in accordance with this procedure.

Special Occasion Permit Event: any event held on Town of Oakville property at which alcohol will be served and/or sold under the authority of a Special Occasion Permit.

~~**Unlicensed Event Area:** the area identified by a permit from the Town of Oakville where alcohol will be allowed to be in possession by event participants, as per the conditions of the permit(s) and SOP.~~

Procedure MS-PER-003-001, Alcohol at Special Occasion Permitted Events

Responsibilities

A Special Occasion Permit holder or an event designate has the responsibility to fulfill requirements of the provincial legislation and regulations and the procedures and conditions established.

Appendices

~~Appendix A – Agreement Form for Special Occasion Permit Holder. *Covered under the Special Event Permit.~~

Appendix **AB** – Required Signage for Special Occasion Permit Events

Appendix **AB**

An ~~approved town~~ sign ~~in accordance with that includes~~ the following wording shall be displayed in a prominent location where alcohol is to be sold or distributed in any manner.

House Rules for Your Health & Safety

All bartenders have earned a Smart Serve Certificate for the service of alcohol.

Bartenders reserve the right to refuse service – the servers are required by law not to serve anyone they observe to be intoxicated, or to serve anyone to the point of intoxication.

No one under the age of 19 shall be served alcoholic beverages.

A maximum of two (2) drinks/tickets may be purchased by an individual at any one time.

You are encouraged to participate in a Designated Driver Program.

We support the R.I.D.E. program.

| | | |
|--|---|---|
|  The Corporation of the Town of Oakville PROCEDURE Flag Protocol | Procedure Number MS-SPR-001-002 | Page: 1 of 4 |
| | Parent Policy No.: MS-SPR-001 Author: Clerk's Department Authority: CAO | |
| Section: Municipal Services Sub-Section: Special Requests | Effective Date: 2005 Dec 19 Review by Date: <i>5 years from approval date</i> | Replaces: 04-02-07 Last Modified: 2013 Dec 16 |

Purpose Statement

To define the criteria and process for raising, displaying and half-masting of flags at corporate properties and facilities of the Corporation of the Town of Oakville (Town).

Scope

This procedure applies to requests and occasions for the raising, displaying and half-masting of flags.

Procedure

Displaying Flags

The town hall and municipal facilities shall fly the Canadian, Ontario and Oakville flags where provision for the display of such flags has been made.

Courtesy Pole Flag Raisings or Displaying Flags

1. The courtesy flag pole at the town hall only, shall be used for the raising and displaying of other flags.
2. Requests for the raising and displaying of flags may be approved for:
 - a) Non-profit or charitable organizations and public awareness campaigns;
 - b) Recognition of a state visit to the Mayor and Members of Council.
3. Requests shall not be approved for the following:
 - a) Political parties or political organizations;
 - b) Religious organizations or the celebration of religious events;
 - c) Any purpose where the intent is contrary to town policies or by-laws;
 - d) Any purpose where the intent is to defame the integrity of the town;
 - e) An event or organization that has no direct relationship, or will not benefit the town.

4. Flags may be raised in recognition of visiting dignitaries at the discretion of the Mayor.

Process for Courtesy Flag Pole Displaying and or Raising of Flags

1. Requests to use the courtesy flag pole at town hall must be submitted in writing (by email) to the Mayor's office.
2. Individuals, groups or associations requesting to use the courtesy flag pole are required to provide the flag to be raised.
3. The Mayor's office will review all requests in accordance with town procedure in consultation with the Town Clerk, when required.
4. Requests will be processed and confirmed on a first come first served basis.
5. Flags will be raised and displayed for a maximum of one month when the flag pole is available and no conflicting requests have been received, at the discretion of the mayor's office.
6. The mayor's office will notify the Facilities and Construction Management department (FCM) and Service Oakville of the flags to be raised and displayed as appropriate.
7. The FCM staff will be responsible for the raising and displaying of flags, as required.

Half-masting

1. Flags are flown at the half-mast position as a sign of respect and condolence or to commemorate significant dates.
2. All flags will be flown at half-mast at ~~corporate properties at~~ Town Hall and all municipal facilities in accordance with the guiding principles of the ~~Canadian~~ National Flag of Canada Etiquette Protocol, ~~through for~~ the following specific occasions:
 - a) On the death of the Sovereign or a member of the Sovereign's immediate family;
 - b) On the death of the Governor General or former Governor General;
 - c) On the death of the Prime Minister or a former Prime Minister;
 - d) On the death of the Lieutenant Governor of Ontario, the Premier of Ontario or another person similarly honoured by the Province of Ontario;
 - a)e) On the death of a local member of parliament or a local member of provincial parliament;
 - b)f) On the death of ~~the~~ a former or present mayor or member of council;
 - e)g) On the death of a current Town of Oakville employee;
~~On the death of a former mayor;~~
~~On the death of the Lieutenant Governor of Ontario, the Premier of Ontario or another person similarly honoured by the province of Ontario;~~
~~On the death of the local member of parliament or local member of provincial parliament;~~

- h) In recognition of the death of active regional police officers, line-duty deaths, and in special circumstances, in recognition of line-of-duty deaths of police officers in other municipalities and provinces;
 - d) As directed by Proclamation from the Governor General of Canada or Lieutenant Governor of Ontario; or
 - e) As directed by the Mayor, the CAO or Commissioner of Corporate Services.
- 3. Flags shall be lowered to half-mast as soon as possible after the time of notification until sunset of the day of the funeral or memorial. When the funeral or memorial service is to be held at a later date not scheduled within two weeks of the notification, the flags will be lowered to half-mast for a period of at least 72 hours and lowered again on the date of the funeral or memorial service or for a different duration as advised by the appropriate federal or provincial protocol offices.
- 4. Should the requirement for half-masting of flags occur on a weekend or on a statutory holiday, the flags will be lowered on the first subsequent business day.
- 5. Flags may be flown at half-mast in respect of an individual not specifically identified in this section, at the discretion of the Mayor.
- 6. The town flags at fire stations may also be flown at half-mast in recognition of the death of active or retired town fire fighters; in recognition of line-of-duty deaths of fire fighters in other municipalities; and in special circumstances outside of Ontario at the discretion of the fire chief. The half-masting of such flags shall be performed by the fire station staff.

~~In accordance with Canadian and Ontario protocol, flags will be flown at half-mast on the death of the Sovereign or a member of the royal family related in the first degree to the Sovereign (spouse, son or daughter, father, mother, brother or sister), the governor general, the prime minister, a former governor general, a former prime minister, or a federal cabinet minister;~~

~~3.7.~~ Flags at town hall and all municipal facilities will be flown at half-mast, from sunrise until sunset to commemorate ~~in recognition of~~ the following special dates:

- a) November 11, Remembrance Day;
 - b) April 28, Workers' Mourning Day, the Day of Mourning for Persons Killed or Injured in the Workplace;
 - b)c) June 23, Annual National Day of Remembrance for Victims of Terrorism; and
 - e)d) December 6, the National Day of Remembrance and Action on Violence against Women.
- ~~2. Flags may be flown at half-mast in respect of an individual not specifically identified in this section, at the discretion of the Mayor.~~

Process for Half-masting

1. [The Commissioner of Corporate Services shall be notified of all occurrences for when half-masting of flags is required.](#)
2. [The Commissioner of Corporate Services shall notify the FCM department and the Communications department](#) ~~shall be notified~~ of all occurrences when half-masting of flags is required.
3. The FCM department shall notify all facilities, Service Oakville and Communications of the requirement for half-masting of flags, with respect to the location, the reason, and the duration that the flag will be flown at half-mast;
4. When a flag is flown at half-mast, all other flags must also be flown at half-mast and at no time should the Canadian flag be flown lower than any other flag;

~~The length of time that a flag will be flown at half mast in recognition of a death will be from the date of the death and up to and including the day of the funeral, unless otherwise outlined in this procedure;~~

- ~~3. The FCM department will maintain an inventory of all flags flown at town hall and its corporate properties;~~
5. The appropriate staff at each location will be required to lower and raise the flags in accordance with the FCM department notification;
6. Public notice of the reason for the half-masting will be posted on the Town web-site.

References and Related Documents

MS-SPR-001 Recognition Policy

Responsibilities

The Mayor's office ~~and the Town Clerk~~ shall be responsible for authorizing use of the courtesy flag pole.

FCM department shall be responsible for the provision, maintenance and coordination of the display of flags at ~~the Town's~~ [Town Hall](#)

Corporate properties and facilities [where provision for the display of flags has been made.](#) [are responsible for coordinating the display of flags](#) in accordance with this procedure.

The Fire department is responsible for half-masting at fire stations in accordance with ~~the relevant clause 3 above~~ [this procedure](#).

Appendices

Appendix A - Corporate Properties - Town Facilities List
Application for the Display/Half-masting of Flags Form