



COMMUNITY SERVICES COMMITTEE AGENDA

Community Services Committee Meeting
Monday, March 2, 2020
Tom Davies Square - Council Chamber

COUNCILLOR RENE LAPIERRE, CHAIR

Geoff McCausland, Vice-Chair

4:30 p.m. COMMUNITY SERVICES COMMITTEE MEETING
COUNCIL CHAMBER

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DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

REGULAR AGENDA

PRESENTATIONS

1. Community Development Outlook 2020
(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)
 - Steve Jacques, General Manager of Community Development

(This presentation provides information regarding the Community Development Department and anticipated presentations and reports for the Community Services Committee in 2020.)

MANAGERS' REPORTS

- R-1. Report dated February 14, 2020 from the General Manager of Community Development regarding 2020 Provincial Child Care Funding Reduction Impact. **4 - 8**
(RESOLUTION PREPARED)
(This report provides a recommendation regarding the Provincial changes to child care expansion funding and associated impacts.)
- R-2. Report dated February 14, 2020 from the Chief Administrative Officer regarding Request for Approval of Updated Film By-Law & Guidelines. **9 - 37**
(RESOLUTION PREPARED)
(This report provides a recommendation regarding an update to the film by-law and its guidelines.)

MEMBERS' MOTIONS

CORRESPONDENCE FOR INFORMATION ONLY

- I-1. Report dated February 11, 2020 from the General Manager of Community Development regarding Pioneer Manor - 4th Quarter Report. **38 - 48**
(FOR INFORMATION ONLY)
(This report provides an update regarding operational issues and good news stories for Pioneer Manor.)
- I-2. Report dated February 14, 2020 from the General Manager of Community Development regarding Provincial Ontario Disability Support Program Caseload Audit. **49 - 51**
(FOR INFORMATION ONLY)
(This report provides information regarding the provincial Auditor General's audit and the potential impacts it may have on the Ontario Works service delivery and budget.)

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD

ADJOURNMENT

Request for Decision

2020 Provincial Child Care Funding Reduction Impact

Presented To: Community Services Committee

Presented: Monday, Mar 02, 2020

Report Date: Friday, Feb 14, 2020

Type: Managers' Reports

Resolution

THAT the City of Greater Sudbury establishes a funding cap at \$750,000 per year for the Early Development and School Readiness Program and halts new enrollment until the cap is achieved;

AND THAT staff be directed to develop a policy to address licensed child care expansion in the community for approval by the third quarter of 2020, as outlined in the report entitled "2020 Provincial Child Care Funding Reduction Impact", from the General Manager of Community Development, presented at the Community Services Committee meeting on March 2, 2020.

Relationship to the Strategic Plan / Health Impact Assessment

This report will have an impact on the Strategic Plan adopted by the City of Greater Sudbury as it will affect the Quality of Life and Place Pillar as it recommends a reduction in Programs and services designed to improve the health and wellbeing of youth, families and seniors as a result of provincial funding reductions.

Report Summary

This report will make recommendations to Council on the impact of Provincial funding changes to the Children Services budget. A reduction in overall program spending, targeted from expansion funding has been reduced as of 2020. Council has approved the use of the historical mitigation reserve, funded by the Province, to make up for any shortfalls in 2020 as part of the budget process. This report will make specific recommendations to reduce the impact of this funding change and to continue to use mitigation funding to reduce the municipal impact.

A second report will be presented in the third quarter of 2020 addressing the impending administrative

Signed By

Report Prepared By

Monique Poirier
Manager of Children Services
Digitally Signed Feb 14, 20

Health Impact Review

Monique Poirier
Manager of Children Services
Digitally Signed Feb 14, 20

Manager Review

Monique Poirier
Manager of Children Services
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Division Review

Tyler Campbell
Director of Social Services
Digitally Signed Feb 14, 20

Financial Implications

Apryl Lukezic
Co-ordinator of Budgets
Digitally Signed Feb 14, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Feb 14, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Feb 19, 20

funding reductions expected in 2021 and 2022.

Financial Implications

The financial impact of the 2020 provincial funding reductions to Children Services will be mitigated through reserve funding from the Children Services Reserve Fund as approved in the 2020 budget process.

2020 Provincial Child Care Funding Reduction Impact

Executive Summary

The provincial government sets overall policy, legislation, and regulation for the child care and early years sector (ages 0 – 12). Funding for all approved programs and services is either cost-shared with, or wholly funded by the Ministry of Education (MEDU). The Children Services Section is the Service System Manager responsible for administering this funding and programming locally.

On April 18, 2019, the Ministry of Education released Child Care and Early Years allocations for 2019 and announced a new requirement for municipal cost-sharing of provincial child care expansion funding and administration funding. These changes were initially set to be effective April 2019, however the Province later revised the implementation timelines for municipal cost-sharing to begin in 2020 and transition to 2022. These new cost-sharing requirements impact child care expansion funding which will be reduced from 100% to 80% provincially-funded in 2020. Administration cost-sharing requirements and a reduction on the maximum allowable administrative expenditures will also be implemented in 2021 and 2022 respectively.

During the 2020 municipal budget process, Council approved the use of the Children Services Reserve Fund to cover any shortfalls in 2020. This report provides recommendations for Council consideration to mitigate the impact of Provincial funding changes to the Children Services budget in 2020.

Background

The Province introduced child care expansion funding in 2017. Effective in 2020, this funding was reduced from 100% to 80% by the Province. The funding is used for:

- child care fee subsidies for families in financial need;
- general operating grants for licensed child care agencies and licensed home child care providers to help cover the cost of salaries/benefits, food and facilities;
- professional development for early years professionals in the community; and
- additional program supports for children with special needs accessing licensed child care.

Between 2017 and 2019, the City of Greater Sudbury used these funds to increase its licensed child care spaces by 440 and increase access to the licensed child care system for an estimated 600 children. Child care fee subsidies have also been available to families requiring the financial assistance to access these new spaces.

Also announced in April 2019, the Province is undertaking a review of the current funding formula for child care. A revised formula has been targeted for implementation in 2021. Once this information is provided by the Province, Children Services will prepare a report to address any further funding impacts to the City.

Local Impact

As of January 1, 2020, the provincial child care expansion funding was reduced by \$917,509. This amount reflects the 20% reduction, including adjustments made related to delays in school-based child care capital projects for which operational funding is not presently required. While there is no mandatory requirement for the Municipality to contribute the remaining 20%, it is suggested by the Province. Through the budget process, Council approved the use of the Children Services Reserve Fund to offset this reduction for 2020. This reserve currently has a balance of approximately \$6.3 million. It was established with mitigation funding provided by the Province in 2014. These funds can be used to address provincial funding shortfalls impacting all levels of financial support provided by Children Services for eligible families and child care providers.

Following the Province's funding reduction announcement, Children Services implemented a freeze on all new child care expansion requests from the community effective May 2019. The exception to this expansion freeze was for two previously approved projects:

- YMCA – Durham Street, which is scheduled to open in March 2020, and will add 67 licensed child care spaces in the downtown core; and
- Le Carrefour francophone's Place des arts project that will add 43 licensed francophone child care spaces by the end of 2020.

One-time funding related to the equipping and start-up of both of these programs is projected within the 2020 budget, while operating funding will be provided for child care fee subsidies and general operating grants on a go-forward basis annually.

Children Services has provided for the ongoing operational funding of previously approved and completed child care expansion projects since 2017. Including the two projects currently underway, Children Services is projecting a deficit for 2020 that will be determined based on fee subsidy demand. Furthermore, the Municipality has not budgeted for a 20% municipal cost-share on child care expansion expenditures in 2020, but as previously stated, will fund the shortfall through the mitigation reserve.

Funding Options

There are two options to offset the ongoing Provincial funding shortfall:

- Reduce program funding - Early Development and School Readiness (EDSR)
- Prepare 2021 business case for municipal cost-sharing.

Early Development and School Readiness Program

The Early Development and School Readiness (EDSR) Program is for families who are in receipt of Ontario Works or Ontario Disability Support Program benefits, who are not working or in school, and who have children between 18 months and kindergarten age. This Program, paid through 100% provincial funding, is not provincially mandated and was developed with local discretion to assist these families in accessing full-time child care, at no cost, to enable their young children to receive developmental screening, access to healthy nutrition and prepare for a successful entry into school.

Greater Sudbury is one of the only municipalities in Ontario that runs a program to this extent and in the last year, the cost of this Program has doubled, in large part due to an influx of immigration. The total cost of the Program increased to approximately \$1.7 million in 2019 from \$867,000 in 2018.

Staff suggest halting enrollment into the EDSR Program where overall Program costs would be capped at \$750,000 annually. Existing participants would remain in the program until they age out. Mitigation funding could be used to offset any expenses that exceed the targeted Program cost of \$750,000. This maximum allocation would allow financial flexibility within the remaining Children Services budget to address other funding needs within the broader child care community. New applicants for EDSR would be waitlisted until funding becomes available. Under this option, it is anticipated that a contribution from the mitigation reserve would be needed in 2020 and to a lesser degree in 2021. Therefore, the mitigation reserve would still have a healthy balance for other funding challenges or to fund future expansion requests.

Municipal Cost Share

The other option for the municipality is for Children Services to develop a business case for the 2021 budget to fund the Provincial shortfall.

Children Services will begin to work with the community on the development of a child care expansion policy that will address prioritization of future system needs within available funding.

Next Steps

Upon approval from Council , the EDSR Program will be funded at a cost of \$750,000 per year and Children Services will implement a waitlist for the program.

Children Services staff will begin the community engagement process in developing a child care expansion policy, which will be brought back to the Community Services committee with the report on administrative funding changes in the third quarter of 2020.

Request for Decision

Request for Approval of Updated Film By-Law & Guidelines

Presented To: Community Services Committee

Presented: Monday, Mar 02, 2020

Report Date: Friday, Feb 14, 2020

Type: Managers' Reports

Resolution

THAT the City of Greater Sudbury approves the updated Film By-Law and guidelines, as outlined in the report entitled "Request for Approval of Updated Film By-law & Guidelines", from the Chief Administrative Officer, presented at the Community Services Committee meeting on March 2, 2020.

Relationship to the Strategic Plan / Health Impact Assessment

This report relates to Council's strategic objectives of Business Attraction, Development and Retention as well as Economic Capacity and Investment Readiness. It also supports the goal of making the city "a 'film friendly' regional hub by updating film policies to reflect sector needs" as outlined in From the Ground Up Community Economic Development Strategic Plan and the Greater Sudbury Cultural Plan.

In terms of health impact, the recommendations of this report will contribute to the economic vitality of the community.

Report Summary

The following presents the recommendations for a renewed film by-law and guidelines as per the update presented to Community Services Committee December 2, 2019.

Financial Implications

This report has no financial implications.

Signed By

Report Prepared By

Dana Jennings
Acting Manager of Tourism & Culture
Digitally Signed Feb 14, 20

Health Impact Review

Dana Jennings
Acting Manager of Tourism & Culture
Digitally Signed Feb 18, 20

Manager Review

Meredith Armstrong
Acting Director of Economic Development
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Division Review

Meredith Armstrong
Acting Director of Economic Development
Digitally Signed Feb 18, 20

Financial Implications

Apryl Lukezic
Co-ordinator of Budgets
Digitally Signed Feb 18, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Feb 19, 20

Approval of Film By-Law & Guidelines

Presented to Community Services Committee: March 2, 2020

Summary

On December 2, 2019, staff reported to Council on the results of the industry scan and public input process to gather feedback from film stakeholders, local businesses and residents on the current *Film By-law 2015-227*, which expires March 31, 2020.

Following Council's endorsement in December, this report serves to update Council and seek endorsement of the work undertaken to implement the recommendations contained in the December report.

Background

Greater Sudbury City Council has identified the growth of the local film industry as a priority area for economic development.

- In 2012 the City serviced nine productions with a combined total of 366 film days and direct local spending of \$11.2M.
- In comparison, the City serviced 15 productions in 2018 with a combined total of 580 film days and direct local spending of \$35.9M.

Over the years the City of Greater Sudbury has gained experience in supporting local film activity and gleaned expertise from regular contact with other film centres.

- Since the current Film By-Law was introduced in 2015 the City has serviced an additional 82 film and television productions with a combined total of 3,489 film days.
- This has resulted in a combined \$122.2M in reported direct local spending since 2015 and further ripple effects and job creation within the local economy.

There are many elements that are taken into account when considering the city's competitiveness in film investment attraction – such as provincial and federal incentives, available infrastructure and talented local crew. Among this, a city's willingness to accommodate film productions and support on-location filming remains one of the draws to filming in the city.

The goal of updating the Film By-Law and processes is to work within existing service levels to further support the development of a thriving film industry while taking into account interests of citizens and businesses. A community that is supportive of on-location filming is essential to ensuring the film-friendliness of the city, which supports the changes to the applicable by-laws, fees and internal processes should streamline communication where possible.

Through Council's direction in December, the policy changes being recommended allow for the application of permitting requirements that reflect the various types of scenarios seen in this industry. The lead role by Economic Development will further clarify points of contact for productions and for the public. By concentrating operational requirements of the Film By-Law to the Film Handbook, is to better equip staff to accommodate filming requests with a periodic review of process improvements. These approaches are in line with the best practices noted from other municipalities and reflective of stakeholder and citizen input.

Updates

Following Council's direction in December, the following work has been undertaken:

- ***Update the Film By-Law to focus on film permit applicability and jurisdiction. Direct operational matters to the filming guidelines.***
 - Staff recommends that the current Film By-Law 2015-227 be replaced with version attached to this report. This would align Greater Sudbury's process with industry best practices and encourage a more streamlined approach to film permitting.
 - The *Filming Guidelines* have been updated to reflect the proposed changes to the Film By-Law. The guidelines outline the operational processes involved with filming in Greater Sudbury, including permitting requirements as well as aspects not covered by by-laws, e.g.: sustainable filming practices, drone use, code of conduct for cast and crew, etc. The updated Filming Guidelines are attached here. Future periodic updates to the guidelines would be under the purview of the Director of Economic Development.
- ***Update delegated authority to issue or revoke film permits from the Director of Assets to the Director of Economic Development.***
 - The updated Film By-law and guidelines reflect the change in film permitting authority from the Director of Assets to the Director of Economic Development. No further by-laws are impacted by this change.
- ***Direct staff to update the associated User Fee By-law to remove the current film permit fees.***
 - The updated filming guidelines reflect the change in film permitting processes and zero fee film permit. This position will be leveraged to market Greater Sudbury as a film-friendly city. This User Fee By-Law update will be brought to Finance and Administration Committee for a housekeeping amendment following the ratification of the attached Film By-law.
 - While the Film Permit Fee is being discontinued, film productions will remain responsible for covering other fees and costs associated with the use of municipal facilities, such as venue rentals, parking costs, road occupancy permits and other expenses.
 - Following the ratification of the updated Film By-Law, staff will formally communicate with the sector to ensure understanding. This will be done through one-on-one meetings, news releases and email/newsletters.
- ***Direct staff to amend the Zoning By-Law to clarify the definitions of Filming Events and Audio/Visual Studios.***
 - The updated Film By-law and guidelines further clarify the difference between on-location film events and those that take place in studios. This Zoning By-Law update is scheduled to be brought to Planning Committee as a housekeeping amendment following the ratification of the attached Film By-law.
- ***Direct staff to implement filming policies that support Greater Sudbury's position as a filming destination.***
 - With the introduction and launch of a new online permitting system and guidelines, staff across involved departments will have the opportunity to clarify applicable film related fees and agreements.

Conclusion

The goal of implementing these changes to the Film By-Law is work within existing service levels to further support the development of a thriving film industry while taking into account interests of citizens and businesses.

Pending approval from Council, staff will finalize the updates to the Film By-Law and filming guidelines and work with film industry stakeholders and across CGS departments to implement the changes in process. Further, marketing materials will reflect Greater Sudbury's position as a film-friendly destination for new business and online materials will be made available as a resource for residents.

Relevant Links for Further Information

- 1. Community Services Committee meeting of December 2, 2019**
Staff report: Update on Film By-Law
<https://agendasonline.greatersudbury.ca/?pg=agenda&action=navigator&lang=en&id=1360&itemid=17489>
- 2. City Council meeting of September 11, 2018**
Staff report: Update on Film By-law Review Process
<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1246&itemid=15525&lang=en>
- 3. City Council meeting of August 22, 2017**
Council motion directing staff to conduct a review of the existing By-Law in 2019
<http://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1132&itemid=13384&lang=en>
- 4. City Council meeting of April 25, 2017**
Council motion requesting a staff report on ways to mitigate negative impacts of filming
<http://agendasonline.greatersudbury.ca/?pg=agenda&action=navigator&lang=en&id=1126#agendaitem13135>
- 5. Planning Committee meeting of April 11, 2016**
Staff report: Housekeeping amendments to zoning By-Law – addition of filming events as permitted activities in all zones
<http://agendasonline.greatersudbury.ca/?pg=agenda&action=navigator&lang=en&id=983&itemid=11102>
- 6. Community Services Committee meeting of October 5, 2015**
Staff report: Update on film By-Law development – draft By-Law for review & details of public consultation
<http://agendasonline.greatersudbury.ca/?pg=agenda&action=navigator&lang=en&id=834&itemid=10311>
- 7. Community Services Committee of August 10, 2015**
Staff report: Update on film By-Law development – draft for review
<http://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=832&itemid=10092&lang=en>
- 8. Community Services Committee meeting of May 4, 2015**
Staff report: Update on film By-Law development & overview of private/public property implications
<http://agendasonline.greatersudbury.ca/?pg=agenda&action=navigator&lang=en&id=829&itemid=9591>



Greater Sudbury Film Guidelines

A step-by-step guide to filming in Greater Sudbury

Last revised February 7, 2020

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WELCOME

1.0. The Film Industry in Greater Sudbury

On behalf of the City of Greater Sudbury we welcome the opportunity to work with you on all elements of your film production. In partnership with our local industry professionals, we aim to assist you from the moment you begin scouting to wrap and departure. Over the past decade, Sudbury has seen exponentially grown its crew base with local talent trained by professionals who have a passion for filming in the North. We have developed infrastructure for filming in the North that will cater to your specific production.

Greater Sudbury also has a storied history in film exhibition as home to Canada's fourth largest film festival, [Cinéfest Sudbury International Film Festival](#). The nine-day event now includes a dynamic industry centre which features a variety of workshops and networking sessions attended by hundreds of Canadian industry professionals. As well, the community's locales have served as an ideal platform to attract a number of commercial and film productions.

Visit www.filminsudbury.ca for more reasons to shoot your next production in Sudbury, and for information about the permit process.

Cultural Industries Ontario North (CION) is a pan Northern Ontario organization serving the needs of those working in music, film, television and digital media across Northern Ontario. CION has numerous resources available to assist you with your project. For more information visit www.cionorth.ca.

1.1. Community Profile

The Sudbury area is rich in natural, urban, industrial and cultural landmarks. The City of Greater Sudbury (population: 162,900) was amalgamated in 2003 with seven former area municipalities, spanning over 3,600 square kilometers and featuring a wealth of natural landscapes from the northern beauty of Onaping Falls to the rugged geological formations studied by Apollo astronauts. Look through the locations featured by the [Ontario Creates](#) to see for yourself.

The City of Greater Sudbury serves as the regional capital of northeastern Ontario and boasts 330 lakes within its municipal boundaries, including two of the largest city-contained lakes in the world. With a vibrant downtown core and a thriving arts and culture scene, Sudbury's personality makes staying in the North not only convenient for the production, it is also a great place to spend your downtime between shoots. We have easy access to over 200 kilometres of photogenic hiking and ski trails, including 13 kilometres along Junction Creek, with its rich history of restoration and community involvement.

From rocky cliffs and pristine lakes to open fields and urban downtowns, the topography can suit a variety of backdrops, and our Sudburian mine sites have been featured in a number of productions. Combined with four very distinct seasons, you can get what you are looking for in Greater Sudbury. Here are the average weather conditions for the Greater Sudbury area:

| | Spring (April) | Summer (July) | Autumn (October) | Winter (January) |
|---------------|----------------|---------------|------------------|------------------|
| High | 11°C (52°F) | 27°C (81°F) | 10°C (50°F) | -8°C (46°F) |
| Low | 1°C (34°F) | 14°C (57°F) | 1°C (34°F) | -17°C (1°F) |
| Precipitation | 60 mm (2.4") | 75 mm (3.0") | 80 cm (3.1") | 65 mm (2.6") |
| Sunrise | 6:30 am | 5:45 am | 7:45 am | 8:00 am |
| Sunset | 8:15 pm | 9:00 pm | 6:30 pm | 5:00 pm |

Transportation from Toronto to Greater Sudbury is seamless:

- A short four-hour drive to downtown Toronto by car along the recently four-lane highway (390 kilometres)
- A one-hour [flight](#) by one of the commercial airlines from downtown Toronto's Billy Bishop Airport or Lester B Pearson International Airport

Thank you for pointing your camera lens in our direction!
We look forward to working with you.

FILM POLICY

2.0. Policy Statement

The City of Greater Sudbury recognizes the important economic and social benefits of film, television, music and video production in our community. More so, the community recognizes the short and long-term impact that the growth of this sector will have on Greater Sudbury. As such, the City of Greater Sudbury will continue to liaise with provincial and federal government agencies in support of film production and incentives in the area.

The rights, safety and privacy of the citizens and businesses are very important to our community and therefore the City of Greater Sudbury requests/requires all film, television, and video production to be reported and coordinated with the **City of Greater Sudbury Film Office (Economic Development Department)**.

2.1. Purpose

This *Greater Sudbury Film Guidelines* has been developed to outline policies and processes for a coordinated approach to service film and television production in the area and on streets and properties falling under the jurisdiction of the City of Greater Sudbury.

2.2. Applicability

The following guidelines apply to all film recording that takes place on **public property** within the City of Greater Sudbury except for current affairs, newscasts, some student school projects and personal recordings. Additionally, we require that all projects that intend to film on private property, but require road closures, alter traffic patterns or the urban landscape, include special effects or have a direct impact on the neighboring residents, occupants or businesses complete the online **Film Permit Application** available through www.filminsudbury.ca.

2.3. Municipal Support

The Economic Development Division/Film Office provides assistance by:

- Streamlining all necessary permits and approvals by working with other departments
- Assisting with scouting for appropriate site locations
- Facilitating arrangements for facilities
- Accessing the local talent pool and logistics providers
- Liaising with community partners and utilities

2.4. Key Contact

The production company should contact the Film Liaison as early as possible, in order to better serve and facilitate the project, including the permit application process. Refer to the *Application Process* section below for lead time requirements.

Municipal Film Liaison Contact Information:

City of Greater Sudbury – Economic Development Department

Phone: 1-800-708-2505

Hours of operation: Monday – Friday 8:30 am – 4:30 pm

film@greatersudbury.ca

Phone: 705-674-4455 ext 4429

www.filminsudbury.ca

PO Box 5000 Stn A, 200 Brady Street, Sudbury, ON P3A 5P3

FILM PERMITS

3.0. Application Process

Film Permits are required for location filming on rights of way, parkland or other property under the jurisdiction of the City of Greater Sudbury or in cases where filming on private property requires municipal approvals, i.e.: noise, special effects, emergency personnel, etc. **Film Permit Applications** by the production company will be accepted by the Film Liaison and channeled through the necessary City departments for review. The Director of Economic Development and/or designate, has the authority to issue **Film Permits**.

All **Film Permit Applications** requesting approval for location filming within the City of Greater Sudbury should be submitted in writing/online to the Film Liaison according to the lead time requirements below. The following are the applicant's responsibility and the information **must** be on file with the Film Liaison **prior to filming** using the online permitting system through www.filminsudbury.ca. Detailed instructions and templates are listed in the **Appendix** of these guidelines.

Required in all cases:

- ✓ Completed **Production Information Sheet (Appendix A)**
- ✓ Completed **Application for Location Permits to Film (Appendix B)**, one form per location request)
- ✓ Certificate of insurance (refer to section 4.10 for insurance levels)
- ✓ Shooting locations schedule

Required if applicable:

- ✓ Municipal facilities requests and proof of payment (i.e. facility rental, building permits, road closures, etc.)
- ✓ Parking plan map (**Appendix C**)
- ✓ Special effects filming site map (**Appendix D**)
- ✓ Notifications to residents/businesses (**Appendix E**)
- ✓ Proof of Paid Duty Police Officer contract
- ✓ Proof of permission granted for right-of-way interruption
- ✓ Script

In order to avoid unnecessary delays, the Film Liaison should be notified as early as possible of all location scouting and filming. The following guidelines cover the time it takes the Film Liaison to process your request, notify the relevant departments or stakeholders and address issues that may arise.

| ACTIVITY* | PROCESSING TIME** |
|---|--|
| Simple commercial filming involving handheld equipment only, maximum five people | Four business days |
| Parking suspensions and permissions, including Road Occupancy Permits | Four business days, including consultation with neighbours |
| Filming requiring traffic management (e.g.: intermittent traffic interruption with Paid Duty Officers present) | Four business days, including consultation with neighbours |
| Filming in residential areas with enhanced notification | Ten business days |
| Request for use of Municipal Facilities | Ten business days |
| Noise By-law Exemptions | Up to twenty business days |
| Complex filming where eight or more licenses, permits or exemptions are required for a given location, i.e.: multiple road and parking permissions, aerial filming, street furniture removal, street lighting control, stunts or use of special effects | Up to thirty business days |

***Depending on location requirements or potentially hazardous activities, more lead time may be required. This will be determined on a case-by-case basis.**

****Processing time is provided for complete Applications for Location Permits to Film. If information in the application request is missing or changed, City staff will require additional time to process requests.**

Your application will be reviewed and you will be advised of any conflicts, concerns or if further conditions are warranted, e.g.: notification to the [Business Improvement Association](#) or neighbourhood associations. Once approved and issued, the **Film Permit** must be accompanied by any additional permits/agreements as specified in order to be valid (e.g.: Road Occupancy/Closure Permit, Facility Usage Agreement, etc.).

FILM PERMIT DETAILS & CONDITIONS

4.0. Notification

Refer to **Appendix E: Sample Notification Letter to Businesses/Residents**.

Community:

The applicant is required to notify affected residents, occupants and businesses three (3) business days in advance of filming, and additional time may be warranted depending on the impact of filming on the neighbourhood. Information such as duration, location of filming, planned special effects, road and/or lane closures, sidewalk usage and street parking restrictions in addition to Production Company contact information must be communicated in writing to all areas affected by filming activity.

A copy of all notification letters must be submitted to the Film Liaison for approval prior to circulation as required. The Film Liaison will assist the applicant in obtaining a map of those properties within a 60 metre radius (200 feet), or appropriate, of the site that requires notification of filming. In the event that the City of Greater Sudbury by-laws require public notification through local media, the production company will absorb said costs.

Expanded Notification: Productions must incorporate expanded notification tactics if they are planning to film in residential neighborhoods for 7 consecutive days or more or if the area has hosted 4 or more separate filming occurrences within the past year or if the nature of filming is expected to have a considerable impact on the neighbourhood. Expanded notification requirements must be discussed with the Film Liaison prior to circulation and may include advance notice of 10 business days or canvassing the neighbourhood to assess and plan to mitigate concerns. Where concerns cannot be mitigated, a “cooling off” period may be warranted for a stretch of time to be determined by the Director of Economic Development.

Police, Fire, Ambulance and Municipal Departments:

Depending on the nature and requirements of the production, the applicant may require the approval from the above-mentioned organizations or municipal departments. Greater Sudbury Police, Fire and Ambulance Services must be notified two (2) business days in advance of any approved detonation of special effects or traffic intermittent stoppages/road closures. The Film Liaison will facilitate this process as required.

4.1. Quality of Place: Consideration to Citizens, Conduct & Clean Up

Residents and area business operators should not experience undue hardship resulting from the production. This includes, but is not limited to:

- Night filming must not proceed between 11:00 pm and 7:00 am without proper notification to residents/businesses.
- The applicant must comply with the municipal [by-laws](#) governing noise. As such, all generators used on streets or in public areas must be equipped with silencing attachments as required.
- Lighting for filming should be oriented away from neighbouring residences.
- Alcohol is not to be consumed on designated municipal properties ([By-law 2003-209](#)).
- Vehicles are not permitted to unnecessarily idle for more than two (2) minutes ([By-law 2013-194](#)).

- Smoking is not permitted in municipal parks and associated facilities ([By-law 2013-54](#)).
- Plans must be in place to address property, vehicular, pedestrian and special needs access to adjacent properties. This includes making necessary arrangements and covering the costs if garbage collection must be rescheduled.
- Removal, alteration and/or cutting vegetation/public infrastructure is prohibited unless approved by the City of Greater Sudbury.
- Production crews are responsible for cleaning the location at the end of the shoot day in order to return the location to its original condition with minimum noise and disruption.
- Materials and debris are not to be washed into area catch basins. The production company must arrange for the proper disposal of all waste, hazardous waste (including batteries, medications, paint, etc.) and recyclable materials. Film companies are required by the City of Greater Sudbury ([By-law 2006-280](#)) to provide appropriate types of solid waste receptacles. The receptacles should be appropriately placed to capture the different material streams generated by specific locations. They should also be colour coded and clearly labeled for easy identification by users. Private waste disposal and recycling companies are listed in the Yellow Pages under “Rubbish Removal” and “Recycling”.
- Standards in place through the Ministry of Natural Resources, Ministry of the Environment and Department of Fisheries.

Refer to **Appendix F** for the ***Code of Conduct for Cast & Crew***. These expectations of cast/crew conduct are to be included on the reverse side of the film notification letters distributed to affected businesses and residents.

Exceptions to the above conditions require the approval of the majority of affected residents and the relevant local departments and/or City Council. In the event of any damage to public or private property, the production company or applicant will be responsible for all fees associated with restoration.

Production companies also have the opportunity to join leaders worldwide in greatly reducing their environmental impact with a few simple efforts. The Association of Independent Commercial Producers recommends [these Green Guidelines](#). Reducing the carbon footprint of locally shot film productions is important to the City of Greater Sudbury and it is recommended that the applicant evaluate the impact through the use of [CUT!CO2 The Carbon Film Quote](#), an online app to automatically calculate the carbon dioxide emissions in the production quote and for use in planning effective production alternatives. [Refer to Appendix G for Greater Sudbury’s Sustainable Filming Practices.](#)

4.2. Right-of-Way Closures/Interruptions

Click [here](#) for detailed maps and street guides of Greater Sudbury’s communities.

Filming requests that impact a municipal right-of-way (sidewalks, roads and lanes) are to be coordinated through the Film Liaison and noted on the ***Film Permit Application***. The applicant is strongly encouraged to maintain the right-of-way with intermittent traffic interruptions over full closures where safety permits.

Municipal right-of-way closures, temporary traffic light alterations or traffic pattern changes must be approved by the City of Greater Sudbury Infrastructure Services Department pursuant to [By-law 2011-243](#), and in consultation with the Greater Sudbury Police Service, Emergency Medical Service and/or Fire Prevention.

Traffic and pedestrian control will be carried out by the Paid Duty Officer or equivalent authority (according to MTO Book 7) and in compliance with the arrangements made in the Film Permit. Production vehicles are to comply with appropriate traffic regulations unless special permissions are outlined on the ***Film Permit***. Intermittent traffic stoppages should be limited to a maximum of 3 minutes, unless otherwise stated on the ***Film Permit***. Every opportunity must be allowed to ensure access to vehicle or pedestrian traffic, or people with disabilities.

It is the applicant’s responsibility to arrange and cover costs for implementing the approved traffic control plan. Fees will vary depending on the location, nature and length of road/lane closure and/or light alteration and will be applied on a cost recovery basis. Depending on filming circumstance, there may be a minimum number of Paid Duty Officers 19 of 51

required on site. Paid Duty rates are subject to change annually. Click [here](#) for current Paid Duty Officer rates and terms, of note:

- The minimum shift for a Paid Duty Officer is three (3) hours.
- Amendments to the schedule must be communicated to the Paid Duty Officer Coordinator a minimum of 48 hours prior to filming.
- [Application forms](#) should be submitted to the Paid Duty Coordinator with appropriate lead time.
- The Paid Duty Officer contract requires the signature and payment from the production company prior to assigning Officers.
- Cancellation notice is required 24 hours prior to the scheduled duty.
- Payment is required prior to the scheduled duty and any scheduling adjustments will be dealt with after the fact.

Road closures on all Provincial Highways are subject to Ministry of Transportation Approval. Traffic matters involving Provincial Highways under Ontario Provincial Police (OPP) jurisdiction should be referred to the OPP for consultation.

4.3. Street Signs & Public Infrastructure/Fixtures

Please be advised that if any street signs and fixtures (street names, traffic signs, directional signs, etc.) need to be altered, removed and/or reinstalled due to filming, changes need to be approved and carried out by the City of Greater Sudbury Roads and Transportation Division. Fees may vary depending on the location, nature and length of road/lane closure and/or light alteration and will be applied on a cost recovery basis.

Authorization to dig must be requested at the time of the **Film Permit Application**. When digging has been authorized by the City for public property, on-site locates are required. Water, waste water and storm water considerations must be vetted by calling 3-1-1 and utility considerations should be vetted through [ON1Call](#) by calling 1-800-400-2255.

4.4. Parking

Production vehicles must adhere to parking regulations of the City of Greater Sudbury as outlined in the [Traffic and Parking By-law 2010-1](#) and shall not block fire hydrants including sprinklers and standpipe connections, impede emergency vehicle access, or park within nine meters of an intersecting street. In all circumstances, production vehicles cannot block bus stops, pedestrian crosswalks, signalized intersections, driveways, accesses/egresses/ingresses, ramps, parking lot entrances and accessible parking for persons with disabilities. Exceptions must be identified on the Film Permit. The production company must also comply with any other requirements as specified on the **Film Permit**.

Production and crew vehicles should be parked off major municipal road allowances whenever possible and a copy of the **Film Permit** must be displayed in the window of all production vehicles along with the Red Film Parking Cards.

Parking plans that involve taking up downtown parking spaces during business hours (Monday through Friday from 9:00 am until 6:00 pm for both municipal parking meters and lots) will be assessed on a case-by-case basis and in consultation with the [Downtown Business Improvement Association](#). Click [here](#) for municipal parking rates and maps in Downtown Sudbury.

A parking plan must be submitted to the Film Liaison along with the Film Permit Application. The plan should include the following information:

- Dates and times of parking restrictions
- Map indicating meter numbers and left/right side of streets
- Number of production vehicles

If the parking plan includes on-street parking that is not in a designated parking lot or at meters, a Road Occupancy Permit may be required.

If required, a review and approval of the proposed plan will then be conducted by the Transit, Roads, Fire and Emergency Services Divisions as well as the Greater Sudbury Police Service, to be coordinated by the Film Liaison.

It is the responsibility of the production company to secure parking spaces, as agreed upon in the above plan. The City of Greater Sudbury will not be responsible for towed or impounded vehicles.

4.5. Special Effects

Applicants must identify their intent to use guns, gunfire, pyrotechnics, bomb/mock ups, flash powder, detonators, and flammable liquids/material including the filming of dangerous stunts as part of the Film Permit application.

A permit is required for the use of explosives within the City of Greater Sudbury and can be obtained by filling in **Appendix B** with the relevant information. The application must provide a copy of the filming site map, which explains where all special effects will occur. Paid Duty Officers and/or Fire Prevention Officers and/or Emergency Medical Services personnel may be required when detonating pyrotechnic special effects or filming dangerous situations on a case-by-case basis.

All open air burning must be approved. The burning must be with clean, organic materials. All pyrotechnic special effects and fireworks handling and discharge shall conform to the [Natural Resources Canada Display Fireworks Manual](#) and the [Natural Resources Canada Standard for Pyrotechnic Special Effects](#). A site inspection must be carried out by Fire Prevention Officers prior to discharge of any pyrotechnics within a building.

4.6. Drone Filming

Drone operations are regulated by Transport Canada. Please visit the [Transport Canada website](#) for details.

If you are taking off or landing on City property, including roads or parks, please speak to the Film Liaison about submitting copies of your federal approvals.

4.7. Municipally-Owned & Operated Property & Facilities

If the applicant wishes to film at a Greater Sudbury park, picnic area, sport field, arena, community centre or other property they must rent the facilities accordingly. Requests to film on other municipally owned property should be communicated at the time of Film Permit Application in order to secure the appropriate approvals from the respective departments. The Film Liaison can facilitate all arrangements related to municipal facilities.

4.8. Restrictions

There may be sensitive areas and/or properties in Greater Sudbury where filming is restricted. The appropriate municipal officials will consider decisions about the nature and extent of filming in or around these properties. Each request will be looked at on a case-by-case basis and is subject to the approvals of Greater Sudbury City officials.

Priority of use will be granted to prior bookings and based on purpose of use. Access to some facilities may be limited by seasonality and operational commitments.

4.9. Safety

It is the responsibility of the applicant to ensure that the production crew operates in a safe and professional manner in the course of their duties. This applies to filming on public and private property.

The production company must adhere to all applicable laws, regulations, rules and by-laws of the federal, provincial and municipal governments including but not limited to:

- The Ontario Ministry of Labour [Safety Guidelines for the Film & Television Industry in Ontario](#).
- The Ontario Ministry of Transportation Traffic Manual, in particular as [Book #7](#) relates to temporary conditions of roadway operations.
- The [Ontario Fire Code](#), and may be subjected to a fire safety inspection and be asked to produce a fire safety plan to the satisfaction of the Greater Sudbury Fire Prevention Officer.
- The [Ontario Electrical Safety Code](#), in particular all electrical work and electrical equipment must be inspected and/or approved by the Electrical Safety Authority's Inspection and interior signs on buildings must not be

covered (i.e. fire exit signs) unless agreed upon prior to filming. Covering of fire exits is permitted only if all people in the area have been advised of location exits in case of emergency.

- Grounding film equipment to fire hydrants is not permitted.

The applicant shall promptly report to the Film Liaison and to the [Ministry of Labour](#) any potentially serious accidents or claims for liability or loss with respect to these policies.

4.10. Indemnification/Save Harmless

The applicant shall indemnify and save harmless the City of Greater Sudbury from and against all claims, actions, damages, injuries, costs, expenses or losses whatsoever, which may arise or be brought against the City of Greater Sudbury as a result of or in connection with the use of said location(s) by the applicant, its employees, contractors, agents or representatives. The City of Greater Sudbury will not be responsible for any liability arising from these activities with respect to advertising, copyright or trademark infringements.

4.11. Insurance

The applicant shall, at its own expense, including the cost of deductibles, provide and maintain insurance coverage from an insurance company registered to do business in the Province of Ontario. A certificate of insurance shall be provided to the Film Liaison and to the satisfaction of the Risk Management Team prior to issuance of the **Film Permit**. In all policies the City of Greater Sudbury must be named as an additional insured and a cross-liability clause must be included.

- A comprehensive general liability policy or commercial general liability policy in the amount of not less than \$2,000,000 (two million dollars) inclusive limit for any occurrence required. Where a Road Occupancy or Closure Permit is required, this must be in the amount of \$5,000,000 (five million dollars).
- Automobile third-party liability insurance in the amount of not less than \$1,000,000 (one million dollars) inclusive limit covering all vehicles used in connection with the filmmaking activities required.
- Tenants' legal liability coverage in the amount of not less than \$100,000 (one hundred thousand dollars), which may be increased based on the value of the building occupied during filming.
- Additional insurance (i.e. Aircraft Liability, Pyrotechnics Liability, Fire, Legal Liability, etc.) may be required depending on other specific activities, in which case the amount will be determined by the Risk Management Team of the City of Greater Sudbury.
- It is the responsibility of the production company to maintain insurance coverage for contents and equipment, rentals, liability for all activities, business interruption, automotive exposures and other risk and to limits of coverage amounts usual to that of a prudent company in the filming business operating at the same capacity.

A thirty- (30) day notification prior to the cancellation of policy must be included.

4.12. Expenses and Permit Fees

There is no charge for the **Film Permit** itself. However all out-of-pocket expenses and fees related to the use of municipal properties and services are the responsibility of the production company. These may relate to parking, roads, facilities, parks, equipment or additional staffing such as janitorial, security and site preparation.

The company shall be provided with an estimate of costs prior to permitting and/or film activity. Total fees will be estimated according to plan, time permitting, subject to change upon actual usage.

Payment is required in order to reserve the location and any outstanding balance is due, in full, prior to commencing filming preparations. Payment is accepted in the form of certified cheque, debit or credit (VISA, Mastercard) in person through any [Citizen Services Centre](#) or through credit card by phoning 3-1-1.

When filming takes place on municipal property, if the City of Greater Sudbury must incur additional costs to restore the location to its original state, such costs will be subtracted from the security deposit and if the deposit is insufficient to

cover the costs of restoration or damages the applicant shall be required to provide any balance owing to the City forthwith. If expenses include staffing, cost adjustments will be dealt with after the fact by deducting the balance from the security deposit. This process takes approximately thirty (30) days. If a shoot wraps earlier than scheduled, this will not necessarily result in a reimbursement adjustment.

4.13. Security Deposit

The applicant will be required to provide a certified cheque or letter of credit as deemed necessary by the Film Liaison commensurate with the scale and scope of the production and its filming requests. The deposit shall be returned when all conditions, including location restoration and payments as applicable, have been met. Should the scale and scope of the production change mid-production, the security deposit may be increased.

4.14. Local Sourcing

The production company will make every effort to utilize certified local businesses and services throughout the course of production activity, including pre- and post-production work. Visit www.filminsudbury.ca for information on industry resources in Greater Sudbury.

4.15. Acknowledgement

The City of Greater Sudbury wishes to enhance its ability to attract commercial, video and film production. To promote our City we ask for:

- Mention in the credits in the form of a City of Greater Sudbury logo or “Filmed on location in the City of Greater Sudbury”
- A letter confirming that the City of Greater Sudbury will receive a screen credit on the final film/video
- Any stills/clips/etc. filmed in Greater Sudbury to be utilized by the City of Greater Sudbury for promotional activities
- Permission to use the film title, film reference, actors/directors/producers/writers names or similar identification of the production in any promotional information used by the City of Greater Sudbury

The Economic Development division respectfully requests copies of any media releases, casting calls or public advertising related to the project while filming in the City of Greater Sudbury.

4.16. Disclaimer

The City of Greater Sudbury reserves the right to refuse to allow filming or issuance of a **Film Permit** to an applicant that does not comply with and/or satisfy the criteria outlined in these guidelines, or to terminate the **Film Permit**. Decisions will be made on an individual basis.

FILM PERMIT APPLICATION & TEMPLATES

APPENDIX A: Production Information Sheet

***Submit Production Information Sheet online or by email to Film@GreaterSudbury.ca for confidential records prior to filming at the same time as the first Film Location Permit Application.**

| | | | |
|--|---|---|--|
| Applicant Information | | | |
| Production company: | | Production title: | |
| Date: | | | |
| Name of Applicant: | | Position/Title: | |
| Production Company: | | Parent production company: | |
| Name of Producer: | | Name of Director: | |
| Name of Locations Manager: | | Name of Production Manager: | |
| Locations Manager cell: | | Locations Manager e-mail: | |
| Local production Office Address: | | | |
| Local production office phone: | | Local production office fax: | |
| Billing address (if different from above): | | | |
| Production information | | | |
| Production title: | | | |
| Production type: | <input type="checkbox"/> TV movie | <input type="checkbox"/> TV series | |
| <input type="checkbox"/> Feature film | <input type="checkbox"/> Student project | <input type="checkbox"/> Music video | |
| <input type="checkbox"/> Commercial | | <input type="checkbox"/> Other (specify) | |
| Production's country of origin: | <input type="checkbox"/> Canadian/US co-venture | | |
| <input type="checkbox"/> Canadian | <input type="checkbox"/> Other (specify) | | |
| <input type="checkbox"/> US | | | |
| Total budget (\$): | | Spent in Greater Sudbury (\$): | |
| Date it will air: | | Channel/broadcaster: | |
| Pre-production date: | Camera date: | Wrap date: | |
| Total # of days in Sudbury (prep, camera, wrap): | | Total # of different Greater Sudbury locations: | |
| Number of cast and crew (total): | | Number of cast and crew (local): | |
| Brief plot synopsis | | | |
| | | | |

APPENDIX B: Application for Location Permits to Film

***Submit Applications online or by email to Film@GreaterSudbury.ca for approval. Required lead time is 4 or more business days prior to filming, or more based on shoot requirements (see guidelines above). See Checklist for additional document requirements.**

| | | |
|---|--------------------------|--|
| Applicant Information | | |
| Production Company: | | Production Title: |
| Name of Applicant: | | Position/Title: |
| Billing Address: | | |
| City: | Province: | Postal Code: |
| Cell Phone: | Production Office Phone: | E-mail: |
| Location Sites | | |
| The following format is suggested for <u>each</u> film location. | | |
| Location Sites (All public roads and properties – attach extra pages as required): | | |
| 1) | | |
| 2) | | |
| 3) | | |
| 4) | | |
| Date – commencement of prep work: | Time: | <input type="checkbox"/> AM <input type="checkbox"/> PM |
| Date – completion of filming: | Time: | <input type="checkbox"/> AM <input type="checkbox"/> PM |
| Date – completion of restoration: | Time: | <input type="checkbox"/> AM <input type="checkbox"/> PM |
| ACTIVITY DESCRIPTION | | |
| (State purpose of property use – attach extra pages or maps as required) | | |
| <p>Check as appropriate:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Intermittent traffic stoppages (PDO required) <input type="checkbox"/> Road closure required (PDO required) <input type="checkbox"/> Travelling shot (PDO required) <input type="checkbox"/> Other reason for PDO required (specify) <input type="checkbox"/> Sidewalk or other right-of-way occupancy (specify) <input type="checkbox"/> Parking plan required <input type="checkbox"/> Use of municipal facilities/property (specify) <input type="checkbox"/> Special effects (specify) <input type="checkbox"/> Alteration or construction of temporary structures, including signage (specify) <input type="checkbox"/> Modification of municipal infrastructure (specify) <input type="checkbox"/> Noise by-law exemption or filming at unusual hours (specify) <input type="checkbox"/> Utility and site locates required (specify) | | |
| CHECKLIST of applicant's responsibilities | | |
| The following are the applicant's responsibility and the information must be on file with the Film Liaison prior to filming according to the required lead time. Detailed instructions and required lead times are listed in the City of Greater Sudbury's <i>Filming Guidelines Handbook</i> . | | |

Required in all cases:

- ☐ Completed Film Permit Application (this document)
- ☐ Production Information Sheet (see Appendix for template)
- ☐ Certificate of insurance and insurance claims contact information
- ☐ Script
- ☐ Shooting locations schedule

Required if applicable:

- ☐ Municipal facilities requests and proof of payment (i.e. facility rental, building permits, road closures, etc.)
- ☐ Parking plan for production vehicles (see Appendix for template)
- ☐ Special effects filming site map (see Appendix for template)
- ☐ Copy of all notifications to residents/businesses (see Appendix for template)
- ☐ Proof of Paid Duty Police Officer contract
- ☐ Proof of permission granted for right-of-way interruption
- ☐ Proof of building permits for temporary structures

OFFICE USE ONLY – Special conditions

I certify that all of the information above is to the best of my knowledge true, correct and complete. I understand that the City of Greater Sudbury will use and rely on this information in issuing the requisite permit(s). I understand and agree that any false information, misrepresentation, or omission of facts in this application and the application process may be justification for permit(s) refusal or immediate permit(s) termination without recourse.

Notice of Collection

Any personal information on this form is collected under the authority of section 10 the *Municipal Act, 2001*, S.O. 2001, c.25 and will be used to apply for film permit in the City of Greater Sudbury. Questions about the collection of your information may be directed to the Business Development Officer, Growth and Development Department at P.O. Box 5000, Station A 200 Brady Street, Sudbury, ON P3A 5P3 or by calling 311 and asking for the Business Development Officer.

APPENDIX C: Sample Parking Plan

***Submit parking plans online or by email to Film@GreaterSudbury.ca at time of Film Permit Application (4 or more business days prior to filming) for approval.**

A parking plan must be submitted when production vehicles and/or trailers are used at each filming location. If required, a review and approval of parking will then be conducted by the City of Greater Sudbury Parking Department and related municipal department representatives in association with the Greater Sudbury Police Service, Fire and Ambulance Services.

The production company will be issued a pre-determined number of Red Film Parking Cards, which must be displayed in all production vehicles along with a copy of the Film Permit.

Sketches to Include:

- Identify North direction
- Identify existing landmarks/infrastructure (i.e. bus stops, traffic lights, etc.)
- Identify street names
- Identify location and number of production vehicles
- Identify location of camera/dolly track, equipment, etc.
- Identify movement of scenes, traffic/pedestrian interruptions, barricades, etc.
- Identify parking meter numbers and/or parking lot names as applicable

APPENDIX D: Sample Special Effects Filming Map

***Submit special effects plans online or by email to Film@GreaterSudbury.ca at time of Film Permit Application (4 or more business days prior to filming) for approval.**

A special effects filming site map must be submitted when guns, gunfire, explosives, bomb/mock ups, flash powder, detonators, and flammable liquids/materials will be used and/or other dangerous stunts will be performed.

The applicant must provide a copy of the map, which explains where all special effects will occur, to the Film Liaison who will work with the Greater Sudbury Police, Fire and Ambulance Services on necessary approvals.

Sketches to Include:

- Identify North direction Identify existing infrastructure (i.e. hydrants, traffic lights, etc.)
- Identify street names Identify location of production vehicles Identify location of camera/dolly track, equipment, etc.
- Identify movement of scenes, traffic/pedestrian interruptions, barricades, etc.
- Identify location and type of special effect(s)
- Name and contact information of on-site Certified Special Effects Supervisor

APPENDIX E: Sample Filming Notification Letter to Businesses/Residents

***Submit notification letters online or by email to Film@GreaterSudbury.ca at time of Film Permit Application (4 or more business days prior to filming) for approval.**

(Insert your logo and company information here)

FILMING NOTIFICATION

Dear Property Owner,

Please be advised that filming in your immediate area will occur *(insert date)* to *(insert date)*.

Production crews will be operating at film location *(insert address and/or location description)* during this period.

The filming of this production will include: *(insert appropriate activities and descriptions as appropriate)*

- ✓ Temporary street closures
- ✓ Intermittent traffic interruptions
- ✓ Parked production crew vehicles
- ✓ Alterations to the neighbourhood
- ✓ Costumed cast and props
- ✓ Controlled special effects including: *(insert nature of special effect i.e. explosion)*

Thank you in advance for your cooperation and understanding. *(Insert production company name)* has been working with the City of Greater Sudbury in order to minimize disruption while filming in the community. Please see the Cast & Crew Conduct expectations on the reverse of this letter.

We appreciate your generous support and welcome you to observe filming from a safe distance without compromising the set.

For further information please contact:

(Insert Production Crew contact name and phone number/e-mail address)

Or

_____, Film Liaison, City of Greater Sudbury
At: 705-674-4455 ext 4429 or Film@GreaterSudbury.ca

Ce document est disponible en français sur demande.

Cc: Economic Development Division, City of Greater Sudbury

APPENDIX F: Code of Conduct for Cast & Crew

*** Film and television productions are all guests in residential and commercial areas and shall treat all locations, as well as the members of the public, with courtesy. It is the responsibility of each producer/production company to ensure that cast and crew comply with this Code of Conduct. Filming notification letters distributed in the neighbourhood or business district should include this one-page Code of Conduct (PDF).**

TO THE PUBLIC

If you find this production company is not adhering to this Code of Conduct, please call the City of Greater Sudbury at 705-674-4455 ext 4429, Monday-Friday between the hours of 8:30 am and 4:30 pm; e-mail at Film@GreaterSudbury.ca.

Title of Production

Production Manager

Phone Number

- 1) When filming in a neighbourhood or business district, proper notification is to be provided to each merchant or resident directly affected by filming activity (this includes parking and base camp areas). The filming notice shall include:
 - a. Name of production company, title of production
 - b. Production type (feature film, movie of the week, mini-series, TV pilot, TV special, etc.)
 - c. Type, duration and description of activity (i.e. times, dates and number of days, including prep and strike)
 - d. Company contact:

Location Manager (LM)

Assistant Location Manager (ALM)

- 2) The code of conduct shall be attached to every filming notification which is distributed in the neighbourhood or business district.
- 3) Any production company intending to film on public property must first obtain a permit from the City of Greater Sudbury.
- 4) Production vehicles arriving on location in or near a residential neighbourhood shall not enter the area before the time stipulated on the permit. Production vehicles shall park one-by-one, turning off engines as soon as possible. Cast and crew vehicles are not covered by the location filming permit and shall observe designated parking areas noted by location managers. This shall appear on the call sheet map. Filming only takes place between 7:00 am and 11:00 pm unless residents are surveyed and a majority has given their approval (written approval where possible, name and address noted if homeowner/tenant/business owner has no objection but does not wish to sign).
- 5) Moving or towing of any vehicle is prohibited without the express permission of the owner of the vehicle or the City.
- 6) Production vehicles shall not block, or park in, driveways without the expressed permission of the driveway owner.
- 7) Pedestrian traffic shall not be obstructed at any time. All cables and similar items must be channeled. Approved traffic interruptions must not exceed 3-minute intervals.
- 8) Cast and crew shall not trespass on residents' or merchants' property. They must remain within the boundaries of the property that has been permitted for filming.
- 9) No alcoholic beverages or banned substances are permitted at any time on any set or location.
- 10) Cast and crew meals shall be confined to the area designated in the location agreement or permit. Individuals shall eat within their designated meal area, during scheduled crew meals. All trash must be disposed of properly upon completion of the meal. All napkins, plates, and coffee cups used in the course of the work day shall be disposed of in the proper receptacles. All catering, crafts service, construction, strike and personal trash must be removed from the location, ensuring that all locations are returned to their original condition.
- 11) Cast and crew shall observe designated smoking areas and always extinguish cigarettes in appropriate containers.

- 12) Removing, trimming and/or cutting of vegetation or trees are prohibited unless approved by the relevant municipal authority (existing City Municipal By-law) or property owner.
- 13) Film crew shall not remove City street signs. This must be done by City Transportation Services staff.
- 14) Use of any municipal infrastructure, such as fire hydrants, is not permitted unless explicitly approved by the City.
- 15) Every member of the cast and crew shall keep noise levels as low as possible at all times. Cast and crew will refrain from the use of lewd or improper language.
- 16) Every member of the crew shall wear a production pass (badge) when required by the location.
- 17) The cast and crew shall not bring guests or pets to the location, unless expressly authorized in advance by the company.
- 18) It is up to the film company to make alternative parking arrangements for residents in possession of a valid parking permit for that area whose vehicles are displaced by the filming activity. Relocating vehicles by towing to accommodate filming or parking will not be permitted.
- 19) The company will comply at all times with the provisions of the filming permit which include adherence to the City of Greater Sudbury By-law 2015-227. A copy of the filming permit shall be on location at all times with the location department.
- 20) The production company appreciates your cooperation and assistance in upholding the code of conduct. Failure to comply with this code of conduct can result in disciplinary action by the production company or your Union, Guild or Association.

APPENDIX G: Sustainable Filming Practices

One of the main reasons why Greater Sudbury is so popular for filming is because of its beautiful natural environment. We work hard to protect our environment and look to each production that visits our community to do the same.

Many in the motion picture production community already understand that a light footprint on our environment means a longer life for our natural resources and a longer welcome from the area. Sustainable filming practices can also translate into budgetary savings for productions when there is adequate preparation during pre-production, thorough communication across all departments, and a sustainability coordinator to oversee initiatives and track progress.

All productions must comply with City of Greater Sudbury by-laws and policies including waste diversion, anti-idling, smoking, drinking water source protection, and ensure they follow industry-led best practices such as:

- [Reel Green](#) as developed by Creative BC;
- The [Green Production Guide](#) as developed by the Producers Guild of America; or
- Initiatives developed by [Sustainable Media Production Canada](#).

EarthCare Sudbury

[EarthCare](#) is a collaboration of community partners lead by the City of Greater Sudbury with a goal of enhancing our environment, creating a healthier community and strengthening the local economy.

To foster and encourage sustainable filming practices in Greater Sudbury, productions can receive EarthCare recognition for their leadership by supplying the relevant information to the Film Liaison.

Waste Diversion

The City of Greater Sudbury is committed to reducing the amount of waste that ends up in our landfill and consequently requires that film productions make all reasonable efforts to ensure crews Reduce, Reuse, and/or Recycle waste when in Greater Sudbury.

- REDUCE waste by not generating it in the first place, e.g.: reusable cutlery, plates and cups rather than disposable items;
- REUSE materials, e.g. plan to reuse them on future productions, alternatively sell or donate items to second hand/thrift stores or consignment shops. Please remember to always phone ahead before bringing in donated items. Visit our [website](#) for some options of local stores that may accept the donations (e.g.: [Sudbury ReStore](#)). Donate materials to local groups, community centres and churches to recover and re-purpose as local art projects; and
- RECYCLE items that cannot be reused, e.g.: ensure the set is equipped with recycling bins for [acceptable recyclable materials](#).

Recycling Drop-off Depots

You can drop off recycling at the Recycling Centre located at 1825 Frobisher Street (Open 24 hours a day, seven days a week). Each of our landfill and transfer sites has a waste diversion area where you can also drop off recyclables. Make sure you sort your recycling and place it in the appropriate drop-off area.

Composting

In addition you can drastically reduce garbage with the use of compost bins for approved compostable items such as food scraps, non-recyclable paper products and other organic material. Check out our [Organics - What Goes In infosheet](#) to help you figure out what can be composted. Please remember to line your compost bins with certified compostable bags before placing acceptable items in it.

Garbage

Garbage that cannot be reused, donated, recycled or composted can be delivered to the local landfill sites. Tipping fees may apply. The [Waste Wise app](#) makes it easy to find out what items go in which bin. For more information, contact the City at 311.

Water Quality

Greater Sudbury boasts 330 lakes within its municipal boundaries, with Ramsey Lake located in the centre of the city as our primary source of drinking water. Maintaining our water quality is integral for drinking source protection, for the enjoyment of residents and for the protection of natural ecosystems and wildlife. As such the City of Greater Sudbury requires that productions:

- Consult with the City on all potential use of chemical products (eg snow foams etc.), and develop risk management plans when appropriate;
- Respect that certain areas may limit filming activity based on source water protection requirements that are not compatible with the specific filming request;
- Use spill kits and storm water drain covers as part of the standard equipment for working on location; and
- Dispose of liquid wastes at approved disposal sites; DO NOT use storm drains.

To obtain municipal support or to access services to assist your production in meeting its sustainability goals, please contact the Film Liaison at film@greatersudbury.ca or 705-674-4455 ext 4429.

By-law 2020-XX

A By-law of the City of Greater Sudbury to Regulate Filming Activity on City of Greater Sudbury Property

Whereas section 10(2) of the *Municipal Act, 2001*, S.O. 2001, c.25 authorizes a municipality to pass by-laws respecting the public assets of the municipality acquired for the purpose of exercising its authority, the economic, social and environmental well-being of the municipality, health safety and well-being of persons, the provision of any service or thing that it considers necessary or desirable for the public and the protection of persons and property;

And Whereas Council of the City of Greater Sudbury wishes to promote film production in the City of Greater Sudbury;

And Whereas Council of the City of Greater Sudbury deems it necessary to require permits for location filming in the City of Greater Sudbury and to regulate the use of properties under its jurisdiction for purposes of location filming;

Now therefore Council of the City of Greater Sudbury hereby enacts as follows:

Short Title

1.-(1) This By-law may be cited as the “Film By-law”.

Interpretation

2.-(1) In this By-law:

- (a) “City Property” means land owned, leased or occupied by the City, including buildings or other structures or facilities, and includes highways and parks.
- (b) “Director” means the Director of Economic Development or their designate.
- (c) “Film Permit” means any permit issued in accordance with this By-law.
- (d) “Filming” means recording, except in a film studio, for a feature film, television program or series, paid advertisement, including a commercial, music video, educational film, including the pre-production and post-production activities associated therewith, but does not include:
 - (i) activities by news media related to the dissemination of information;
 - (ii) location scouting; or

- (iii) recording personal movies or photographs.
- (e) "Filming Guidelines" means the guidelines for Filming in the City, as established by the Director from time to time, and includes the "Code of Conduct for Cast and Crew".

Permit

2.-(1) No person shall occupy any City Property for Filming purposes except in accordance with a Film Permit.

(2) A Film Permit shall not be required where the Filming is undertaken by the City or by a contractor carrying out work on behalf of the City.

(3) Despite any other City by-law, where a Film Permit has been issued by the Director, the permit holder may use the City Property identified in the Film Permit for the purposes and during the period specified in the Film Permit, on the terms and conditions set out in the Film Permit and as contained in the agreement made under Section 3.2 herein.

Procedure

3.-(1) An application for a Film Permit shall be made through the office of the Director on the form prescribed by the Director. The Director may prescribe any information to be given therein and other necessary documents to be completed or submitted by the applicant in conjunction with the application.

(2) The Director shall issue a Film Permit to the applicant subject to the applicant entering into an agreement with the City to:

- (a) comply with this By-law, the Filming Guidelines, and any other applicable by-laws;
- (b) indemnify and save harmless the City from any action, claim, damage or loss whatsoever and pay legal fees reasonably incurred by the City arising from the issuance of the Film Permit or the use of the City Property;
- (c) provide a certificate of insurance in accordance with the Filming Guidelines and in a form satisfactory to the Director; and

- (d) provide a security deposit, where deemed necessary in the sole determination of the Director, in an amount satisfactory to the Director to ensure that the City Property is restored to the condition it was in prior to its occupation or use.

(3) Where an applicant fails to comply with this By-law, the Filming Guidelines, any agreement entered into pursuant to Section 3.2 herein or any Film Permit, the Director may revoke or suspend the Film Permit forthwith without notice.

Prohibition

4.-(1) Without limiting Section 3.3 herein, no person shall:

- (a) cause, allow or permit Filming to occur on City Property, except in accordance with a valid Film Permit; or
- (b) participate in Filming on City Property, except in accordance with a valid Film Permit; or
- (c) fail to observe the Filming Guidelines.

(2) Every person who contravenes any of the provisions of this By-law is guilty of an offence and upon conviction is liable to a fine as provided in the *Provincial Offences Act*, R.S.O. 1990, c.P.33, as amended.

(3) Prosecution under this By-law shall not preclude any other legal actions required to recover damages required to repair, replace or restore damaged real or personal property, as the case may be.

Conflict

5.-(1) This By-law shall not be construed to reduce or mitigate any restrictions or regulations lawfully imposed by the City or by any governmental authority having jurisdiction to make such restrictions or regulations.

(2) If there is a conflict between a provision of this By-law and a provision of any other City by-law, the provision that establishes the higher standard to protect the health and safety of the public and to maintain a clean and tidy condition on land shall apply.

Severability

6.-(1) If any provision or part of a provision of this by-law is declared by any court or tribunal of competent jurisdiction to be illegal or inoperative, in whole or in part, or inoperative in certain

circumstances, the balance of the by-law, or its application in other circumstances, shall not be affected and shall continue to be in full force and effect.

Effective Date

7.-(1) This By-law comes into effect upon passage

(2) By-law 2015-227, as amended, is hereby repealed.

(3) The “Economic Development section of Schedule “A” to By-law 2020-26, as amended, is hereby deleted.

(4) Schedule “ED-1” to By-law 2020-26, as amended, is hereby deleted.

Read and Passed in Open Council this XX day of XX, 2020

Mayor

Clerk

For Information Only

Pioneer Manor - 4th Quarter Report

Presented To: Community Services Committee

Presented: Monday, Mar 02, 2020

Report Date: Tuesday, Feb 11, 2020

Type: Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This information report supports Council's Strategic Plan in the areas of *Asset Management and Service Excellence* and more specifically in the area of *Creating a Healthier Community* through alignment of the Population Health Priorities of Families, Holistic Health and the Age Friendly Strategy.

Report Summary

This report for information was prepared to provide Community Services Committee a quarterly update regarding operational issues and good news stories for Pioneer Manor.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Glenda Gauthier
Manager of Resident Care
Digitally Signed Feb 11, 20

Health Impact Review

Glenda Gauthier
Manager of Resident Care
Digitally Signed Feb 11, 20

Division Review

Aaron Archibald
Director, North East Centre of Excellence for Seniors Health
Digitally Signed Feb 11, 20

Financial Implications

Apryl Lukezic
Co-ordinator of Budgets
Digitally Signed Feb 12, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Feb 14, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Feb 19, 20

EXECUTIVE SUMMARY

Pioneer Manor is committed to providing a safe, healthy, and supportive environment by treating residents, families, visitors and employees, with respect and fairness. The Home strived towards a balance between ensuring that residents are safe and ensuring that the quality of life of the residents is not being adversely affected by the safety measures put into place.

Good News Stories

Pioneer Manor has a 32 bed secured dementia unit for residents whom are at high risk of leaving the home unsafely. Staff have been implementing measures to assist residents with directions and to help reduce wandering into other resident rooms this which can lead to altercations. The use of murals and bright colours are an emerging best practice in Dementia Care to enhance the environment. As shown below, murals have been painted on resident doors to help camouflage door handles along with color coordinating the resident Home areas.



Here are 2 examples of the use of colour to identify a resident Home area.

Behavioral Supports Ontario (BSO) Success Story

Staff identified a resident in need of additional support within the Home. A BSO referral was submitted for the 79 year man with a diagnosis of dementia. When initially seen the resident was felt to be a high risk for unsafe wandering and exiting the building (elopement) along with the potential for harm. As a result of this concern for safety, the resident was transferred to the secure unit with locked entry. On arrival to his new Home area, the resident became very territorial and would voice concerns related to other residents entering his room. As time passed this resident also became physically aggressive.

Staff took the time to assess the resident and learn about the resident's unique interests, capabilities and culture. It was discovered that this resident had Jamaican heritage. To promote familiarity and assist the resident with identifying his own room to reduce wandering, a Jamaican flag was posted outside of the resident's door with his name on it. With assistance from the staff, activities were provided that were more meaningful and purposeful to the resident including the use of preferred music. Space was also provided to allow the resident to wander safely on the unit and participate in activities that interested him. As the resident became more familiar with his Home area and those he shared the space with, there was a decrease in unwanted aggressive behaviours. The resident began to find it easier to engage in pleasurable activities and became more focused on those around him in a friendly matter. The resident's negative behaviours decreased and there have not been any further altercations with co-residents. The resident is now seen smiling and is always happy.

Inspections from Ministry of Long-Term Care (MOLTC)

(see reference 1 below for definitions)

During the fourth quarter of 2019 the MOLTC contacted the Home five (5) times to conduct telephone follow up on sixteen (16) critical incidents that had been submitted by Pioneer Manor to the Ministry. No areas of noncompliance were found.

Between December 2nd and 6th the MOLTC was at Pioneer Manor to conduct a "critical incident" and a "complaint" inspection resulting in the Home receiving one (1) Written Notification, three (3) Voluntary Plans of Correction and one (1) Compliance Order. The Home has put a plan in place to address all areas of non compliance.

Critical Incident Reports

All critical incidents (CI) involving residents must be reported to the Director [under the Act] as designated under the *Long-Term Care Homes Act 2007*. The incidents are documented within the on-line Mandatory Critical Incident System (CIS) and received by the the MOLTC (see reference 2 below for definitions).

| 2019 CI Relating to "Alleged/Actual Abuse/Assault" | Q4 | |
|--|----|-----|
| Number of CI Submitted | 10 | |
| Number of CI Resident to Resident | 8 | 80% |
| Number of CI Staff to Resident | 2 | 20% |

| | | |
|--|----|----|
| Number of Staff to Resident allegations not substantiated | 0 | 0% |
| Number of CIs Visitor to Resident | 0 | 0% |
| 2019 Other CI's Submitted | | |
| Incident that causes an injury to a resident for which the resident is taken to hospital and which results in a significant change in the resident's health status | 10 | |
| Missing Controlled Substance | 2 | |
| Missing Resident less than 3 Hours | 1 | |
| Outbreak | 2 | |
| Environmental | 0 | |

Complaints/Concerns

The following complaints/concerns were received during the fourth quarter of 2019.

As per section 56 (2) of the Long-Term Care Homes (LTCH) Act 2007 the Home has a duty to respond in writing within 10 days of receiving the concern, request, or recommendation from either the Resident or Family Councils. In response to the Councils' concerns the below actions were put into place:

- Resident council asking why staff could not offer assistance to residents who struggle when wheeling down the hallway in their wheel chairs. Could staff not ask resident if they need assistance and then allow resident the option of receiving, or not receiving help. The Leadership Team responded that residents who may be struggling to propel their own wheelchairs have unique needs and capabilities. Staff is encouraged to assist those that require assistance however it is important to recognize that many times, residents have rehabilitative or nursing restorative goals which include strengthening or improving endurance which is met in part or in whole by self-propelling their wheelchairs. It is also important to recognize that those who foot propel should not be manually assisted / portered if there are no footrests on the wheelchair as this puts the resident at risk of injury.
- Resident Council expressed concern regarding the noise level in the Cedar dining room. The Resident Care Coordinators followed up with all Home Area staff at their next team meeting, reminder regarding discussion of personal issues while feeding residents in the dining room, and noise levels when cleaning up the tables. In addition the "SoundEar II" will be setup in the Cedar dining room. This device indicates instantaneous noise level and gives immediate feedback to allow individuals in the area a visual to respond appropriately. The "SoundEar II" is used in a wide range of settings to promote awareness about noise and reduce noise levels through visualization. Creating awareness to the sound levels will remind everyone to quiet down.
- Resident Council brought forward concern of high noise levels in the Winter Park during religious services from carts, individuals talking and walking through the area when services are in process. Staff/visitors have also been noted walking through the area talking with each other in the middle of a service. Residents find this very disrespectful. In response to this concern signs are put on the table to remind

people to keep voices down when a church service is in session. All staff to be reminded during December team meeting to keep voices down when conversing with others, and to not call out when walking in the hallway. In addition, the Leadership Team brought the concern forward to Family Council for them to remind family members (visitors) of noise levels while a religious service is in process.

As per O. Reg. 79/10, s. 101 every written or verbal complaint made to the Home or a staff member concerning the care of a resident or operation of the Home is investigated and resolved where possible, and a response indicating what the licensee has done to resolve the complaint, or that the Home believes the complaint to be unfounded and the reasons for the belief within 10 business days of the receipt of the complaint.

- During the fourth quarter of 2019, five (5) written concerns were submitted by residents' family member in relation to care issues. All concerns were investigated and family members received written response to concern. All family members were satisfied with response.

Ministry of Labor (MOL)

The MOL was not on site during the fourth quarter of 2019.

Safety Messages

Each month a new resident and staff safety message is communicated at all meetings taking place at Pioneer Manor. December's resident safety message was; "When returning from an outing, please ensure that you wipe your feet on the mats provided and take a few minutes to remove any snow from walkers/wheelchairs." The staff safety message was; "Teamwork is essential in all sections within Pioneer Manor. Be aware of how you contribute to your immediate team and also how your actions affect the work of your co-workers in other sections. Help out your teammates when able and don't be afraid to ask them for assistance. All work is easier and safer when employees are working in collaboration." Pioneer Manor's Health and Safety Newsletter "Safety Check" provides information monthly to staff relating to the types of staff incidents that occurred throughout the previous month, Health & Safety (H&S) policy updates, and staff responsibilities etc.

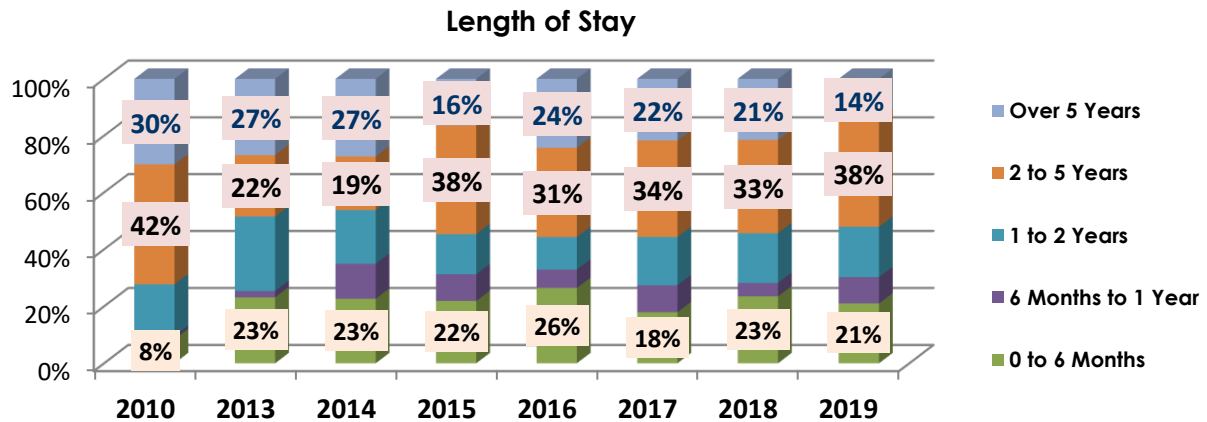
Key Performance Indicators

| Long-Term Care Home Availability (as of December 2019) | | | | | |
|--|------|-----------------------------|----------------------------|------------------------------|-----------------|
| Facility Name | Beds | # on waitlist for Basic Bed | # on waitlist Private Beds | Average beds available/month | Total # waiting |
| Pioneer Manor | 433 | 477 | 211 | 2 | 634 |
| North East LHIN | 1554 | | | 37 | 1182 |

| Resident Care Stats (433 Residents) | | 2017 | 2018 | 2019 |
|-------------------------------------|---------------------------|------|------|------|
| Admissions | Total for Year | 97 | 144 | 134 |
| Discharges | Total for Year | 1 | 9 | 11 |
| Deaths | Total for Year | 106 | 149 | 119 |
| Internal Transfers | Total for Year | 102 | 107 | 100 |
| Occupancy Rate | Required to maintain >97% | 99% | 99% | 99% |

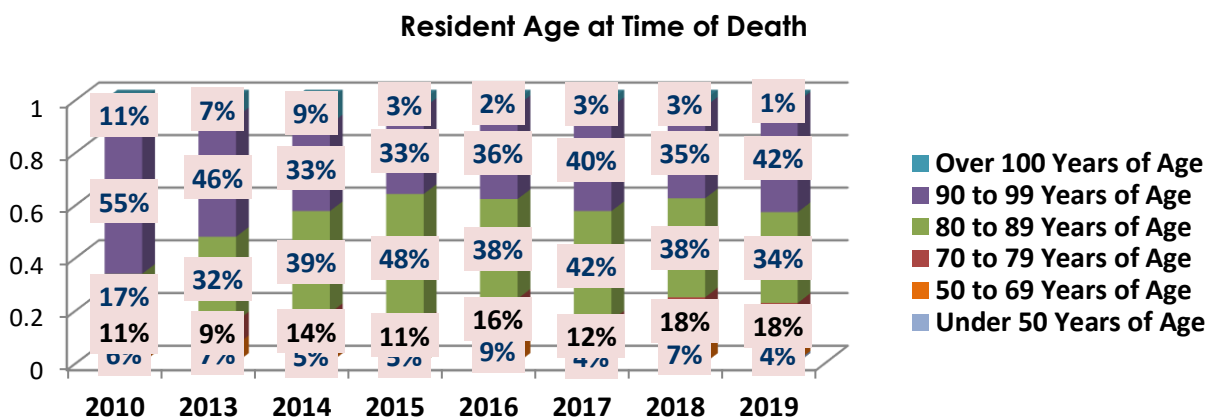
| Avoidable Emergency Room Visits | | | | | | | |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Facility Name | Q4 FY 2017/18 | Q1 FY 2018/19 | Q2 FY 2018/19 | Q3 FY 2018/19 | Q4 FY 2018/19 | Q1 FY 2019/20 | Q2 FY 2019/20 |
| Pioneer Manor | 7.6% | 8.4% | 7.4% | 6.3% | 8.2% | 5.0% | 5.0% |
| North East LHIN | 9.0% | 9.1% | 8.4% | 7.9% | 8.5% | 8.7% | 7.3% |
| Ontario | 7.8% | 7.4% | 7.7% | 6.4% | 7.3% | 7.5% | 7.5% |

Chart based on data provided by the MOH December 31, 2019. Pioneer Manor's quarterly ED Visits Rate* percentage ranking for the seven Homes in Sudbury has remained the lowest. The Home continues to rank lower than the NE LHIN and Ontario. The percentage is not reflective of the Home's bed count of 433 beds, but the unique number of individuals who occupied a bed at any time during the quarter and were over the age of 65 at time of admission to the ED



In 2019, 52% of residents who passed away were residents at Pioneer Manor greater than two years compared to 72% in 2010.

In 2019, 86% of residents passed away at Pioneer Manor compared to 81% in 2018.



In 2019, 43% of residents were over 90 years of age at time of death compared to 66% in 2010.

Infection Control

Tracking of infection control rates and analysis of the information to identify clusters (note inherited cases are brought into the Home from the community) continued during the fourth quarter of 2019.

During the fourth quarter of 2019, Pioneer Manor had two (2) outbreaks declared by the local public Health Unit.

On October 17, 2019, a respiratory outbreak was declared by the local public Health Unit for the Cranberry Home Area. A total of six (6) residents were affected by this outbreak, with each symptomatic resident having been placed on droplet isolation for the duration of their illness or for a time period of five (5) days from the onset of their respective symptoms. The respiratory outbreak was declared over on October 29, 2019. A total of three (3) staff were affected by this respiratory outbreak, with staff being advised to not return to work until symptom free or to a maximum of five (5) days from the onset of their symptoms.

On November 15, 2019, a respiratory outbreak was declared by the local public Health Unit for the Ramsey/Scenic Home Area. A total of five (5) residents were affected by this outbreak, with each symptomatic resident having been placed on droplet isolation for the duration of their illness or for a time period of five (5) days from the onset of their respective symptoms. The respiratory outbreak was declared over on November 20, 2019. A total of five (5) staff were affected by this respiratory outbreak, with staff being advised to not return to work until symptom free or to a maximum of five (5) days from the onset of their symptoms.

Falls Prevention

| Number of Residents | 4 th Quarter |
|--------------------------------------|-------------------------|
| Using chair or chair pad sensors | 98 |
| Using bed sensors or bed pad sensors | 148 |
| Using infrared sensors | 8 |

44 of 51

| | |
|--|-----------|
| Participated in the Falls Prevention Program receiving 1:1 physiotherapy | 158 (36%) |
|--|-----------|

Monthly audits of universal precautions were completed by committee members. Among the concerns needing attention were: Concerns noted included: loose bed rails, light not working, call bell in washroom not working, bedrail photo missing, mats left on floor. All issues addressed.

Ongoing monthly audits of bedrail use by night shift RN Supervisors assessing consistency between the daily census and practice, second component assessing consistency between resident care plans and practice were completed during the fourth quarter of 2019. Any errors noted were corrected.

Employees on Modified Work (MW)

Several improvement ideas have been put in place to address the number of employees on modified duties as a result of occupational injury or illness. At the beginning of 2019, Pioneer Manor had an average of twenty-two (22) employees on MW with a goal of decreasing to seventeen (17) by the end of the year. At the end of the fourth quarter of 2019 the Home is at an average of sixteen (16) employees.

Facility Services

Remedial painting continued throughout the Home. Monthly generator test was completed during each month of the fourth quarter of 2019.

The Home repaired the hot-water and boiler system, added isolation valves which will enable repairs without having to shut down the system, as well leaking pipe in winter park was fixed.

During the fourth quarter of 2019, the Home embarked on a review of the building's automation system to automate the domestic hot water temperatures, i.e. if the system is going cold the system will recognize this and turn the system onto "bath mode" and increase the boiler temperature and pump speed to keep the domestic hot water above 40 degrees and the reverse if going too hot estimated completion date is Q1 of 2020.

In December 2019, the tractor used for snow removal broke down and a repair was required off-site for 4 weeks in the interim a rental unit was obtained and the snow removal was maintained by Pioneer Manor staff.

Emergency Preparedness

During the fourth quarter of 2019, monthly fire drills on all three shifts occurred each month. There were thirty (30) Code White (situation with an actual or potential violent or out of control person). In addition, there was one (1) Code Yellows (missing resident), two (2) Code Red (fire), and three (3) Code Blue (medical emergency)

Update 2019 Strategic Issues and Opportunities

Build and enhance the volunteer base at Pioneer Manor.

- Volunteer Hours for 2019 are at 8367 which have surpassed 2018 showing an increase of 2540 hours in 2019.
- The Co-ordinator of Volunteerism and Recruitment participated in three (3) Volunteer recruitment fairs during the fourth quarter of 2019.
- On October 30th and 31st 2019, Pioneer Manor hosted our annual training to provide Volunteers with a yearly update on various policies and procedures as well as an educational component which included "What's New in Dementia Care".

Complete implementation of Kronos TeleStaff scheduling software module, which will allow better employee access to current schedules, electronic submission of time-off requests and shift exchanges, and integration between the call-out and scheduling components.

- The new electronic scheduling software was implemented on October 2nd, 2019. The Home continues to monitor the system and correct any issue as well continues to assist staff with the transition.

Reference 1

The Long-Term Care Home Quality Inspection Program (LQIP) safeguards residents' well-being by continuously inspecting complaints and critical incidents, and by ensuring that all Homes are inspected at least once per year. This is achieved by performing unannounced inspections and enforcement measures as required, and ensuring that actions taken by the government are transparent. The MOHLTC conducts complaint, critical incident, and follow up, comprehensive and other types of inspections. An RQI inspection is a comprehensive, systematic two-stage inspection.

For each instance where 'non-compliance' with the legislation has been identified during an inspection a decision must be made by the inspector on the appropriate action to take, including whether to impose a sanction that is an Order. At minimum the inspector will issue a **Written Notification of Non-Compliance (WN)**. Whether further action is required is based on an assessment of the following factors; severity and scope of harm (or risk of harm) resulting from the non-compliance and the licensee's past history of compliance for the last 36 months. Actions taken may include; **Voluntary Plan of Correction (VPC)**, which is a written request for the Home to prepare a written plan of correction for achieving compliance to be implemented voluntarily. The Home is not required to submit the plan to the ministry. There is no required compliance date set out in the inspection report. **Compliance Order (CO)**, which is an order for the licensee to do anything, or refrain from doing anything to achieve compliance with a requirement under this Act or; prepare, submit, and implement a plan for achieving compliance with a requirement under this Act. The Home is required to follow the Order to achieve compliance with the LTCHA within the timelines for compliance set out in the Order. **Work and Activity Orders (WAO)**, which is an order for the Home to allow employees of the ministry, or agents or contractors acting under the authority of the ministry, to perform any work or activity at the LTC Home that is necessary, in the opinion of the person making the order, to achieve compliance with a requirement under this Act; and to pay the reasonable costs of the work or activity. The Home is required to follow the Order to achieve compliance with the LTCHA within the timelines for compliance set out in the Order. **Written Notification and Referral to the Director (WN & Referral)** is a written notification to the Home that they have referred the matter to the Director for further action by the Director. (*LTCHA, 2007, C.8 s. 152 – 154*).

Reference 2

The LTCH Act defines a CI as an event which poses a potential or actual risk to the safety, security, welfare and/or health of a resident or staff member or to the safety and security of the facility which requires action by staff and/or outside agencies.

- A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the MOHLTC Director:
 - Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident,
 - Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident,
 - Unlawful conduct that resulted in harm or a risk of harm to a resident
 - Misuse or misappropriation of a resident's money,

- Misuse or misappropriation of funding provided to a licensee under this Act,
 - An emergency, including fire, unplanned evacuation, or intake of evacuees that affect the provision of care or the safety, security or well being of one or more resident of a LTC Home.
- A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall within one (1) business day report the information upon which it is based to the MOHLTC Director:
 - An unexpected or sudden death, including a death resulting from an accident or suicide,
 - A resident who is missing for three hours or more,
 - Any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing,
 - An outbreak of a reportable disease or communicable disease as defined in the Health Protection and Promotion Act,
 - Contamination of the drinking water supply,
 - An environmental hazard, including a loss of essential services, flooding, breakdown or failure of the security system or a breakdown of major equipment or a system in the home that affects the provision of care or the safety, security or well-being of residents for a period greater than six hours,
 - A missing or unaccounted for controlled substance,
 - A medication incident or adverse drug reaction in respect of which a resident is taken to hospital,
 - An injury in respect of which a person is taken to hospital and that resulted in a significant change in the resident's health condition.

For Information Only

Provincial Ontario Disability Support Program Caseload Audit

Presented To: Community Services
Committee

Presented: Monday, Mar 02, 2020

Report Date: Friday, Feb 14, 2020

Type: Correspondence for
Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the area of Creating a Healthier Community as it aligns with the Population Health Priorities of supporting individuals experiencing Addictions, Medical and Mental Health challenges and Housing and Healthy Streets as it provides support to low income families.

Report Summary

This report provides information about results of an audit completed by the Provincial Auditor General's office and the potential impacts it may have on Ontario Works service delivery and budget.

Financial Implications

The Provincial Auditor General's office released a detailed report which may have an impact on individuals transferring from the Ontario Disability Support Program to the Ontario Works Program due to no longer meeting medical eligibility criteria. This has the potential to increase caseloads for caseworkers in Ontario Works and may increase the amount of individuals accessing Ontario Works benefits. If caseloads increase significantly, it could have a potential impact in future budget years as administration costs are cost-shared 50/50 with the Province.

Signed By

Report Prepared By

Lisa Henderson
Social Services Program Manager
Digitally Signed Feb 14, 20

Health Impact Review

Lisa Henderson
Social Services Program Manager
Digitally Signed Feb 14, 20

Manager Review

Lisa Henderson
Social Services Program Manager
Digitally Signed Feb 14, 20

Division Review

Tyler Campbell
Director of Social Services
Digitally Signed Feb 14, 20

Financial Implications

Apryl Lukezic
Co-ordinator of Budgets
Digitally Signed Feb 14, 20

Recommended by the Department

Steve Jacques
General Manager of Community
Development
Digitally Signed Feb 14, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Feb 19, 20

Background

In Ontario, social assistance is provided by the Ministry of Children, Community and Social Services (MCCSS) under two Programs. The first Program is Ontario Works (OW), which is designed to support unemployed or underemployed people in temporary financial need. The second is the Ontario Disability Support Program (ODSP), which is focused on helping people with eligible disabilities live as independently as possible and to reduce or eliminate disability related barriers to employment.

The Provincial Office of the Auditor General completed an audit of the Provincial ODSP in 2019. The audit included Provincial ODSP offices located in Hamilton, Ottawa, Sudbury and Willowdale. The objective was to assess whether MCCSS had effective systems and processes in place to:

- Ensure only eligible recipients receive income support in accordance with legislative and policy requirements;
- Provide recipients with employment supports that Caseworkers should have frequent conversations with clients to detect eligibility changes match their needs;
- Measure, evaluate, and publicly report on the effectiveness of ODSP.

Results Reporting

Over the years, the cost of the ODSP Program has increased by approximately 75% from \$3.1 billion in 2009 to approximately \$5.4 billion in 2018/19. A noteworthy factor to the Program's growing cost is the increase in ODSP assistance recipients. The audit attributed the increases due to the following:

| Audit Findings | Recommendation by Auditor General |
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| Ineligible recipients likely remain on ODSP because ODSP Caseworkers rarely assess recipients ongoing eligibility | Periodical eligibility assessment should be carried out |
| CRA income check not possible for thousands of applicants because caseworkers did not obtain SIN; | Caseworkers should always obtain SIN from recipients at all times. |
| Financially ineligible recipients may transfer from Ontario Works to ODSP | Eligibility checks must be done when transferring OW clients to ODSP |
| Medical reviews of recipients are overdue, increasing the risk that income support payments are being made to individuals who no longer medically qualify for ODSP | Implement a formal process to regularly review the appropriateness of decisions, documenting the rational for such decisions so that they are clearly supported and consistent with the ODSP Act |
| ODSP Caseworkers do not keep in touch with recipients. Some caseworkers have never spoken or communicated with recipients. This lack of contact highlights that caseworkers may not detect eligibility changes and that there is a significant risk that may affect eligibility if recipients do not report changes in their circumstances | Caseworkers should have frequent conversations with clients to detect eligibility changes |

Potential Impacts

MCCSS will undertake a comprehensive analysis of the factors driving caseload growth by March 2021. Based on this analysis, MCCSS is expected to take action to ensure that only eligible individuals receive assistance from ODSP. Many recipients of ODSP have not received an updated medical report; a process will be put into place to ensure this occurs at regular intervals. As a result, a large number of ODSP clients could move from ODSP to Ontario Works if their medical report fails to meet the required eligibility criteria disability, resulting in a significant increase to caseloads. If caseloads increase significantly, it could have a potential impact in future municipal budgets as Ontario Works administration is cost-shared 50/50 between the province and municipality whereas ODSP costs are 100% covered by the Province.

Next Steps

MCCSS will be establishing a working group to assess and implement standard processes and tools related to the transfer of recipients from Ontario Works to ODSP and a process for monitoring compliance. This work is scheduled for completion by September 2020. A standard process for monitoring compliance with these requirements is expected to be implemented by September 2020.

Social Services staff will continue to monitor the situation and provide Council with updates.

References

Office of the Auditor General, Annual Report – Chapter 3, Section 3.09

http://www.auditor.on.ca/en/content/annualreports/arreports/en19/v1_309en19.pdf