THE CORPORATION OF THE TOWNSHIP OF JOLY

BY-LAW NUMBER A-2024-023

BEING A BY-LAW TO ESTABLISH LEVELS OF SERVICE

Legal Authority

Scope of Powers
Section 8(1) of the *Municipal Act*¸ 2001, S.O. 2001, c.25, ("*Municipal Act*") as amended, provides that the powers of a municipality shall be interpreted broadly so as to confer broad authority on municipalities to enable them to govern their affairs as they consider appropriate, and to enhance their ability to respond to municipal issues.

Powers of a Natural Person
Section 9 of the *Municipal Act* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act.

Broad Authority
Subsection 10(1) of the *Municipal Act* provides that a municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

Subsection 10(2) of the *Municipal Act* provides that a municipality may pass By-Laws respecting, in paragraph 2 related to accountability and transparency of the municipality and its operations and of its local boards and their operations, and in paragraph 7, services and things that the municipality is authorized to provide under subsection (1);

Powers Exercised by Council
Section 5 (1) of the *Municipal Act* provides that the powers of a municipality shall be exercised by its Council

Powers Exercised by By-law
Section 5(3) of the *Municipal Act* provides that a municipal power, including a municipality's capacity, rights, powers and privileges under section 9, shall be exercised by By-Law unless the municipality is specifically authorized to do otherwise.

Municipal Administration
Section 227 of the *Municipal Act* provides it is the role of the officers and employees of the municipality to implement Council's decisions and establish administrative practices and procedures to carry out Council's decisions.

Related Municipal Policy
Resolution 2024-03204 Communication
Resolution 2024-0337 Feedback Management
By-Law 2023-006 Fees and Charges
Resolution 2024-0305 Social Media Policy

Preamble
Council for the Corporation of the Township of Joly Council has adopted the following vision and mission statements for the Municipality:

ENJOY NATURE, LIVE JOLY

The Township of Joly was incorporated in 1890 and is located within the picturesque Almaguin Highlands in the District of Parry Sound. Joly is just east of the Village of Sundridge and abuts the Township of Strong. The world famous Algonquin Park lies a few kilometers from the township's eastern border. Joly has an abundance of natural beauty found in its many lakes, rivers and trails that can be enjoyed throughout the year. A variety of wildlife can be spotted roaming freely in the area if you are fortunate enough to come upon them. Joly has a public beach at Lynch Lake and a public boat launch on Forest Lake.

Residents enjoy a wide variety of services and amenities in the neighboring municipalities including the Sundridge-Strong-Joly (SSJ) Arena, Sundridge Public Library, Sundridge Medical Centre and fire response services of the Sundridge-Strong Fire Department as well as South River-Machar Fire Department. Landfill services are available as a shared service with Strong Township.

Many people come to Joly to live, play or work in the surrounding area. Recreation vehicles are often seen travelling our roads and trails, and snowmobiling is a favorite amongst residents and visitors alike. Additionally, fishing, hunting, bicycling and water sports are popular activities in the area. Council is committed to a high standard of public service.

Council is further committed to ensuring that municipal resources are used effectively and efficiently, while maintaining a high level of service excellence and responsiveness.

Council considers it in the public interest to identify the services that the Municipality provides and to establish the level of service the public can expect to receive.

By establishing a level of service, the municipality will be able to identify the condition of all infrastructure on an ongoing basis and undertake measures to repair, upgrade or better all municipal assets over their lifespan. The intent of

establishing levels of service is to also ensure that regulatory requirements are met, most notably the minimum maintenance standards for municipal highways (Ontario Regulation 239/02).

Council is committed to being an open, accountable, and transparent government.

Council acknowledges that this By-Law and the attached schedules have been prepared by Expertise for Municipalities Non-profit Association ("E4m") and legally reviewed by Wishart Municipal Law Group/Wishart Law Firm LLP (WMG) for compliance with all applicable legislation and E4m or WMG are not responsible for the results of any edit to this policy other than as expressly authorized or directed by E4m and WMG.

Council further acknowledges and agrees that all rights are reserved by E4m, and no part of this By-Law may be reproduced or copied in any form or by any means (graphic, electronic or mechanical, including photocopying, recording, taping or information and retrieval systems) without the written permission of E4m.

Council acknowledges that E4m has given license to the Township of Joly to print, copy, save, or post on its official website for its own use only and the Township of Joly may not repurpose or resell this By-Law in any way.

Decision

Council of the Corporation of the Township of Joly decides it in the best interest of the Corporation to clearly identify the services the Township provides to the public and establish the level to which each service is provided by the Township.

Direction

NOW THEREFORE the Council of the Corporation of the Township of Joly directs as follows:

1. That the Municipal Administrator implement administrative practices and procedures to comply with the service levels established in this By-Law.

2. That the following schedules attached hereto form part of this By-Law:
    a. Schedule "A" – General Government/Administration Services
    b. Schedule "B" - Protection Services
    c. Schedule "C" - Transportation Services
    d. Schedule "D" - Environmental Services
    e. Schedule "E" - Health Services
    f. Schedule "F" - Social and Family Services
    g. Schedule "G" – Recreational and Cultural Services
    h. Schedule "H" – Land use Planning

i. Schedule “I” - Planning and Development Services

3. That any changes to the Schedules may be adopted by resolution.

4. That this By-Law supersedes any By-Law previously passed that is contrary to this By-Law.

5. This by-law takes effect on the day of its final passing.

Read and adopted by Resolution 2024-0331 this 10th Day of December 2024.

Original Copy Signed_____ Original Copy Signed_____

Mayor Clerk

Schedule “A” – General Government/Administration Services

PREAMBLE

Council recognizes that to maintain a high standard of public service it is necessary to identify the services which the Municipal provides and to establish a level of service the public can expect to receive.

It is Council’s statutory role to monitor and evaluate policy decisions and the effectiveness and efficiency of the service being provided.

For the purposes of establishing levels of service related to general government/administrative services the following will apply.

Administrative Services

1. Municipal Office Hours of Operation:

Access to information and public enquiries related to Municipal Services is provided by the Township of Joly Municipal Office. The Municipal Office will provide municipal services as follows:

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m..

b. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

c. By telephoning 705-384-5428 during regular business hours.

d. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com.

e. On the municipal website www.townshipofjoly.com

f. Please Note: The municipal office is closed on statutory holidays. In the event the statutory holiday falls on a Saturday, the preceding Friday will be observed as the holiday. If the statutory holidays falls on a Sunday, the following Monday will be observed as a holiday. If a statutory holiday falls on a Tuesday, the preceding Monday shall be observed and if a statutory holiday falls on a Thursday, the following Friday shall be observed. The municipal office closure will be advertised on the municipal website and on the municipal building in advance.

g. Please Note: The municipal office shall be closed annually between Christmas day to and including January 1st . In the event December 25th and January 1st falls on the weekend, the days as outlined in #1.f. will apply.

2. **Information regarding the following municipal services will be provided:**

   ***Access to information related to Municipal Services**

   *** Fees, Licenses and Permits**

   a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

   b. By telephoning 705-384-5428 during regular business hours.

   c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com.

   d. On the municipal website www.townshipofjoly.com

3. **Access to Municipal Records**

   All requests for municipal records will be made to the Municipal Clerk:

   a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

   b. By telephoning 705-384-5428 during regular business hours.

   c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com.

4. **Commissioning of Documents**

   Commissioning of documents is undertaken by the Municipal Clerk (and or designate) by scheduled appointment only in person at the Municipal Office, at 871 Forest Lake Road Sundridge Ontario

   Appointments can be made:

   a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

   b. By telephoning 705-384-5428 during regular business hours.

c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com.

5. Tax Payments, Tax Bills, Tax Certificates:

Replacement tax bills and proof of property tax payments can be obtained from the Treasurer and upon receipt of payment of relevant fees:

a. In person at the Municipal Office located at 871 Forest Lake Road, Sundridge, Ontario from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By telephoning 705-384-5428 during regular business hours.

c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com.

Tax Certificates can be obtained by means of a request to the Treasurer and upon receipt of payment of relevant fees:

a. In person at the Municipal Office located at 871 Forest Lake Road, Sundridge, Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By telephoning 705-384-5428 during regular business hours.

c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com.

6. Other Services

Municipal services such as photocopying and scanning are available, upon receipt of payment of relevant fees:

a. In person at the Municipal Office located at 871 Forest Lake Road, Sundridge, Ontario, from Monday through Thursday between the hours of 8 :30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By emailing office@townshipofjoly.com .

EXPECTED STANDARDS OF PRACTICE

The Township of Joly Council expects that individuals seeking general government/administration services will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking general government/administration services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Council further expects that the Municipal Office will remain open Monday to Thursday twelve (12) months a year unless:

a. A resolution of Council has been passed to alter the hours of operation for a specific purpose, other than those outlined in #1; and/or

b. An emergency arises that in the opinion of the Mayor and the Municipal Administrator warrants an immediate closure of the Municipal Office; and

c. Group training for all employees is scheduled and staff have provided the public with notice on the website, social media and any other means available.

Council expects that all requests for general government/administration services, as outlined in previous section, whether by means of telephone call, email or written correspondence will be responded to within five (5) business days, at a minimum. Feedback related to the quality of the service or other complaint related matters will be received by the Municipality in accordance the Municipal Complaint Policy, as per the Complaint Policy Form.

PERFORMANCE METRICS

To ensure that services provided by the Municipality are carried out in accordance with this By-Law, quarterly and an annual statistical reports year, will be prepared, and submitted to Council. The annual statistical report shall include:

- Dates the office was closed for emergency reasons.
- Feedback/Complaints submitted to the Municipality in accordance with the Municipal Complaint Policy.
- Proposed changes to the service standards.

Schedule “B” - Protection Services

PREAMBLE

Council recognizes that to maintain a high standard of public service it is necessary to identify the services which the Municipal provides and to establish a level of service the public can expect to receive.

For the purposes of establishing levels of service related to protective services the following will apply:

SERVICES

1. Policing

Policing is a mandatory service the Municipality provides. The Ontario Provincial Police provides policing services for the Municipality.

The OPP detachment can be contacted for:

a. General information by calling 705-382-2015 ext 2.

b. Emergency services by calling 911.

2. Fire Prevention

Fire prevention is a mandatory service the Municipality provides by means of partnership with the Municipalities of Sundridge and Strong. The Fire Prevention Officer can be contacted:

a. In person at the Municipal Office located at 871 Forest Lake Road, Monday to Thursday between the hours of 8:30 a.m. to 4:00 p.m.

b. By calling 705-384-5428, Monday to Thursday between the hours of 8:30 a.m.. to 4:00 p.m..

c. By emailing municipal.admin@townshipofjoly.com

3. Fire Protection

Fire protection services is a discretionary service provided by the Municipality, by means of agreement. Questions related to fire protection will be provided by the Municipal Clerk:

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of

8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By telephoning 705-384-5428 during regular business hours.

c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

4. Chief Building Official

It is a requirement that Municipalities appoint a Chief Building Official ("CBO") who is responsible for enforcing the Ontario Building Code. Information related to building construction, property standards, pool and fence By-Law in the municipality, how to apply for a building permit, or information about an existing permit can be obtained by contacting the Municipal Clerk:

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By telephoning 705-384-5428 during regular business hours.

c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

PERFORMANCE METRICS

Standard reporting is provided to the Municipality by the CBO service on a monthly basis.

The annual statistical report shall include:

- Summary of building numbers and activities including inspections.
- Confirmation that mandatory training and other reporting requirements related to emergency management have been met and this will include summary of the nature of the training, number of participants and lessons learned.

5. By-Law Enforcement

By-Law enforcement is a discretionary service that the Municipality provides, and Council has appointed a By-Law Enforcement Officer ("MLEO") who is responsible for enforcing certain By-Laws as established by Council.

The following By-Laws shall be enforced by the MLEO:

- Zoning

- Animal Control
- Parking
- Anti-Dumping
- Trailer permits
- Entrance Permits

The MLEO can be contacted:

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, Wednesdays between the hours of 8:30 a.m. to 4 p.m...
b. By telephoning cellular 705-358-6230 during regular business hours.
c. By emailing almaguinbyLaw@southriver.ca directly.

PERFORMANCE METRICS

Standard reporting is provided to the Municipality by the MLEO service on an annual basis.

To ensure that services directly provided by the Municipality are carried out in accordance with this By-Law quarterly and an annual statistical report will be prepared, and submitted to Council.

The annual statistical report shall include:

- Summary of activities including calls and investigations. .
- Confirmation that mandatory training and other reporting requirements related to work activities have been met and this will include summary of the nature of the training, and lessons learned.

6. Community Emergency Management

Community Emergency Management is a mandatory service that the Municipality of Joly provides, and Council has entered into agreement with the Municipality of Sundridge, by means of BY-LAW 2023-238 for the service and has appointed a Community Emergency Management Coordinator (“CEMC”) who is responsible for emergency management in the Municipality. More specifically, the CEMC is responsible to ensure the Municipality is compliant with the Emergency Management and Civil Protection Act, and for the implementation of the Municipality’s Emergency Response Plan.

The CEMC can be contacted

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By telephoning cellular 705-471-1902 during regular business hours.

c. By emailing cemc@sundridge.ca directly.

PERFORMANCE METRICS

Standard reporting is provided to the Municipality by the CEMC service on an annual basis.

To ensure that services directly provided by the Municipality are carried out in accordance with this By-Law quarterly and an annual statistical report will be prepared, and submitted to Council.

EXPECTED STANDARDS OF PRACTICE

Township of Joly Council expects that individuals seeking protection services will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking general government/administration services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Council further expects that policing and fire protection services shall be provided daily, meaning that these services are available twenty-four (24) hours each day Other protection services shall be provided on the days set out herein.

Council expects that all non-urgent requests for protection services, as outlined in previous section, will be responded to within a minimum of five (5) days. Feedback related to the quality of the service or other complaint related matters will be received by the Municipality in accordance with Municipal Complaint Policy, copy of which is included with this By-Law.

Council expects that emergency requests made to the Police by calling 911 will be responded to in priority sequence, based on standards established by the police service. Council expects that emergency requests made to the Fire Department by calling 911 will be responded to in priority sequence, based standards established in Fire Agreements with Sundridge Strong Fire Departments, and South River Machar Fire Departments.

Schedule “C” - Transportation Services

PREAMBLE

Council recognizes that to maintain a high standard of public service it is necessary to identify the services which the Municipal provides and to establish a level of service the public can expect to receive.

Furthermore, Council is committed to ensuring that municipal resources are used effectively and efficiently while maintaining a high level of service in terms of excellence and responsiveness.

It is Council’s statutory role to monitor and evaluate policy decisions and the effectiveness and efficiency of the service being provided.

The Township of Joly Council expects that individuals seeking general information and services from the Roads Department will be treated professionally with honesty, consistency, and impartiality. The Roads Department will return messages and speak directly to the public concerning roads and entrance way issues. Vendors for the Township of Joly Roads department will be treated with respect to ensure a timely and respectful working relationship. Additionally, individuals seeking general information and services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Communication and Feedback Malmanagement Policy.

For the purposes of establishing levels of service related to general transportation services the following will apply.

SERVICES

Transportation services include the following discretionary services which the Township of Joly provides. Transportation services does not refer to public transportation, eg: public transit which is not available or provided by the Township of Joly.

Transportation services includes the part of any municipal road that can be travelled year-round or seasonally by the public, the shoulder of the road/roadside, signage (not 911) culverts, bridges, curbs, gutters, catch basins, sidewalks, safety guards, application of calcium, litter control and streetlights.

Transportation Services

The Working Roads Foreman is responsible for the management of the Municipality’s Transportation Services and will establish maintenance standards to ensure the system is managed in a safe and efficient manner, in accordance with the law, risk management practices and sector best practices.

Public Roads

The Working Roads Foreman is responsible to undertake public road maintenance will be in accordance with Ontario Regulation 239/02 which regulates the minimum

maintenance standards (MMS) for municipal roads. The regulation can be found at https:///www.ontario.a/laws/regulation/020239. A copy of the MMS can be viewed at or a printed copy may be requested from the Municipal Office at 871 Forest Lake Road during regular business hours and upon receipt of payment of applicable fees.

Road classification is set out in the MMS in accordance with Regulation 239/02. Classification is determined on the speed limit application to that road or portion thereof and the average daily traffic on it. Road classifications range from 1 to 6.

Roads	Class
Joly/Strong Road	5
Peacock Road	5
Lynch Lake Road South	6
Lynch Lake North	6
Forest Lake Road	5
Sandhill Road	5
Brennan's Road	5
River Road	5
Paisley Road	5
Paisley Road (Seasonal)	6
Airport Road	5
Trudegeon's Road	6
Old Ranch Road	6
Hill 14 Road	6
Kent's Mills Road	5
Proudfoot Road	6
Gorge Trail	6
Lakeview Lane	6
Maple Ridge Trail	6
Cedar Lane	6
Opiongo Trail	6

Winter Control Maintenance

Snow plowing on Township of Joly roads in compliance with Ontario Regulation 239/02. Predetermined routes for plowing shall be followed except for emergency situations and shall be the responsibility of the Working Roads Foreman.

Snow removal shall be undertaken on Township of Joly roads in compliance with Ontario Regulation 239/02 and is the responsibility of the Working Roads Foreman. Snow accumulation at key intersections and pedestrian crossings will be removed where sight distances are impaired. Snow removal in other locations will be at the discretion of the Working Roads Foreman.

Sanding of roads to maintain safe, passable road surfaces and intersections during winter conditions shall be in compliance with Ontario Regulation 239/02 and is the responsibility of the Working Roads Foreman. Predetermined routes for sanding will be followed except in emergency situations. Sanding will be performed on steep grades, intersections and curves after the road has been plowed.

Sanding of other areas shall be at the discretion of the Working Roads Foreman. Continuous sanding shall be carried out to address freezing road conditions. Sanding units will be calibrated prior to winter to ensure proper application.

Road Surface Services

The purpose of road surface services is to delay road deterioration and extend the life of pavements by repairing minor road defects. Key road surface services include the following:

Loose top services: Grading Loose Top - Gravel roads will be graded as necessary during the spring, summer, and fall months to eliminate potholes, gravel issues, and other surface deficiencies. Maintenance gravel is added to road surfaces throughout the year where necessary to improve and maintain the integrity of the roads. Gravel placement will be determined through road monitoring. Residents are asked to exercise caution when driving on roads that have recently received gravel maintenance. Grading and gravelling will be undertaken prior to any dust control. The outside edge of the road surface shall be maintained flush with the grassed roadside to allow for proper drainage. Rocks greater than three (3) inches in diameter heaved to the surface by frost action will be removed. Potholes will be repaired to Ontario Regulation 239/02 standards.

Surface treated surfaces: Surface treated roads will be swept in the spring and as necessary during the summer and potholes will be repaired in Ontario Regulation 239/02 standards

Patching: The Working Roads Foreman is responsible to patrol the roads of the Municipality for cracks and potholes following the frequency set out in the Minimum Maintenance Standards. The Department will take steps to repair cracks and potholes quickly and effectively.

Patching concerns and/or questions will be reported to the Municipal Office or Roads Foreman:

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b.By telephoning 705-495-9486 during regular business hours and after hour emergencies.

c.By emailing roads@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

Dust Control: A provincially approved dust suppressant will be applied to gravel road surfaces in late spring, after spring grading/gravelling to minimize dust and to maintain the graded shape of the road. Dust suppressant will be applied on an as needed basis during the summer months.

Washout and Base Repair: New gravel will be added to roads and shoulders that have been damaged by heavy ran as set out in section 6, 7 and 8 of the MMS regarding potholes, shoulder drop-offs and cracks. Surface areas either heaved or depressed by poor base materials shall be repaired as will areas subject to percolating of mud and water.

Shoulder Grading: Shouldering and grading involves building up gravel shoulders with new material to meet the proper slope of the surface. Shoulders are to be graded and are maintained as needed.

Sweeping: Sweeping of municipal sidewalks and pave surfaces will be undertaken each spring to clear of sand and debris left behind from winter.

Winter Drainage: Restricted or blocked culverts shall be cleared of ice and snow to allow for proper flow of spring runoff, in compliance with Ontario Regulation 239/02. Ditches shall be cleared of packed snow that is restricting flow or runoff.

Road Culverts: All culverts will be inspected once a year and shall be responsibility of the Working Roads Foreman. Inlets and outlets shall be cleared of obstruction on an as needed basis. During major rainfalls events culverts in known problem areas will be checked and cleared of obstruction. Culverts will be replaced within their projected lifespan.

Brushing and Mowing: The Township of Joly has contracted services for removal of shrubs, bushes and small trees within the municipal road allowance that may impede various roadside operations or obstruct visibility. Brushing and mowing shall be undertaken as required to ensure public and employee safety.

Road Patrol: The Working Roads Foreman shall conduct patrols in accordance with Ontario Regulation 239/02 or more frequently, as directed by the Municipal Administrator. The Working Roads Foreman shall identify and record all deficiencies including snow accumulation, ice and freezing road conditions, potholes, should drop-offs, cracks, washouts, damaged road signs, blocked drainage and any other hazardous conditions.

Debris Removal: The Working Roads Foreman is responsible to patrol the roads of the Municipality for debris and downed vegetation following the frequency set out in the Minimum Maintenance Standards. The Working Roads Foreman will also take phone

calls and emails reporting debris on the roads and return communications in as soon as issue is solved, quickly and effectively.

Debris Removal and/or questions will be reported to the Municipal Office or Roads Foreman:

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By telephoning 705-495-9486 during regular business hours and after hour emergencies.

c. By emailing roads@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

Signage

Signage services is limited to those signs near or along public roadways that regulate the use of the roadway and does not include signage for advertising purposes.

The Township of Joly Working Roads Foreman will post signage in accordance with the requirements set out in R.R.O. 1990, Regulation 615: SIGNS.

Transportation network signage damage and/or questions will be reported to the Municipal Office:

d. In person at the Municipal Office located at 871 Forest Lake Road, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m.. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

e. By telephoning 705-495-9486 during regular business hours.

f. By emailing roads@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

Entrance Permits: The Working Roads Foreman will work collaboratively with the office staff to complete Entrance Permits. The Office is responsible for the first contact with the ratepayer and collecting payments. The Working Roads Foreman will inspect purposed entrance way and provide feedback to the ratepayers verbally, or written instructions that will be legible. The Foreman will be the contact to ensure that the property owner or contractor has a clear understanding of the expectations for the entranceway. The office will return the deposit upon complete from the Roads Foreman.

Entrance way permit came be obtained in person or requested through emailing a request to the Municipal Office:

a. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

b. By telephoning 705-384-5428 during regular business hours.

c. By emailing office@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

Dead Animal Removal: The Working Roads Foreman is responsible to patrol the roads of the Municipality for dead animal issues on the roadways following the frequency set out in the Minimum Maintenance Standards. The Working Roads Foreman will also take phone calls and emails reporting dead animals on the roads and return communications in as soon as issue is solved, quickly and effectively

Dead Animals concerns and/or questions will be reported to the Municipal Office or Roads Foreman:

g. In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

h. By telephoning 705-495-9486 during regular business hours and after hour emergencies.

i. By emailing roads@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

EXPECTED STANDARDS OF PRACTICE

Township of Joly Council expects that individuals seeking information about transportation will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking general transportation services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Council expects that all requests for information, as outlined in previous section, will be responded to within a minimum of five(5) days. Feedback and/or complaints

related to the quality of the service or other complaint related matters will be received by the Municipality in accordance with Municipal Complaint Policy,

PERFORMANCE METRICS

To ensure that services directly provided by the Municipality are carried out in accordance with this By-Law quarterly and an annual statistical report will be prepared, and submitted to Council.

The statistical report shall include:

- Summary of road inspections, planned maintenance and other transportation service activities on an annual.
- The general nature of service calls received by the Working Roads Foreman regarding the municipal transportation service and recommendations regarding service level changes.
- Budget Reports on a quarterly bases
- Log of daily work activities to be asked upon at any given time
- Monthly Roads reports for Council meetings to be completed on staff report template outlining requests for Council and Foreman's recommendations based on facts and historical research, monthly projects completed, and following up on past requests from Council and Municipal Administrator

Schedule “D” - Environmental Services

PREAMBLE

Council recognizes that to maintain a high standard of public service it is necessary to identify the services which the Municipal provides and to establish a level of service the public can expect to receive.

For the purposes of establishing levels of service related to environmental services the following will apply.

1. Solid Waste/Disposal/Recycling:

The Residents of the Township of Joly use the landfill sites from the Township of Strong

Landfill Site 1 located at 483 Forest Lake Road

Landfill 705-384-9898

Hours of Operation

- open Monday, Tuesday, Friday, Saturday and Sunday from 9:00 am to 5:30 pm
- closed Wednesday and Thursday
- closed all statutory holidays

Please be advised - cameras are on the premises to monitor the areas for the purposes of staff safety and protection of municipal assets. Images captured are collected under MFIPPA and PIPEDA, and may be disclosed to law enforcement if criminal activity is suspected.

The cost of landfill cards are based on location, the following fees apply to approved users located with in the Townships of Strong & Joly and the Village of Sundridge;

- Strong Residents - $10.00
- Sundridge Residents - $20.00
- Joly Residents - $20.00
- All Permitted Trailers - $20.00
- Reactivation due to card misuse - $50.00

Landfill cards are not permitted to be loaned or given to anyone for any reason, only people living within the same residence can use the landfill card. If a card is misused or users do not follow landfill regulations, the card will be deactivated. A review

regarding misuse will be conducted and will determine whether it will be reactivated, with fee payable prior to reactivation.

2. Septic Services: Septic services is provided to the Township of Joly by the North Bay-Mattawa Conservation Authority, upon completion of the appropriate application and receipt of applicable fees. Information about septic services shall be obtained by contact the North Bay-Mattawa Conservation Authority at 705-474-5420 or nbmca@nbmca.ca

EXPECTED STANDARDS OF PRACTICE

Township of Joly Council expects that individuals seeking environmental services will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking general government/administration services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Feedback related to the quality of the service or other complaint related matters will be received by the Municipality in accordance with Municipal Complaint Policy.

PERFORMANCE METRICS

To ensure that services directly provided by the Municipality are carried out in accordance with this By-Law annual statistical report will be prepared, and submitted to Council.

The annual statistical report shall include:

- Annual report outlining landfill annual lifespan expectations/

Schedule “E” - Health Services

PREAMBLE

Council recognizes that to maintain a high standard of public service it is necessary to identify the services which the Municipal provides and to establish a level of service the public can expect to receive.

For the purposes of establishing levels of service related to health services the following will apply.

1. The Township of Joly is part of the local board for the Sundridge Medical Centre. Reports are given through committee meeting minutes and reports

Located at 5 Park Street, Sundridge, ON, P0A 1Z0
Hours:

- Monday: 9am-6pm
- Tuesday: 9am-4pm
- Wednesday: 9am-4pm
- Thursday: 9am-4pm
- Friday: 9am-4pm

Phone: 705.384.1277
Fax: 705.384.1279
Phones are off between 11:30am to 1:00pm daily. On Fridays, phones are not answered after 2:00pm

1. Cemetery Services: Cemetery services are discretionary. The Township of Joly does not operate any cemeteries.

2. Hospital/Ambulance Services: Ambulance Service is a mandatory service provided by the Municipality and this is provided by the Parry Sound Social Services Administration Board (DSSAB). The service can be accessed by an emergency by dialing 911.

EXPECTED STANDARDS OF PRACTICE

Township of Joly Council expects that individuals seeking health services will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking general health services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Feedback related to the quality of the service or other complaint related matters will be received by the Municipality in accordance with Municipal Complaint Policy

PERFORMANCE METRICS

To following reports will be received by the Municipality:

- Minutes of the regular monthly meetings and annual meeting of the District of Parry Sound Social Services Administration Board.
- Minutes of the regular monthly meeting so the North Bay-Parry Sound District Health Unit.

Schedule “F” - Social and Family Services

PREAMBLE

Council recognizes that to maintain a high standard of public service it is necessary to identify the services which the Municipal provides and to establish a level of service the public can expect to receive.

For the purposes of establishing levels of service related to Social and Family services the following will apply.

General Assistance

The focus of the Ontario Works program is to provide financial,

employment and life stabilization support to those in need. Case workers

provide personalized service and can help you navigate the broader

system of supports and services available within the community.

To apply for Ontario works, please visit https://ontario.ca/socialassistance – 24 hours a day, 7 days a week. The online application will take approximately 40 minutes to complete.

If you have questions and would like to speak to someone over the phone, please call our office:

Parry Sound – Local (705) 746-8886 or (Toll Free) 1-800-461-4464

South River – Local (705) 386-2358 or (Toll Free) 1-800-661-3230

Housing

The Housing and Community Services Department offers many programs and services including housing to support residents of the District of Parry Sound.

Community housing units are owned and operated by local housing, non-profit or co-operative housing corporations. The province regulates community housing through the Housing Services Act (HSA) as well as the Residential Tenancy Act (RTA). In the District, we have a mix of non-profit and affordable housing providers.

The District of Parry Sound Social Services Administration Board owns and operates 215 units in the District through the Parry Sound Housing Corporation. All of these units are 100% rent-geared-to-income (RGI), and are a mix of types (family units, single units, and senior units).

In addition to the DSSAB stock, there are 146 units of non-profit housing stock in the District, including a mix of RGI and market units.

If you have questions and would like to speak to someone over the phone, please call our office:

Parry Sound – Local (705) 746-8886 or (Toll Free) 1-800-461-4464

South River – Local (705) 386-2358 or (Toll Free) 1-800-661-3230

Child Care

We support the provision of child care throughout the District by:

Providing families with information on licensed child care, before and after school programs and early years programs in the community

Investing in and supporting licensed child care operators and EarlyON providers

Providing financial assistance for licensed, quality child care to families who qualify

Planning for the future of early years services based on the needs of the community

Enhancing the quality of Early Years programs through the Quality Assurance program

Helping provide special needs resourcing for children

Parry Sound – Local (705) 746-8886 or (Toll Free) 1-800-461-4464

South River – Local (705) 386-2358 or (Toll Free) 1-800-661-3230

Assistance to the Aged Persons

The Township of Joly is part of the Board for Eastholme – Home for the Aged. Reports are provided through reports from the Board

Eastholme is a 128-bed Home for the Aged located in the municipality of Powassan. The Home is supported by 14 municipalities in the territorial district of Parry Sound East and is operated by the Board of Management. The Board of Management is appointed by the municipalities and includes 2 provincial appointees

Email: info@eastholme.ca

Phone: (705) 724-2005

Fax: (705) 724-5429

STANDARDS OF PRACTICE

Township of Joly Council expects that individuals seeking social and family services will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking general health services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Feedback related to the quality of the service or other complaint related matters will be received by the Municipality in accordance with Municipal Complaint Policy, will be shared with the appropriate agency.

PERFORMANCE METRICS

To following reports will be received annually by the Municipality:

- Minutes of the regular monthly meetings and annual reports of Eastholme are presented to Council .

Schedule “G” – Recreation and Cultural Services

The Township of Joly participates in shared Recreation and Cultural Services with the Township of Strong, and the Village of Sundridge for The SSJ Recreational Committee and the SSJ Arena and Hall. Reports or giving through Committee meetings minutes and yearly reports from the Committees. The Arena is located at 14 Albert Street 705-384-5571.

STANDARDS OF PRACTICE

Township of Joly Council expects that individuals seeking services will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Feedback related to the quality of the service or other complaint related matters will be received by the Municipality in accordance with Municipal Complaint Policy and will be shared with the appropriate agency.

Parks/Playgrounds

Recreational services such as parks are a discretionary service the Township of Joly provides and includes the following

Lynch Lake Park: Lynch Lake Park is available for use between May 1st and October 15th annually for no fee and the area includes a beach with lake area and bathroom. The Municipality maintains the park by means of regular visual inspections, sanitizing the bathroom, maintenance and removal of garbage. There are no lifeguard services at the park and signage is installed at the site for the public stating “Use at own risk”. The park also features a boat launch for use at no fee. There is no dock at the facility and no overnight camping is permitted. The Working Roads Foreman is responsible to inspections and maintenance requirements at the park.

For information regarding Lynch Lake Park, contact may be made directly by contacting the Municipal Clerk, as follows:

a. In person at the Municipal Office located at 871 Forest Lake Road, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m. The office is closed from 12 noon to 1 p.m. and Fridays

b. By telephoning 705-384-5428 during regular business hours.

c. By emailing office@townshipofjoly.com

High Rock Park: The Township of Joly by means of partnership agreement provides funding to the Township of Strong for High Rock Park and Village of Sundridge. High Rock Park provides a scenic lookout and picnic table area for use by the public at no fee. Maintenance of the park, clearing of garbage and visual inspections are undertaken by the Township of Strong.

Libraries

The Township of Joly, by means of partnership agreement provides funding to the Sundridge Public Library for provision of library services. For information regarding library service, contact may be made directly with the Sundridge, Strong Public Library Union, as follows:

In person at the Sunridge Public Library located

Located at 110 Main Street, Sundridge.

CEO Melinda Kent 705-384-7311

PO Box 429, Sundridge, ON P0A 1Z0

Hours of Operation

Monday 10:00 am to 3:00 pm

Tuesday 10:00 am to 5:00 pm

Wednesday 10:00 am to 3:00 pm and 6:30 pm to 8:30 pm

Thursday 1:30 pm to 6:30 pm

Friday 10:00 am to 3:00 pm

Saturday 10:00 am to 1:00 pm

Sunday closed

Schedule “H” - Planning and Development Services

PREAMBLE

The Township of Joly is part of the Central Almaguin Planning Board which is located at 63 Marie St PO Box 310, South River, Ontario and can be reached at 705-386-2573 and admin@centralalapb.ca. Reports are provided through Committee meeting minutes and reports from the Committee.

Land Use Planning

The Township of Joly land use planning is governed by the Zoning By-Law, Official Plan and the provincial Planning Act. The Municipal Zoning By-Law and Official Plan on are the municipal website at www.townshipofjoly.com. Applications for land use planning are undertaken by the Municipal Clerk, upon receipt of completed applications and receipt of applicable fees. Additionally, by means of partnership agreement with the Township of Strong and the Joint Building Committee, the Municipality utilizes the Township of Strong Chief Building Official for land use planning matters. With respect to planning applications for minor variances and consents, applications are undertaken by the Municipal Clerk in consultation by means of a contract with a Land Use Planner.

Information and services can be obtained in person or requested through emailing a request to the Municipal Office:

In person at the Municipal Office located at 871 Forest Lake Road Sundridge Ontario, from Monday through Thursday between the hours of 8:30 a.m. to 4 p.m. The municipal office is closed Monday through Thursday from 12 noon to 1 p.m. and on Fridays.

n. By telephoning 705-384-5428 during regular business hours.

o. By emailing municipal.admin@townshipofjoly.com directly or sending an email by means of the municipal website www.townshipofjoly.com

STANDARDS OF PRACTICE

Township of Joly Council expects that individuals seeking information about services will be treated professionally with honesty, consistency, and impartiality. Additionally, individuals seeking recreation and cultural services will be expected to conduct themselves in a respectful manner that is in keeping with the principles of conduct established in the Code of Conduct Policy.

Feedback related to the quality of the service or other complaint related matters will be received by the Municipality in accordance with Municipal Complaint Policy and will be shared with the appropriate agency.

To following reports will be received annually by the Municipality:

- Number of applications for Zoning By-Law and Official Plan amendments.

- Number of other planning development applications.
- Number and nature of complaint related matters.