



# Monthly Department Updates

## August 2024

1. **Fire and Protective Services**
2. **Drainage Services**
3. **Building Services**
4. **Public Works Services**
5. **Community Services**
6. **Medical Centre Services**



**DEPARTMENT: FIRE AND PROTECTIVE SERVICES DEPARTMENT**  
**SUBJECT: MONTHLY ACTIVITIES**  
**AUGUST 2024 REPORT**

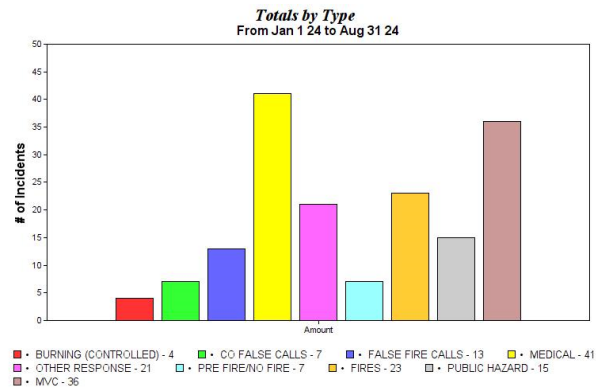
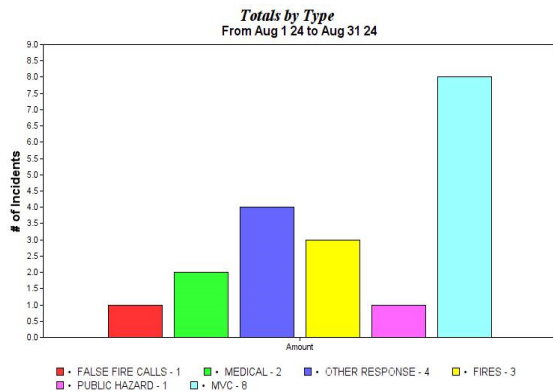
**INTRODUCTION/BACKGROUND**

To provide Council with a summary of monthly departmental activities within the Fire and Protective Services Department.

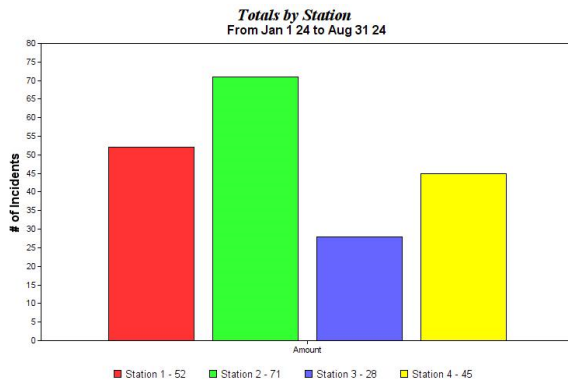
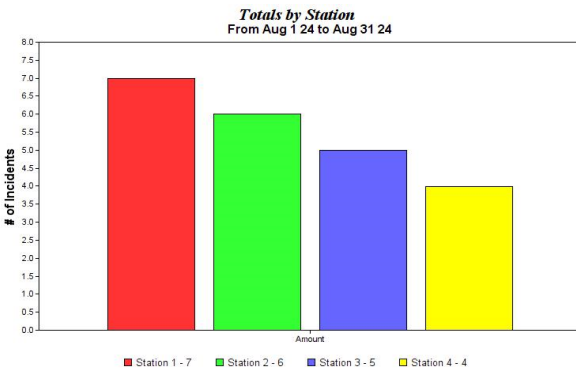
**ACTIVITY PAST MONTH**

**FIRE SERVICES**

- **EMERGENCY RESPONSE:**
  - In August 2024, the Department responded to nineteen (19) incidents as compared to twenty-one (21) in 2023 and sixteen (16) in 2022.



- In August 2024, Volunteer Firefighters performed approximately 88 hours of emergency response activities as compared to 181 hours in August 2023. Times are approximate as there was a barn fire at the end of August which has not been fully entered at this point.
- Firefighters have performed approximately 1,213 hours of emergency response activities from January 1, 2024 – August 31, 2024, as compared to 2,886 hours in 2023 and 1,095 hours in 2022 for the same period.
- Under the Norwich Fire Service response protocols, Station 1 responded to seven (7) incidents, Station 2 to six (6), Station 3 to five (5) and Station 4 to four (4).



- **PUBLIC EDUCATION:**
  - In August 2024 the fire station signs displayed the following fire safety tips and messages:
    - Nice weather is a good time to practice a home escape plan
    - Ensure cigarettes are properly extinguished
    - Watch for children walking and cycling
    - Stay hydrated during hot weather
  
- **FIRE INSPECTION RECRUITMENT/HIRING**
  - Norwich Fire Service is looking to hire five (5) firefighters this year as compared to five (5) last year. Locations of hiring are one (1) in Norwich, one (1) in Burgessville, and three (3) in Oxford Centre. Reasons for openings are a result of retirements, unfilled spaces from last year, and moving to other locations outside of the Township. NFS recruitment this year is comparable to others in the Rural Fire Services for the hiring numbers.
  - A Recruit Information Night was held in Norwich Fire Station on August 28 with fourteen (14) people in attendance who were interested in the various positions. Following the meeting, Staff had officers on hand and encouraged those in attendance to ask questions of the officers and to go see the equipment on the apparatus in the truck bays. Recruit applications remain open until mid-September.
  
- **FIRE INSPECTION/CODE ENFORCEMENT**
  - Staff are working with the RFSOC Chiefs on the recruitment of a replacement Fire Prevention Officer (FPO). The shared service FPO position is hosted through East Zorra-Tavistock and currently interviews are scheduled for the end of August with the incumbent ideally starting sometime in September.
  - Staff have completed one (1) vulnerable occupancy mandatory inspection and fire drill.
  - Staff will ensure that fire prevention issues are addressed during the time a replacement is being sought.
  
- **TRAINING OFFICER (TO) ACTIVITIES**
  - In August, the TO coordinated a “Train the Trainer” auto extrication course for 20 personnel aimed at hands-on training to better prepare firefighters

for hybrid and electric vehicle response. Four (4) NFS personnel participated alongside others from the RFSOC group.

- The TO has completed the draft 2025 Course Calendar offerings as well as finalized invoicing from the recruit training program.
- **MUTUAL AID/AUTOMATIC AID**
  - In August, NFS provided Mutual Aid to South-West Oxford to assist with a barn and vehicle fire. In addition, NFS requested mutual aid to assist with a hay barn fire at the end of August.
- **STATION 3 REPLACEMENT**
  - Station 3 replacement of the water filling station is largely complete with a few minor items expected to be finished in the first week of September.
- **FIRE MARQUE**
  - In August 2024, NFS did not submit any claims to Fire Marque for processing.
- **BURN PERMITS**
  - In August 2024, staff issued two (1) new Burn Permits as compared to one (1) in 2023 for the same period.
- **BYLAW**
  - **ENFORCEMENT**
    - In August, staff investigated five (5) new complaints as compared to fourteen (14) in 2023 and eleven (11) in 2022 for the same period.
    - Complaints pertained to dogs, zoning, and land clearance.
    - The By-law Officer conducted multiple visits as part of ongoing enforcement related to a number of complaints.
    - To date in 2024, approximately twenty (20) parking tickets have been issued in the Township as a result of complaints and violations.
- **EMERGENCY MANAGEMENT**
  - **EMERGENCY RESPONSE**
    - No activities in August.
  - **PUBLIC EDUCATION/AWARENESS**
    - Fire station signs and Norwich Fire Service social media page are displaying safety messaging for the public regarding:
      - Emergency preparedness during storms, hydro outages, and in connection with the seasonal weather.
      - General preparedness with links to government websites on how to prepare for emergencies ([getprepared.ca](https://getprepared.ca))
  - **TRAINING**
    - None required at this time.

- 2024 PROGRAM COMPLIANCE ACTIVITIES
  - EMPC Meeting – Completed in May 2024
  - ERP Review – Completed in May 2024
  - Annual Exercise – Completed in May 2024
  - Annual CCG Training – Completed in May 2024

**ACTIVITY FORECAST FOR NEXT MONTH (SEPTEMBER)**

- Administer annual physical abilities testing to all firefighters.
- Close job posting for NFS volunteer firefighters mid-month and work with respective stations to coordinate interviews with potential candidates.
- Meet with the Health and Safety Committee representatives from the respective fire stations.
- Quarterly meeting with all of the officers to discuss common issues and challenges.
- Attend a virtual meeting with the Ontario Association of Fire Chiefs
- Meet with the Assistant Deputy Fire Marshal to finalize the Agreement for RFSOC to become a Regional Training Centre.
- Conduct internal appointment interviews for an open station officer position.
- Meet with the Rural Fire Service Chiefs to conduct interviews for the shared service Fire Prevention Officer position hosted by East Zorra-Tavistock.
- Some NFS Firefighters to attend a shared service training opportunity on new vehicle auto extrication techniques (train the trainer approach)
- Coordinate annual hose testing at all fire stations.
- Continue reviews of SOG/SOP's for 2024 to ensure regular reviews are implemented.
- Meet with the Rural Fire Service Fire Chiefs to discuss common issues and collective approaches.

**ATTACHMENTS**

- None

Prepared by:  
Derek Van Pagee  
Director of Fire and Protective Services

Approved by:  
Lee Robinson, P.Eng.  
Chief Administrative Officer



**Department: Drainage Services Department**  
**Subject: Monthly Activities**  
**August 2024 Report**

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**Introduction/Background**

To provide Council with a summary of monthly departmental activities within the Drainage Services Department.

**Activity Past Month for August**

- The Court of Revision for the Gore Municipal Drain was held at the August 13, 2024 Council meeting. No revisions to the assessment schedule were made.
- A Meeting to Consider the Newton Municipal Drain – Basrai Branch report was held at the August 13, 2024 Council meeting. The report was referred back to the engineer.
- A Meeting to Consider the Simmons-Hopkins Drain 2024 report was held at the August 13, 2024 Council meeting
- A Notice of Request for Improvement under Section 78 of the Drainage Act for the Kirkpatrick Award Drain was presented at the August 13, 2024 Council meeting.
- A collection bylaw was passed to collect for the construction costs of the Longworth Municipal Drain 2022.

**Activity Forecast for Next Month for September**

- Court of Revision for the Simmons-Hopkins Drain is scheduled for the September 10<sup>th</sup>, 2024 Council Meeting.
- A Petition for Drainage Works under Section 4 of the Drainage Act for the Kirkpatrick Award Drain is scheduled for the September 10<sup>th</sup>, 2024 Council Meeting
- Construction Collection by-law for the Treffry & Pennington Municipal Drains 2023 is scheduled for the September 10<sup>th</sup>, 2024 Council Meeting

**Attachments**

- None

Prepared by:  
Dirk Kramer  
Drainage Superintendent

Approved by:  
Lee Robinson, P.Eng.  
Chief Administrative Officer



**Department: Building Services Department**  
**Subject: Monthly activities**  
**August 2024 Report**

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**Introduction/Background**

To provide Council with a summary of monthly departmental activities within the Building Services Department.

**Activity Past Month**

**Building Application and Permitting Activity**

- **Thirty (30)** permits, including **three (3)** septic permits, were issued in August.
- **Eighteen (18)** applications were received in August, of those received:
  - **Fourteen (14)** were submitted **incomplete** (requiring further information, revision, or compliance with applicable law), **or are in review awaiting approval**,
  - **Three (3)** were submitted **complete**, reviewed, and **issued**.
  - **One (1)** application was **withdrawn** (the applicant submitted the same application twice in error).

**Building By-law Fees Amendment**

- Public Meeting for fees amendment and by-law to amend Sch. "A" to the by-law was conducted at the Sept. 10<sup>th</sup> meeting, at which time Council did approve the amendment as proposed for immediate implementation to the Building By-law as recommended by staff.

**Zoning By-law Amendment (Housekeeping)**

- Zoning by-law amendment ZN 3-24-11 (Township wide Housekeeping Amendment) was approved by council at the Sept. 10<sup>th</sup> meeting, and will be implemented following completion of the 20-day appeal period, and implementation by Building Department staff for all new applications received on the day immediately after the expiration of the appeal period (Oct. 1<sup>st</sup>, 2024)

**Activity Forecast for Next Month**

- OBOA AMTS (London, ON) Building Department Inspectors and CBO will be attending the Ontario Building Officials Association (OBOA) Annual meeting and Training Session (AMTS) being held this year at the London Convention Center from Sunday, September 29<sup>th</sup> through October 3<sup>rd</sup>. Building Department will be maintaining minimal levels of service during the event however, responses to general inquires, inspection requests and application review-related questions may

be delayed through the week of the conference and training event. The Building Department thanks Council and the community for their patience and understanding during this time and in consideration of the need for training and knowledge maintenance for its qualified and registered Building Officials serving Norwich.

### **Information and Correspondence**

- Webinars to highlight key changes in the new 2024 Building Code

On August 19<sup>th</sup> the Ministry of Municipal Affairs and Housing (MMAH) announced hosting of a series of webinars to help users learn about the changes in the 2024 Building Code.

Five 3-hour webinar sessions were offered over 5 days (Aug. 22<sup>nd</sup> through Aug. 29<sup>th</sup>), each covering a Part of the Building Code. These webinars provided an explanation for the 2024 technical and administrative key changes commensurate to the release and implementation of the 2024 OBC.

Recordings of the presentations will be made available upon request to MMAH later this fall. The Ministry will also be offering some in-person sessions in various cities and provide additional information later this fall.

### **Attachments**

- none

Prepared by:  
Brad Smale, B. Arch. Sci., CBCO  
Director of Building and Drainage Services/  
Chief Building Official

Approved by:  
Lee Robinson, P.Eng.  
Chief Administrative Officer





**Department: Public Works Department**  
**Subject: Monthly activities**  
**August 2024 Report**

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### **Introduction/Background**

To provide Council with a summary of monthly departmental activities within the Public Works Department.

### **Activity Past Month**

- Staff completed a drain repair and ditching on Gunns Hill Road, shoulder repairs on Quaker Street and Substation Road.
- Road side grass cutting continued in August, along with guiderail, bridge and sidewalk trimming.
- The County Yard Waste Depot continues to receive extensive use from residents, with 18 hrs of staff time logged.
- Staff spent several days on road side brushing and tree removal.
- Both Curries Road and Quaker Street East were prepared for the Double Surface Treatment (Tar and Chip).
- Asphalt Patching and repairs continue.
- New Road construction has begun.

### **Activity Forecast for Next Month**

- The Public Works Department is anticipating the delivery of the new Tractor and road side mower in Sept. (Attached)
- Asphalt patching will continue.
- Construction on Zenda Line and Milldale Road will begin.

### **Attachments**

- N/A

Prepared by:  
Ken Farkas  
Director of Public Works

Approved by:  
Lee Robinson, P.Eng.  
Chief Administrative Officer





**Department: Community Services Department**  
**Subject: Monthly Activities**  
**August 2024 Report**

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**Introduction/Background**

To provide Council with a summary of monthly departmental activities within the Community Services Department.

**Activity Past Month**

- 21 total Hall and Park rentals. Rentals included
  - Various private family rentals at various halls and parks.
  - South Oxford Softball League U9 year-end tournament hosted at Ducky Dennis Park – August 9-11<sup>th</sup>.
  - South Oxford Softball League U13 year-end tournament hosted at Dillon Park, Norwich – August 9-11<sup>th</sup>.
  - Haldimand Erie Fastball League U23 year-end tournament hosted at Otterville Park – August 16-18<sup>th</sup>.
- Cemetery Decoration Days was held at Pleasant View Cemetery on Sunday August 11<sup>th</sup>. Rosanna, Otterville, Milldale Cemeteries on Sunday August 18<sup>th</sup>.
- 5 Free Swims were held during the month of August at the Otterville Pool by the following sponsors;
  - Friends of Otterville Park (2 Swims)
  - Homeland Grain (1 Swim)
  - Norwich Optimist Club (1 Swim)
  - Execulink Telecom (1 Swim)
- Summer ice season ran through the month of August. Ice was well used with hockey schools, NMHA 3 on 3 hockey, NDSC Summer Skating and several drop in rentals during the weekdays when ice was available.
- Winter ice requests were received. Community Services staff sorted through the requests and developed a winter schedule for the 2024/25 ice season. Minimal conflicts were found during the process and at the time of this report majority of our prime-time ice is booked for the season.
- Job interviews were conducted throughout the month of August for Community Services Part Time Operator and Attendant positions for the winter season.
- Communication with Oxford County Public works department to discuss the water main break took place. A plan is in place for a repair that will keep the hydrant in the parking lot available for fire protection and update the underground infrastructure.
- Otterville Pool closed for the season on Thursday August 29<sup>th</sup>. Season was well attended and went smoothly.
- Ducky Dennis Park Paving tender was posted on Bids&Tenders and closes September 17<sup>th</sup>.

- Light standard and lights replaced at Ducky Dennis Park as per Council Memo at the April 30<sup>th</sup> meeting of Council.
- Norwich Minor Soccer season has completed for 2024. Soccer fields remain rented weekly until approximately mid October pending weather.
- Minor Ball seasons wrapped up during the month of August (Burgessville and Norwich-Otterville) some fall tryouts taking place for the 2025 season through the month of September

### **Activity Forecast for Next Month**

- The water line that services the fire hydrant in the Community Centre parking lot will be decommissioned and re-servicing of hydrant will begin during the month of September
- Pool winterized for season (currently scheduled for September 10<sup>th</sup>)
- Winter ice season begins September 3<sup>rd</sup>. Majority of winter season ice users begin their season during the month of September.
- Otterville Cemetery fence replacement at the main entrance. Small length of chain link will be replaced with “post and chain”. This style of fencing is used at many other Township operated cemeteries.
- Ducky Dennis Park Paving tender to close September 17<sup>th</sup>
- Construction of Dugout Coverings at Dillon Park by Norwich-Otterville Minor Ball to begin as per Council decision at the June 18<sup>th</sup> meeting.
- Fall maintenance at parks and cemeteries will continue.
- Winterizing of some outdoor parks and pavilions to take place
- Final day of operation for the Otterville Splash Pad will be Monday September 9<sup>th</sup>. This amenity is scheduled to winterized in conjunction with Otterville Pool on September 10<sup>th</sup>.
- Opti-Mist Splash Pad final day of operation will be Sunday September 15<sup>th</sup>.
- Norwich Jr. ‘C’ Merchants Home Opener September 13<sup>th</sup>. This event will include a licensed beer garden and concert in the parking lot of the Community Centre during the game.
- Tree maintenance to be undertaken at the Otterville Park. Limbing of trees around pool and splash pad and removal of some dead trees along perimeter and entrance paths to be removed as well.
- New roadside sign ordered for the North Norwich Pioneer Cemetery (Quaker St. Cemetery) to replace the faded sign currently at the roadside.

### **Attachments**

N/A

Prepared by:  
James Schaafsma  
Acting Director of Community Services

Approved by:  
Lee Robinson, P.Eng.  
Chief Administrative Officer



**Department: Medical Services Department**  
**Subject: Monthly activities**  
**August 2024 Report**

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### **Introduction/Background**

To provide Council with a summary of monthly departmental activities within the Medical Services Department.

### **Activity Past Month**

- August was primarily spent on regular daily activities while physicians and staff completed summer holidays.
- Dr. Jeffries began hosting her second Practice Ready Ontario candidate August 6. This physician will be seeing patients at the office through the end of October.
- The Township waitlist now stands at 162 residents on the overall wait list of 571 prospective patients. The intake process was started with 30 prospective patients in August.

### **Activity Forecast for Next Month**

- Telus Community of Practice meeting September 4.
- New Medical Assistant starting September 4. Additional recruitment efforts throughout September.
- Meeting with Ontario Health at Home (formerly CCAC/Southwest LHIN) September 13.
- Norwich Neighbourhood Network Meeting September 19

### **Attachments**

- N/A

Prepared by:  
A.J. Wells  
Director of Medical Services

Approved by:  
Lee Robinson, P.Eng.  
Chief Administrative Officer