



16(1) No Extension of Services Beyond Boundaries

That a policy be established to provide that there be no further extension of municipal services beyond the City boundaries.

ADOPTED JANUARY 23, 1961 [16(1) AUG 1999]

16(2) Official City Flag

That the City of London officially adopt a City of London flag consisting of a field of Royal Blue silk, measuring 36" x 48", on which is displayed the City of London coat of arms in its natural colours, measuring 15" high x 15" wide.

ADOPTED MARCH 16, 1970 [16(2) AUG 1999]

16(3) Voters List Not Available for Commercial Purposes

That a policy be established to provide that copies of the Voters Lists are not made available for commercial purposes but that citizens have access to the Assessment Roll at all reasonable office hours and that they be permitted to compile from the Roll such lists as they may require.

ADOPTED NOVEMBER 16, 1970 [16(3) AUG 1999]

16(4) Establishment and Review of Council Policies

That a policy be established whereby the responsibility for reviewing policies set out in this Policy Manual be placed with the Standing Committees and the Board of Control on the understanding that such review is to be undertaken on a continuing basis, and further, that all recommendations from Department Heads with respect to policy matters be submitted through the City Manager.

ADOPTED MARCH 15, 1971; AMENDED AUGUST 8, 1978 [16(4) AUG 1999]

16(5) Sharing Fence Costs with City

That a policy be established that the City Treasurer, upon the approval of the Commissioner of Environmental Services & City Engineer that the bill is justified, be authorized to pay accounts submitted by citizens for fences erected in accordance with the standards provided in By-law No. P.S.-1 for sharing the cost of fences between their lands and lands owned by the City; and further since the City Clerk has been authorized to insert in "Living in the City" the relevant sections of the fence by-law pertaining to cost sharing, it be a part of this policy that strict adherence to the requirements of the by-law is necessary, particularly with regard to notice being given to the City prior to the erection of the fence to ensure that if the City has plans to fence the same property, that duplicated costs will not result.

ADOPTED NOVEMBER 17, 1971 [16(5) AUG 1999]



16(6) Corporate Identity Policy

That the following corporate identity policy relating to the use of the City of London Coat of Arms vs. the City of London Promotional Logo (Tree Logo 1987) be established, namely:

- (a) use of the City of London Coat of Arms, in print and electronic form, is reserved for the communication of legislative and regulatory matters and official City correspondence, as determined by Elected Officials and Senior Administration;
- (b) use of the City of London Promotional Logo, in print and electronic form, is intended for all other general promotion of the City of London;
- (c) permission for the use of the City of London Promotional Logo shall be unrestricted as much as it is possible, based on the understanding that it will be used only in its copyrighted form, without alteration or appending in any way to other material so as to impair the good name of the City of London, or in any manner that would be inconsistent with the generally accepted standards of taste and decorum; and
- (d) proper external use of the City of London Promotional Logo will be determined by the City Clerk who will advise each applicant in writing of his/her decision. Any reproduction of the City of London Promotional Logo will appear as described in the City of London Corporate Identity Guidelines, which may be amended as required from time to time. Approval is subject to a formal agreement between the City and the user, and a final review of materials by the Clerk's Office to determine that context in which the logo is used. Municipal Council has the sole discretion to make a final decision on an appeal of the City Clerk's decision on the use of the City of London Promotional Logo.

ADOPTED FEBRUARY 16, 1975; AMENDED JUNE 22, 1998 [16(6) AUG 1999]

16(7) Landing of Helicopters

That a policy be established whereby when permission is sought from the City of London to land a helicopter within the City limits, the City Clerk, in consultation with the Chief of Police, be authorized to give permission on behalf of the Corporation, subject to the approval of Transport Canada.

ADOPTED DECEMBER 3, 1976[16(7) AUG 1999]



16(8) Rewards for Unsolved Murders

That the following policy be adopted with respect to the posting of rewards for unsolved murders in the City of London:

- (a) the London Police Services Board be designated as a "Reward Committee", with power to act;
- (b) the Corporation of the City of London post a reward in the amount of \$5,000.00 to be awarded in each instance to the person or persons who, in the sole opinion of the Reward Committee, have submitted to the appropriate authorities information which has led to the apprehension, arrest and conviction of the person or persons responsible for unsolved murders which have occurred in the City of London; and further, where more than one person submits information leading to an apprehension, arrest and conviction, the method and division of the reward shall be determined by the Reward Committee; and
- (c) since the terms of this reward are such as to represent only a contingent liability on the Municipal Corporation, no funds be set aside at this time for this purpose, and that in the event the reward becomes payable, the City Treasurer be authorized to recommend an appropriate source of funding for any such payment.

ADOPTED MAY 16, 1977[16(8) AUG 1999]

16(9) Motorcycle Races at Fair Grounds

That a policy be established to provide that the City of London is not in favour of motorcycle races being held at the Western Fairgrounds under the auspices of the Western Fair Association.

ADOPTED SEPTEMBER 19, 1977 [16(9) AUG 1999]

16(10) Elsie Perrin Williams Estate

That the following policies in respect to the Elsie Perrin Williams Estate be established, namely:

- (a) first consideration for the future use of the Elsie Perrin Williams Estate be given to park and museum uses as provided for in the Will of the late Elsie Perrin Williams and subsequent private legislation;
- (b) the estate be maintained as a passive park with major emphasis on preservation of the natural landscape of the Medway River valley and slopes;



- (c) the use of the estate house be offered to various public bodies for museum-related uses; and
- (d) a zoning amendment be processed in conformity with the Official Plan to provide for park uses, museum and related uses, and existing residential uses.

ADOPTED NOVEMBER 7, 1977 [16(10) AUG 1999]

16(11) Outdoor Billboard Rental Rates

That a policy be established whereby the rental structure for outdoor billboards be:

Backlight units - \$800.00 monthly
50' Bulletins - \$450.00 monthly
Poster Panels - \$230.00 monthly;

and further, that the subject rates be revised annually at 10% of the potential gross annual income of Gould Outdoor Advertising, using the aforementioned rates as a base and a minimum rate.

ADOPTED OCTOBER 2, 1978 [16(11) AUG 1999]

16(12) Disposing of City Vehicles

That the following policy (including the contents of [Appendix 16\(12A\)](#) be established outlining the methods by which the Civic Administration will proceed with City Council's policy of disposing of City-owned vehicles by auction, namely:

- (a) a major auction of City vehicles be held once a year at the Adelaide Street North Yard on a Saturday, not later than October 31 in each year;
- (b) in addition to the annual auction, and depending on individual circumstances such as delivery of replacement vehicles and storage capacities, etc., the Civic Administration be authorized to arrange for the auction of some vehicles at a time other than that specified in section (a) above, as and when required; and
- (c) the Manager of Purchasing be instructed to obtain quotations for auctioneering services on an annual basis from qualified Auctioneers in accordance with the "Request for Quotation" form.

ADOPTED FEBRUARY 19, 1979 [16(12) AUG 1999]



16(13) Railway Crossing Protection Drawings

That a policy be established whereby the Mayor and City Clerk are hereby authorized in future to sign, on behalf of The Corporation of the City of London, Railway Crossing Protection Drawings at the request of the individual Railway Companies, subject to the Commissioner of Environmental Services & City Engineer certifying to the City Clerk, in writing, as to the accuracy of the said drawings.

ADOPTED JUNE 18, 1979 [16(13) AUG 1999]

16(14) Election Signs on City Property

That no election signs be permitted on City property other than on those boulevards which are obviously under the control of adjacent property owners and only with the consent of such property owners.

ADOPTED OCTOBER 20, 1980; AMENDED FEBRUARY 15, 1988 [16(14) AUG 1999]

16(15) Special Occasion Permits

That the following policy be established to deal with applications received for municipal approval prior to the issuance of Special Occasion Permits or the granting of temporary extensions to Liquor Sale Licences by the Liquor Licence Board of Ontario, when alcohol is being served out-of-doors:

- (a) applicants be required to provide the City Clerk with the following, in addition to their application:
 - a plan or sketch of the property on which the event is to take place, indicating the detailed location of the serving areas, tents, stages, structures, and any live entertainment or musical/sound production;
 - a plan or sketch of the area surrounding the subject property indicating adjacent streets and property uses; and
 - an activity schedule, including timings, pertaining to the event;
- (b) the City Clerk be authorized and directed to review each application and if the granting of the City's approval is appropriate, indicate the said approval, subject to the following conditions, where applicable, namely:
 - events and alcohol sales being restricted to the hours of 11 a.m. to 2 a.m. as a maximum;



- musical/sound production and live bands complying with the City's Anti-Noise By-law;
 - live band entertainment being restricted to the hours of 4 p.m. to 11 p.m. as a maximum;
 - live band entertainment being prohibited when the proximity to residential units is deemed to impose an undue hardship on the residents; and
 - inclusion of all other appropriate conditions received from the Civic Administration, depending on individual circumstances; and
- (c) the organizers of special events that are being held on City-owned parklands and which have been approved in accordance with the policies adopted by the City of London Special Events Policies and Procedures Manual shall not be subject to sections (a) and (b) above, but shall be subject to the regulations relating to the serving of alcohol and the restrictions on the permitted hours for entertainment provided in the City's Special Events Policies and Procedures Manual and the Special Event Alcohol Policy contained therein.

ADOPTED OCTOBER 19, 1981; AMENDED FEBRUARY 19, 1996; JUNE 18, 1996 [16(15) AUG 1999]

16(16) Use of the Name "London"

That a policy be established whereby the City Clerk be authorized to execute, under seal, letters of consent to the use of the name "London" in part of the name of any company or organization being established for either profitable or non-profitable purposes on the understanding that such consent is in no way an endorsement of the objectives of the applicant nor an indication of the City's position with regard to any financial arrangements with respect to charitable or non-profit organizations. (Refer to By-law No. A-4509-384)

ADOPTED JULY 21, 1980 [16(16) AUG 1999]

16(17) Official City Band

That a policy be established whereby The Drums and Pipes of the Forest City (Irish) be appointed as the official band of the City of London.

ADOPTED JUNE 20, 1983 [16(17) AUG 1999]

16(18) Use of Cenotaph

That the following policy be established with respect to the use of the Cenotaph located at the south-east corner of Victoria Park:



- (a) the Cenotaph and an area immediately surrounding it be reserved for observances to honour Canada's war dead and those of Canada's allies who served in any war or peace keeping operation throughout the world;
- (b) groups who intend to gather at the Cenotaph as outlined above, notify the City Clerk, by letter, two weeks in advance of their intentions, and that the City Clerk be directed to grant approval when ensured that the proposed assembly is for a purpose and with a decorum consistent with the symbolism represented by the Cenotaph;
- (c) the Manager of Storybook Gardens & Special Events and the City Clerk advise one another of known plans for the use of Victoria Park in order to avoid conflict with Cenotaph events; and
- (d) a suitable plaque be erected to advise citizens of City Council's resolution reserving the Cenotaph and the area immediately surrounding it for memorial services only.

ADOPTED MAY 7, 1984; AMENDED AUGUST 3, 1999 [16(18) AUG 1999]

16(19) Photocopy Charge

That a policy be established to provide that a standardized charge for photocopies within City Hall be established effective January 1, 1988 at a \$1.00 minimum charge (to include one to five copies) plus an additional 20¢ per copy thereafter.

ADOPTED DECEMBER 7, 1987 [16(19) AUG 1999]

16(20) Monumenting Program

That the following policy be established with respect to the City's Monumenting Program, namely:

- (a) the practice followed by the City of London since 1982 involving the installation, on a priority basis throughout the entire City, of cement monuments along the boundary of City-owned property abutting residential property, be discontinued;
- (b) in future, the City of London cement monuments be installed along the boundary of City-owned land abutting private property, on an "as required" basis only in order to accommodate special circumstances;



- (c) the style of the monument be changed from the existing eight-foot cement post (installed four feet in ground and four feet above ground) to a five foot cement post (installed four feet in ground and one above ground), suitably engraved to indicate "the City of London". It is noted that the cost of the shorter monument is \$22 each as opposed to \$25 each for the taller monument;
- (d) the General Manager of Legal Services & City Solicitor, through the Realty Services Division, be requested to maintain appropriate annual inspections of City-owned property for the purpose of identifying existing or potential encroachment difficulties; and
- (e) the General Manager of Legal Services & City Solicitor and/or the General Manager of Environmental Services & City Engineer be instructed to "assert the City's possession" of City-owned property, as required, by ensuring the removal of encroachments on City-owned property.

ADOPTED MAY 16, 1988 [16(20) AUG 1999]

16(21) Flags at City Hall

That the following policy be established with respect to the flying of flags at City Hall, namely:

Flags at Front Entrance of City Hall

- (a) The following flags shall be permitted to be flown at City Hall on the flag poles over the front entrance of City Hall:
 - (i) flags deemed by the City Clerk to be in accordance with the flag etiquette of Canada as established by Heritage Canada (restricted to the flag of the City of London, Canadian provinces, the Canadian flag, the personal flags and standards of the Royal Family and the Governor General and the Lieutenant Governors throughout Canada, the Royal Union flag, and the flags of the United Nations, the North Atlantic Treaty Organization and the Commonwealth); and,
 - (ii) an appropriate flag on the occasion of a visiting dignitary, on the day of the dignitary's visit to London City Hall, as a gesture of respect and friendship;

Community Flag Pole

- (b) The following flags shall be permitted to be flown at City Hall on the Community Flag Pole installed at the northwest corner of City Hall, facing Wellington Street:



(i) the Canadian flag at such times as there is no flag of a charitable or non-profit organization to be flown as provided for in (b)(ii), or at such times as the half-masting of a flag is in order, as provided for under (f), below; and

(ii) to celebrate achievement, the flag of a charitable or non-profit organization to help increase public awareness of their programs and activities; an organization that has achieved national or international distinction or made a significant contribution to the community, or an organization that has helped to enhance the City of London in a positive manner.

(c) The following guidelines shall be observed for the flying of flags permitted under (b)(ii), above:

(i) flag raisings shall be in connection with a particular event by an organization;

(ii) no flags of commercial, religious or political organizations shall be permitted;

(iii) no flags of a group or organization whose undertakings or philosophy are contrary to City of London policies or by-laws, or espouse hatred, violence or racism shall be permitted;

(iv) an organization's flag shall be flown no more than once per calendar year;

(v) organizations shall be required to submit flag raising requests on an annual basis;

(vi) a flag shall be flown for a period of up to one week, or for the duration of the associated event, whichever is less; and,

(vii) flags shall only be raised and lowered on those business days that City Hall is open.

General

(d) The City Clerk will administer the policy for the flying of flags at City Hall.

(e) The following guidelines shall apply to resolving conflicts arising from this policy:

(i) conflicts between the flying of flags in accordance with (a)(i) and (a)(ii) shall be settled firstly in favour of those flags being flown in accordance with (a)(i) and secondly in favour of those flags being flown in accordance with (a)(ii);



(ii) conflicts between the flying of flags in accordance with (b)(i) and (b)(ii) shall be settled firstly in favour of those flags being flown in accordance with (b)(i) and secondly in favour of those flags being flown in accordance with (b)(ii);

(iii) conflicts between the dates requested for flags to be flown by two or more organizations on the Community Flag Pole shall be settled in favour of the organization which first made its request;

(iv) in the event there is a dispute between an organization and the City Clerk as to the eligibility of a request, the appeal process shall be through the Board of Control, with the Municipal Council having full and final say as to whether or not the request to fly a flag will be granted.

(f) The following guidelines shall be observed for the half-masting of flags on the Community Flag Pole:

The flying of flags at half-mast denotes a period of official mourning or commemoration.

The City of London will fly the Canadian flag on the Community Flag Pole at half-mast in the event of a death or to commemorate a solemn occasion. The Canadian flag will be lowered at the direction of the Mayor. In consultation with the Mayor, the City Clerk will provide instruction to lower the Canadian flag on the Community Flag Pole.

The position of the Canadian flag when flying at half-mast will depend on its size, the length of the mast and its location; but as a general rule, the centre of the Canadian flag shall be exactly half-way down the mast.

The official period of mourning is defined as the day of passing until the day of the funeral.

The Canadian flag will be flown at half mast on the Community Flag Pole to commemorate the following occasions:

Date	Occasion
April 28	National Day of Mourning for Persons Killed or Injured in the Workplace
August 9	Peacekeepers' Day
Last Sunday in September	National Peace and Police Officers' Memorial Day
November 11	Remembrance Day* * Half-masting shall occur at 11:00 a.m. or according to the prescribed order of service at the Cenotaph.
December 6	National Day of Remembrance and Action On Violence Against Women



ADOPTED JUNE 5, 1989; AMENDED JUNE 1, 1998; OCTOBER 19, 1998, SEPTEMBER 29, 2008 [16(21) AUG 1999];
AMENDED NOVEMBER 13, 2013 (By-law No. A.-7032-325)

16(22) Issuance of Proclamations

That a policy be established effective immediately whereby no proclamations shall be issued on behalf of the City of London, except those required by law to be issued.

ADOPTED JUNE 5, 1989; AMENDED JUNE 1, 1998; OCTOBER 19, 1998 [16(22) AUG 1999]

16(23) Sewage from External Sources

That the following policy regarding the disposal of hauled sewage from sources outside the City of London at the Dingman Creek Pumping Station be established:

- (a) subject to subclause (b), no action be taken at this time to reduce or curtail the disposal at the Dingman Creek Pumping Station of hauled sewage from those existing sources outside the City of London which are currently disposing of their hauled sewage at the Pumping Station for treatment at the Greenway Pollution Control Centre, it being noted that in 1990 the Pumping Station received close to 9.5 million gallons of hauled sewage from approximately 75 sources located in six municipalities outside the City;
- (b) the General Manager of Environmental Services & City Engineer be authorized and instructed to take such steps as he/she deems appropriate commencing immediately:
 - (i) to continue the monitoring of quantities of hauled waste received by the Pumping Station from the existing sources mentioned in subclause (a) and to guard against an extraordinary increase in the quantities of hauled waste from those sources;
 - (ii) to ensure that the Pumping Station does not receive hauled sewage from any new sources outside the City; and
- (c) that the rate of \$2.203 per 1000 litres (\$10.00 per 1,000 Imperial gallons) be established for the disposal of hauled liquid sewage waste at the Dingman Creek Pumping Station.

ADOPTED APRIL 15, 1991, AMENDED DECEMBER 4, 1995 [16(23) AUG 1999]



16(24) Painting of Municipal Address Numbers on City Curbs

That the following policy be established to permit the painting of municipal address numbers on City curbs in front of properties throughout the City, subject to the following conditions being applicable to anyone wishing to undertake this work either on their own behalf or as a contractor providing this service to property owners:

- (a) anyone carrying out curb painting being required to obtain a work approval permit from the General Manager of Environmental Services & City Engineer wherein there will be a specification requiring:
 - i) the municipal number to be painted using reflective black paint on a white background or using white paint only and to be 4 inches high; and
 - ii) the style of lettering to be used for the municipal number to be approved by the General Manager of Environmental Services & City Engineer;
- (b) anyone wishing to do this type of work providing adequate liability insurance in a form satisfactory to the City Treasurer;
- (c) the program excluding arterial streets and/or other streets, as may be identified by the General Manager of Environmental Services & City Engineer, where serious traffic disruptions might make the program undesirable;
- (d) the property owner involved being advised by the person carrying out the work that the City of London will not maintain or repair completed works, will not entertain requests for the establishment of No Parking zones and will not enhance the snow removal program as a result thereof;
- (e) the property owner involved being advised that the City and/or any utility authorized to work on the road allowance will not be responsible for damage to and/or removal of such numbering as a result of operations carried out by the City or by an authorized utility;
- (f) the property owner involved being advised that the contract to be entered into does not preclude the property owner's responsibility from ensuring that the municipal address is properly reflected on the dwelling in accordance with the City of London By-law No. B.-1 (the Street Names & Building Numbering By-law); and
- (g) the contract to be entered into between the property owner and the contractor being in a form satisfactory to the General Manager of Environmental Services & City Engineer.

ADOPTED MAY 17, 1993 [16(24) AUG 1999]



16(25) Neighbourhood Watch Program

That the policy set out in [Appendix 16\(25A\)](#) concerning the Neighbourhood Watch Program be established.

ADOPTED APRIL 19, 1993 [16(25) AUG 1999]

16(26) Municipal Priorities and Provincial Funding Reductions

That a policy be established whereby the City of London will undertake the following with respect to municipal priorities and Provincial funding reductions:

- (a) give highest priority to continuing services and programs that contribute to achieving the City's Strategic Plan;
- (b) use that same priority approach to reducing services and programs, as funding from other levels of government declines;
- (c) decline, or make every attempt to decline, new or enhanced program responsibilities imposed or attempted to be imposed by outside bodies, especially the other levels of government, that do not materially meet the priority criteria set out in the Strategic Plan; and
- (d) resist every attempt by outside bodies, especially the other levels of government, to erode or otherwise usurp the revenue sources now available to and under the control of local government in Ontario.

ADOPTED OCTOBER 16, 1995 [16(26) AUG 1999]

16(27) Distribution and/or Sales of Goods or Services Through Non-Profit Organizations

That the policy set out in [Appendix 16\(27A\)](#) concerning the distribution and/or sale of goods and/or services through community non-profit organizations on behalf of the City of London be established effective April 2, 1996 and until December 31, 1997.

ADOPTED APRIL 1, 1996 [16(27) AUG 1999]

16(28) Phase Out Use of City-Owned Vehicles

That a policy be established to phase out the use of City-owned vehicles, when operationally practical and cost effective when they are due for replacement, and replacement vehicle needs be assessed when replacements are scheduled to instead require City employees to use their own vehicles when on City business and be reimbursed for mileage costs at a rate established by the Municipal Council from time to time, subject to discussions thereon with the Unions and employee groups of the affected employees as required.

ADOPTED APRIL 23, 1996; AMENDED APRIL 21, 1997 [16(28) AUG 1999]



16(29) Corporate Sponsorship Program – *REPEALED*

ADOPTED OCTOBER 7, 1996 [16(29) AUG 1999]; REPEALED APRIL 5, 2016 (By-law No. A.-7378-104)

16(30) City of London Race Relations Policy

That the City of London Race Relations Policy be established as set out in [Appendix 16\(30A\)](#).

ADOPTED NOVEMBER 3, 1997 [18(29) AUG 1999]

16(31) Diversity Policy for the City of London

That the Diversity Policy for the City of London be established as set out in [Appendix 16\(31A\)](#).

ADOPTED NOVEMBER 15, 1999

16(32) Public Art Policy

That the City of London Public Art Policy be established as set out in [Appendix 16\(32A\)](#).

ADOPTED MAY 6, 1996, AMENDED NOV 19, 2007, JANUARY 19, 2009,

16(33) Gateway Structures, Fences and Walls - Ownership & Maintenance

That the following Gateway Structures, Fences and Walls - Ownership and Maintenance Policy be established:

- (a) ornamental gateways to subdivisions shall not be allowed on City lands and the City shall assume no responsibility for their maintenance;
- (b) privacy fences shall be placed on private properties, where required by the proponents. Fencing designs will be consistent with City standards and shall be the responsibility of the individual property owners; and
- (c) “retrofit” noise walls that are required as a result of a road widening adjacent to existing residential uses shall be placed on City property in accordance with Council Policy Section 25(12), namely Noise Barriers on Arterial Roads.

ADOPTED AUGUST 8, 2000, AMENDED MARCH 7, 2005



16(34) Accessibility Policy

That the following Accessibility Policy be established; it being noted that this is a new policy, not a new practice.

Accessibility Policy

The Corporation of the City of London will continue to work with the community toward the elimination of barriers to the participation of people with disabilities, including but not limited to:

- (i) continuing to make reasonable efforts to have all existing City of London owned, leased or operated facilities, lands and services be accessible to people with disabilities;
- (ii) ensuring where feasible, that all newly constructed City of London owned, leased or operated facilities, lands and services be made accessible to people with disabilities;
- (iii) continuing to work toward providing amenities to people with disabilities such as curb cuts to sidewalks, braille in elevators, interpretive services for the deaf, a golf course for people with disabilities; and
- (iv) working toward the allocation of appropriate resources to accomplish this commitment.

ADOPTED NOVEMBER 6, 2000

16(35) Promotion of Corporate Products to City Staff

That the following policy be adopted to establish a consistent approach for the promotion of corporate products and services to employees:

- a) no promotional events or direct solicitation by individuals, groups, and companies wishing to provide incentives to employees to purchase their products or services shall be permitted in City owned or occupied facilities;
- b) individuals, groups, and companies wishing to promote off-site incentives to employees to purchase their products or services must first obtain written approval from the Corporation of the City of London;
- c) requests should be submitted in writing to the Human Resources Division and will be reviewed by a cross-functional team that may include representatives from the following divisions: Corporate Communications, Purchasing & Supply,



Corporate Management, City Solicitor's Office, and Human Resources for propriety and to ensure that any offer:

- i) would be made available to all employees;
 - ii) does not conflict or contravene the Corporation of the City of London Policies; including, but not limited to, the Purchasing Policy and Code of Conduct for Employees Policy; and
 - iii) does not place the Corporation of the City of London in any type of financial risk.
- d) upon the request of the Human Resources Division, notice of any off-site incentives to employees to purchase products or services shall be subject to the approval of the Director, Corporate Communications for placement by Corporate Communications on the "Promotion of Corporate Products and Services" section of the City's Intranet; and
- e) this policy does not apply to Corporation of the City of London sponsored programs such as the Corporate Wellness Program, technology purchasing programs or any other promotions or sponsorships approved in writing by the Chief Administrative Officer.

ADOPTED FEBRUARY 17, 2003, AMENDED JANUARY 19, 2009

16(36) Public Notice Policy

That a policy with respect to Public Notice be established as set out in [Appendix 16\(36A\)](#).

ADOPTED DECEMBER 17, 2007, AMENDED JANUARY 1, 2009

16(37) Accountability and Transparency to the Public Policy

London City Council and the Civic Administration acknowledge the importance of the transparency of its proceedings and accountability for its actions. We have as our goal that of an open, accessible, ethical and accountable government. This commitment is further delineated in City Council's values of:

Citizen Engagement: Fostering an environment that invites and encourages citizen participation and engagement

Open and Accountable Government: Being accessible to citizens, listening to their needs and reporting regularly on progress



Respect and Integrity: Respecting the diversity of the community, treating people fairly and with dignity and integrity

Fiscal Responsibility: Investing wisely to achieve the Community's Strategic Priorities while maintaining a healthy financial position

Accountability and Transparency Framework

We will ensure accountability and transparency of the operations of the municipality, including the activities of senior management, through the use of an accountability and transparency framework comprised of 5 key areas:

1. Purpose
 - Clearly articulating the vision, mandate, values, strategic priorities and results of the organization in the form of a Council Strategic Plan
 - Engaging in activities that are consistent with the Council Strategic Plan
2. Decision Making
 - Undertaking a decision making process that is transparent and accessible to the public
 - Engaging effectively and openly with the public and other stakeholders
3. Communication with the Public
 - Communicating with the public so that they are able to participate effectively
 - Taking into consideration the needs of our audience, when making information public, through the use of different mediums and technology
 - Following all applicable legislation governing the sharing of information, including the *Municipal Freedom of Information and Protection of Privacy Act*
4. Performance
 - Being accountable to the citizens of London for performance by defining targets for performance in each Council term and reporting on performance on an annual basis
 - Ensuring the concept of continuous improvement is implemented in the organization
5. Appropriate Behaviour and Conduct
 - The actions of Council Members and the Civic Administration being governed by a Code of Conduct

ADOPTED DECEMBER 17, 2007

16(38) Delegation of Powers and Duties Policy

Section 23.1 of the *Municipal Act, 2001* expanded the right of authority for City Council to delegate some of its powers and duties to a person or body. The purpose of this policy is intended to be a guide for City Council when considering and undertaking this delegation.



It should be noted that intent of Section 23.1 of the *Municipal Act, 2001* was to help streamline City Council's decision-making process and enable it to focus on larger issues in a more strategic manner. Delegation of powers and duties could also be used to enhance community engagement on local issues.

The following guidelines apply when London City Council delegates its powers and duties:

1. Powers that May be Delegated

Any delegation of a power or duty shall be in accordance with the *Municipal Act, 2001*, S.O. 2001 c.25 and any other applicable legislation

2. Process for Delegation

Any delegation of a power or duty shall be by by-law.

3. Public Consultation

Prior to delegating any power or duty, City Council may consult with the public when, in its opinion, public consultation is appropriate, unless it is required to do so by law.

4. Factors that City Council May Consider

When delegating a power or duty, City Council may consider, without limitation to, any of the following matters:

- i. The term of the delegation;
- ii. The conditions or restrictions, if any, on City Council's power to revoke the delegation;
- iii. The conditions or restrictions, if any, to be imposed on the delegate;
- iv. Whether the power or duty to be delegated will be exercised only by the delegate or by both the delegate and the municipality;
- v. Whether the delegation is consistent with the municipality's policies under section 270 of the *Municipal Act, 2001*;
- vi. The importance and complexity of the power or duty to be delegated and whether the delegate has the requisite qualifications and expertise to exercise the delegated powers and duties.

ADOPTED DECEMBER 17, 2007

16(39) Accessible Customer Service Policy

That a policy with respect to Accessible Customer Service be established as set out in [Appendix 16\(39A\)](#).

ADOPTED OCTOBER 20, 2008



16(40) Media Protocols Policy

That a policy be established with respect to media protocols as set out in [Appendix 16\(40A\)](#).

16(41) Community Engagement Policy

Policy Statement:

All Londoners have the right to participate in clear and transparent public engagement processes in a timely, meaningful and appropriate way. We believe in inclusive community engagement processes to ensure quality communication, citizen involvement and community participation across a variety of options - inform, consult, collaborate, empower. We also believe that community engagement is a mutual responsibility of both the City of London and community members.

London City Council and Civic Administration recognize that decisions are improved by engaging citizens. We are committed to meaningful engagement that is open, accessible, inclusive and responsive, and within the City's ability to finance and resource.

Vision:

All Londoners working together for a better future.

Mission:

Effectively inform, educate and engage citizens in a transparent and collaborative manner that promotes greater participation in municipal government.

Definitions of Community Engagement:

Community engagement is the process of meaningful two-way dialogue and participation in forming decisions that affect the community. The community engagement process is transparent, responsive, inclusive and empowering and is based on realistic expectations, mutual respect and trust.

Key Success Factors

Council and Civic Administration have a responsibility to foster and support an environment where the following conditions for success are made possible and incorporated into all engagement efforts.



Mutual Respect and Inclusion

All participants will listen and respect different opinions, be flexible in how we interact and be open to considering alternatives.

Accessibility

Information and communications are easy to find, access and understand.

Shared Responsibility

Both the City and the community have responsibilities to fulfill in honouring the implementation of the Community Engagement Policy and both will endeavour to meet these responsibilities.

Transparency

All processes will be open, understandable, transparent and inclusive. All participants will make the best effort to reach, involve and hear from all those who are directly and indirectly affected.

Realistic Expectations

At each level of engagement, all participants will understand their roles, responsibilities and authority and will understand that the interest of the community may be greater than the interest of individuals.

Responsiveness

All participants will listen and respond to concerns in a timely manner, ensuring that outcomes and next steps are communicated.

Community Engagement Framework:

This policy includes a variety of options for communicating with and involving citizens.



Chapter 16

Miscellaneous

London
CANADA

	Inform	Consult	Collaborate	Empower
Purpose of this Type of Engagement	Provide detailed information and awareness to the public	Obtain public feedback on alternatives and/or decisions in order to inform decision making	Partner with stakeholders in all steps of the process, including the development of strategies and recommendations and the identification of preferred solutions	Citizens initiate and develop projects and/or make final decisions and/or implement the decisions
City's Responsibility: "Our Commitment to the Public"	We will keep you informed by providing you with timely, accurate and accessible information.	We will listen to you, acknowledge your concerns and seek to listen to diverse perspectives.	We will facilitate a two way conversation which is collaborative and work with you to address your concerns and incorporate your advice.	We will encourage and support citizens in identifying issues, developing priorities and implementing decisions. We will support and accept your decisions
Community's Responsibility: "Our Commitment to the City"	We are attentive to information that is available and will be informed by actively seek out timely, accurate information.	We will participate and share our knowledge and views. We recognize that not all input may be reflected in the final decision.	We will provide advice and share knowledge. We will cooperate with you to formulate solutions and recommendations	We will actively participate and we will encourage others to do so, taking ownership and responsibility regardless of outcome.
Guideposts for Use of Each Level of Engagement	<ul style="list-style-type: none"> ▪ Decision has already been made ▪ Not looking for feedback ▪ City has control to make the decision and implement it 	<ul style="list-style-type: none"> ▪ City has control to make the decision and implement but wants some feedback before making a final decision 	<ul style="list-style-type: none"> ▪ City cannot make a decision and implement by itself ▪ Shared decision making with other partners 	<ul style="list-style-type: none"> ▪ Citizens make the decision and may implement ▪ City may facilitate or support implementation



Evaluation Outcomes:

The City of London is committed to ensuring that the Community Engagement Policy stays relevant and achieves its intended outcomes. We will know if we have been successful in the area of community engagement if the following outcomes are achieved:





16(42) Telecommunication Facilities Consultation Policy

Introduction

The purpose of this policy is to provide guidelines to be followed by applicants for all facilities to which Industry Canada's CPC-2-0-03 is applicable within the City of London. Industry Canada is responsible for approving and licensing radiocommunication facilities. As part of the approval process, Industry Canada requires applicants of significant antenna structures to confer with the local land use authority prior to the issuance of a license. The City of London's Telecommunication Facilities Consultation Policy institutes a consultation procedure between telecommunication carriers and the City which provides an opportunity for public consultation in the site selection process. These procedures are intended to provide opportunities for public feedback regarding the location of telecommunication facilities.

The City will provide applicants of new telecommunication towers, subject to the application review process, with a Letter of Concurrence within 45 days of a complete application if the City is satisfied that its telecommunication consultation process has been followed.

The participation of the City of London or the public in the consultation process does not convey the right to prevent the location of a telecommunications facility. Local By-laws cannot prevent a telecommunication facility from being built since Industry Canada has the final authority provided to them under the Radiocommunication Act. This procedure is intended to identify sensitive locations, promote appropriate design, and promote co-located facilities to be located in areas away from residential neighbourhoods where possible. The decision to grant a license for a telecommunications facility ultimately rests with Industry Canada. Industry Canada only intervenes i.e. makes a decision if the condition requiring concurrence cannot be met. As such, issuance may be delayed for a period of time to or the licenses may not be issued for the wireless facility.

This policy applies to:

- Antenna systems or platforms co-located on existing towers where the overall height of the structure is increased by more than 25%;
- Rooftop structures, such as antennas or related equipment, on buildings where the structure is more than 25% of the height of the building or the greater of 16.6 metres (54.5 feet) in height;
- New antennas systems that are located on a new, purpose-built tower or structure that is greater than 16.6 metres (54.5 feet) above ground level;



- Any modification (e.g. increasing the height) to existing structures greater than 16.6 metres (54.5 feet) above ground level in residential areas or is located less than 120 metres from a residential dwelling, residential zone or lands designated as Residential in the Official Plan;
- New antenna systems that are located on a property designated under Part IV or Part V of the *Ontario Heritage Act*.

The CPC-2-0-03, Section 1.2 states “The requirements of this document apply to anyone regardless of the type of installation or service. This includes, amongst others, Personal Communications Services (PCS) and cellular, fixed wireless, broadcasting, land-mobile, licence-exempt and amateur radio from other radiocommunication antenna structures, and as such the exclusion criteria outlined in Section 6 of the CPC-2-0-03 applies to amateurs as well.

Section 1 – Objectives

1. To facilitate, coordinate and influence the planning and site selection process for telecommunication facilities in the City;
2. To encourage consultation between the City and telecommunication carriers on all applications, and to expedite the review process on applications for new telecommunications sites;
3. To provide a process for public consultation as specified by this policy on all applications; and
4. To inform applicants and the public about the guidelines for the location and design of telecommunication facilities.

Section 2 – Submission Requirements (Applicant/Proponent)

1. A brief written explanation of the telecommunications proposal. The Applicant (carrier) should demonstrate the steps taken to investigate all non-tower and co-location options in the vicinity of the proposed site, and reasons why a tower option is the only feasible alternative in that location. A description of the design elements proposed to minimize the visual impact of the support structure is also required. Pre-consultation with Building Division staff is recommended, particularly where accessory structures are contemplated or for rooftop locations.



2. A survey of the subject property (or leased portion of the property) drawn to a metric scale showing site grading, location of existing property lines, existing or proposed buildings, fences, existing and proposed landscaping, access, and the type and height of the proposed tower structure. While the City of London recognizes that Industry Canada is the final approval authority for telecommunication facilities, it is also recognized that Industry Canada directs telecommunication providers to consult with the local municipality prior to erecting any non-exempt telecommunication towers.
3. A location map showing the horizontal distance between the proposed support structure installation and the nearest residential dwelling, residential zone or area designated for current or future residential uses at an appropriate scale to show the context of the facility location and the surrounding area..
4. A building permit is required for:
 - a. Equipment shelters that exceed 10 square metres of gross floor area.
 - b. A tower and/or equipment building attached to or constructed on an existing building that is greater than 10 square metres.
 - c. Towers that exceed 16.6 metres above ground level where they are not used for federally regulated broadcasting and telecommunications undertakings.
5. Refer to conformity with site location guidelines and any drawings as required by the Building Division for a new telecommunication tower which are not exempt from the requirement for municipal consultation, as specified in Section 6 - Site Location Guidelines.
6. A completed Application form including the application fee as set out in Section 4, a cheque payable to the City Treasurer.

Section 3 – Public Consultation Process

3.1 Exemptions to the City of London Municipal Concurrence and Public Consultation Process

In an attempt to simplify approvals, the following proposals will be exempt from the City's Telecommunications Facilities Consultation Policy:

1. Maintenance of an existing telecommunication facility, including painting or lighting in order to comply with Transport Canada's requirements;
2. Maintenance of existing radio apparatus including the antenna system, transmission line, mast, tower or other antenna-supporting structure;



3. Proposals for the addition to, reconstruction of, or modification of an antenna systems provided that addition, reconstruction or modification does not result in an overall height increase above the existing antenna of 25% or more of its original height;
4. Proposals of temporary antennas that are portable or mobile and used for public uses, public demonstration or public education purposes, and not exceeding a 3 months duration;
5. Proposals for new ground mounted antenna systems including masts, towers or other antenna-supporting structure, with a height less than 15 metres above ground level;
6. Ground supported towers less than 16.6 metres (54.5) in height above ground level within industrially-designated lands, excluding designated Secondary Plan areas in the City's Official Plan, and located greater than 300 metres from residentially-designated lands in the Official Plan;
7. Antenna systems on the rooftops of non-residentially zoned buildings that do not exceed 25% of the original height of the building or structure, excluding properties designated under the *Ontario Heritage Act*, and
8. Amateur radio antenna support structures in residential areas provided:
 - a. they are strictly for personal use;
 - b. the antenna boom or other appurtenances attached to the antenna are more than 1 metre from any property line;
 - c. no structure is placed in a front yard; and
 - d. the antenna and associated equipment is less than 16.6 metres (54.5 ft.) in height.

A Letter of Concurrence shall be provided by the City Planner within 45 days of receiving a complete application to notify the Applicant whether the City's requirements have been satisfied. If an application affects a property designated under the *Ontario Heritage Act*, staff will notify the City's Heritage Planner and the London Advisory Committee on Heritage (LACH), and will inform the Applicant of LACH's comments or concerns.

3.2 Submission Requirements for Public Consultation Exemptions

If the proposal meets the requirements for public consultation exemptions, it is requested that the proponents of new telecommunications installations that are exempt still provide the City of London with information on the installation for information purposes only. This will provide staff the ability to provide information to residents and Ward Councillor(s) if any questions or concerns emerge.



1. The proposed location of the telecommunication tower(s) on the subject site,
2. A description of the proposed telecommunication structure including its height, dimension, type, design, and colour.
3. A letter demonstrating compliance with exclusion criteria identified in Industry Canada's CPC-2-0-03 or in this procedure.
4. Site plan showing the tower.
5. Supporting drawings.

3.3 Procedure of Notification When Public Consultation Is Required

The public consultation process consists of providing public notice and arranging a public information meeting. Public consultation will be required, and Proponents will be required to demonstrate that they have complied with this policy. This will ensure that the public is made aware of the proposal and are given opportunity to provide their opinions and concerns.

1. Public consultation is required for:
 - i. Antenna systems or platforms co-located on existing towers where the overall height of the structure is increased by more than 25%;
 - ii. New antennas systems that are located on a new, purpose-built tower or structure that is greater than 16.6 metres (54.5 feet) above ground level;
 - iii. Any modification (e.g. increasing the height) to existing structures greater than 16.6 metres (54.5 feet) above ground level in residential areas or is located less than 120 metres from a residential dwelling, residential zone or lands designated as Residential in the Official Plan; and,
 - iv. New antenna systems that are located on located on a property designated under Part IV or Part V of the *Ontario Heritage Act*.

3.4 Requirements for Public Notice

For applications that are not exempt from the requirements identified in Section 3.1 of the City of London Telecommunication Process, the proponent shall provide to the City, concurrently with submission requirements, a complete package containing the following information:

- a) The proposed location of the telecommunication tower(s) on the subject site,
- b) Physical details of the tower (e.g. height, colour, type, design and lighting),
- c) The time and location of the public information meeting, the names and telephone numbers of contact persons employed by the Carrier and the City of London,



- d) The purpose of the proposed telecommunication structure, the reasons why an existing telecommunication structure or other infrastructure cannot be used, a list of other telecommunication structures that were considered unsuitable and future co-location possibilities for the proposed telecommunication structure.
- e) A survey plan which shows the location of the tower and any associated structures, and a map showing the site within the required circulation area.
- f) Transport Canada's and Navigation Canada's aeronautical obstruction marking requirement if applicable.
- g) Written confirmation that the proposed structure will be in compliance with Health Canada's Safety Code 6 including combined effects within the local environment at all times.
- h) Notice that general information relating to antenna systems is available on Industry Canada's Spectrum Management and Telecommunications website (<http://strategis.ic.gc.ca/antenna>).
- i) A statement from a communications specialist or an engineer specializing in propagation patterns should provide a statement indicating the need for the height proposed height as well location.
- j) Closing date for the submission of written public comments, not less than 20 days from the date of the public information meeting.
- k) Fees
- l) The applicant will provide notice of both the application and the time and date of the Public Information Meeting, by regular mail to all property owners located within a radius of three times the tower height, measured from the base or the outside perimeter of the supporting structure, or 120 metres from the property boundary, whichever is greater. The applicant shall also provide notice to the Ward Councillor(s), Industry Canada, Ratepayer's Association (if existing), and the Urban League.
- m) The proponent shall provide notice at their expense in the local newspaper where the proposed antenna system is:
 - i. to be 30 metres or more in height;
 - ii. after an addition, the facility will measure 30 metres or more in height; or,
 - iii. is expected to contain medium or high with intensity lighting for the purpose of satisfying Transport Canada requirements,

The notice shall be in accordance with the requirements of Industry Canada's CPC-2-0-03. The notice shall also provide the time, date, and location of the Public Information Meeting. The notice shall be published a minimum of 10 days before the Public Information Meeting.



3.5 Public Information Meeting and Review

1. The public meeting shall occur no sooner than 10 days or more than 30 days from the date that notices are mailed to area residents. The applicant/proponent will maintain the minutes of the meeting and assemble a record of names, addresses and phone numbers of all participants.
2. The Proponent shall conduct the public meeting.
3. In addition to the application details provided in the notice, the Applicant shall also make available at the public meeting, the drawings and diagrams required in a display sized format.
4. Following the meeting, the Applicant shall provide a follow-up letter to the City to indicate their formal response to the concerns raised during the public meeting. If any modifications to the proposed structure or mitigation measures arise from the consultation, then further details (e.g. revised plans or drawings) shall be provided to the City.

Section 4 – Completion of Review

1. Following the completion of the application review process, the City Planner shall either:
 - i. Provide a Letter of concurrence, conditional concurrence or non-concurrence to the Applicant within 30 days of the public meeting to advise whether adequate public consultation has been conducted by the proponent and to indicate the City's recommendation based on probable land use impacts.
 - ii. For applications that, in the opinion of the City, are not appropriate based on probable land use impacts, a report will be prepared for the Planning and Environment Committee.
 - iii. Comments and concerns from the Planning and Environment Committee will be added to the City's response to the Applicant for Industry Canada's consideration.
 - iv. The whole procedure will not take longer than 120 days to complete, as described in Industry Canada's publication CPC-2-0-03 ("Telecommunication and Broadcasting Antenna Systems", June 2007). Applications that do not need public consultation are anticipated to be completed in less than 60 days.

2. Following the completion of public consultation, the City shall provide a copy of the City's response to interested parties, neighbourhood associations and Ward Councillors.

Section 5 – Application Fees

If the proposal requires public consultation, the proponent shall be responsible for the cost associated with the public consultation process fee for services as invoiced by the City, i.e. maps, labels, list for residents, or any other public information required. The fee shall be \$125.00 or the actual costs associated with the mapping, labels and circulation lists prepared by the City, and required for the application, whichever is greater.

Note - Building permit fees are not included in the above application fees.

Section 6 – Site Location Guidelines

1. The location of new commercial and institutional telecommunication towers in lands designated as Residential in the City of London Official Plan will be discouraged.
2. Proponents of towers are encouraged to protect the natural and cultural landscape at all times. Where appropriate, landscaping at the tower site to enhance the character of the surroundings is recommended. Sites within designated Heritage Conservation Districts (e.g. East Woodfield, West Woodfield, Bishop Hellmuth, and Old East Village Heritage Conservation Districts) and properties within the Natural Heritage System or an Environmentally Significant Area as identified on Schedule "A" Land Use of the City of London Official Plan should be avoided.
3. New telecommunication towers or antennas are greatly discouraged within 120 metres of any Residential Zone or elementary or secondary school, unless required for engineering or network purposes. If a new tower or antenna is planned to be located within 120 metres of a Residential Zone or a school, a detailed rationale for the necessity of this location is to be provided in the justification report of the submission requirements in Section 2.
4. Locations should be selected that will reduce the necessity to construct new telecommunication towers in the City. Locating towers on existing structures or buildings or co-location on an existing telecommunications tower are encouraged. Options to integrate an antenna into the design of a new building or structure are to be explored by the applicant. Support for the construction of a new telecommunication tower will be permitted only when other alternatives to accommodate the telecommunication tower are not feasible.
5. The development or redevelopment of telecommunication towers and equipment



shelters should be of a colour and design that diminishes the visual impact and avoids disturbance of significant natural features. Towers and accessory structures are to reflect the context of the surrounding area. Tower designs that mimic other characteristics normally found in the area surroundings, such as stealth (camouflage) towers or monopole designs are encouraged where suitable.

6. Lighting on a telecommunication structure is discouraged except when required by Transport Canada, Navigation Canada, or for the health and safety of the proponents' employees. Where Transport Canada requires a telecommunication antenna structure to be lit, the lighting should be limited to the minimum number of lights and the lowest illumination allowable. Any required strobe lighting should be set to the maximum strobe interval allowed by Transport Canada.
7. Towers shall accommodate only communication antennas. Signs or other material not directly related to this equipment or required by Industry Canada shall not be permitted on the site.
8. The preferred location of new towers within the City is in industrial and agricultural designations which are away from existing or future residential developments. Commercial land use designations may also be considered. New telecommunication towers located on agricultural land should use the smallest area of land permitted by the structure type, and must have access to a public road for maintenance.
9. Towers should be located a minimum three times the tower height away from any public road or right-of-way, including pathways, walkways, and bicycle paths. Towers should also be located a minimum distance of three times the tower height away from a residential zone, school, or dwelling.
10. The procedure requires all requests for the installation of telecommunication equipment on City lands to be submitted to the Realty Services Division.
11. The City may consider permitting private telecommunication facilities on City-owned lands that are not designated as parkland or components of the Natural Heritage System.

Section 7 – Definitions

Amateur Radio Service – means a radiocommunication service in which radio apparatus are used for the purpose of self-training, intercommunication or technical investigation by individuals who are interested in radio technique solely with a personal aim and without pecuniary interest.



Antenna – An exterior supporting structure upon which receiving and transmitting antennas are mounted, and also include towers, supporting cables, guy wires, small buildings containing antenna switching gear and other radio frequency circuitry. These antennas are designed for various uses such as cell phones, radio, and satellite television communications by sending and/or receiving radio signals. Example include whip, omnidirectional, microwave, and panel antennas.

Antenna System – means all the components and equipment required on a site, including an antenna and, if required, its supporting tower and an equipment shelter, for the operation of a wireless communication network, but does not include a residential use antenna system.

Broadcasting - means any radiocommunication in which the transmissions are intended for direct reception by the general public.

Carrier - A company, organization or person which offers, provides or operates wireless communication services to the general public and includes, but is not limited to companies which have a radio authorization from Industry Canada. Examples include Bell Mobility, Aliant, Rogers Telecom, and TELUS.

Co-location - The placement of multiple telecommunications antenna systems or other platforms on a building, structure or tower by two or more proponents.

Equipment Shelters - A shelter containing electronic equipment such as radios, electronic and other equipment necessary to support the operation of the communications site to receive or transmit signals and which is not staffed on a permanent basis and only requires periodic maintenance.

Height – means the vertical distance between the grade at the base of the tower, or if the installation is located on a building or structure, the average grade abutting the building or structure, to the installations highest point including any antenna, lighting, lightning rod or other attached device.

Industry Canada - Is the Federal Department, which is responsible for radio frequency spectrum management. Information outlining the federal process relating to the location of telecommunication and broadcasting antenna systems is available at: www.ic.gc.ca/antenna

London Advisory Committee on Heritage - Is an advisory committee to London City Council, responsible for recommending the designation of individual heritage features such as structures, spaces, archaeological sites, and natural elements, which together form a significant type of heritage form, distinctive from that of its basic elements or parts. Examples may include, but are not limited to, heritage conservation districts designated under the Ontario Heritage Act; and villages, parks, gardens, battlefields, mainstreets and neighbourhoods and neighbourhood, cemeteries, trailways, and industrial complexes of cultural heritage value. (PPS, 2005).



Stealth Design – the blending in or hiding of an antenna system within surrounding buildings, structures or landscaping such as camouflaging antenna systems within church steeples, clock towers, flagpoles or lighting standards.

Radiocommunication or Radio - means any transmission, emission or reception of signs, signals, writing, images, sounds or intelligence of any nature by means of electromagnetic waves of frequencies lower than 3000 GHz propagated in space without artificial guide.

Telecommunication Tower - A structure used to support one or more antenna systems or other platform for the purpose of radio telecommunications and which may include, but is not limited to guyed towers, self support towers, monopole towers, poles, masts or other structures which are used to support telecommunication facilities and which may be located at ground level or on the roof of a building.

ADOPTED JULY 25, 2012 (By-law No. 6853-243); AMENDED JUNE 11, 2013 (By-law No. A.-6853(a)-189.

16(43) Illumination of City of London Buildings and Amenities

The illumination of City of London buildings and amenities with multi-colour capable LED lighting installations provides a unique opportunity to display the official colour associated with a charitable or non-profit organization or a City of London event, in order to create awareness of and/or celebrate an organization or a City of London event.

The following illumination guidelines shall be observed:

Eligibility:

- a) Outside organizations requesting the illumination of City of London buildings and amenities with multi-colour capable LED lighting installations must be charitable or non-profit organizations.
- b) Outside organizations requesting the illumination of City of London buildings and amenities with multi-colour capable LED lighting installations must have undertakings or philosophies that are in keeping with City of London policies or by-laws, and do not espouse hatred, violence or racism.
- c) City of London buildings and amenities with multi-colour capable LED lighting installations shall not be illuminated for political, religious or for-profit organizations or purposes.



Frequency/Timing:

- d) City of London buildings and amenities with multi-colour capable LED lighting installations shall be illuminated no more than once per calendar year, per eligible outside organization, in order to maximize access to all eligible outside organizations.
- e) City Hall will be illuminated for a period of up to one week, or for the duration of the associated event, whichever is less; noting that conflicts between two or more organizations would be settled in favour of the organization which first made its request, with City of London events taking precedence in all instances.
- f) The period of illumination of City of London buildings and amenities with multi-colour capable LED lighting installations will commence and terminate only on those business days that City Hall is open given the staff resources required to program the lighting. All City of London buildings and amenities with multi-colour capable LED lighting installations shall be illuminated in a consistent manner to the extent that programming allows.
- g) Outside organizations will be required to submit illumination requests on an annual basis.

Exemptions:

- h) There shall be no restriction on the number of times, or the period for which, the City of London illuminates its buildings and amenities with multi-colour capable LED lighting installations.
- i) The City of London may, at its discretion, illuminate each of its buildings or amenities with multi-colour capable LED lighting installations in a manner which is unique from one venue to the next.
- j) Notwithstanding the above, City of London buildings and amenities with multi-colour capable LED lighting installations shall be illuminated on the following occasions:

DATE	OCCASION	COLOUR
July 1	Canada Day	Red & White
November (except the period of Remembrance Day Events)	Shine the Light on Woman Abuse	Purple
December	Lighting of the Lights in Victoria Park	Red & Green



Administration of Policy:

- k) The City Clerk will administer the policy for the illumination of City of London buildings and amenities with multi-colour capable LED lighting installations.
- l) In the event there is a dispute between an outside organization and the City Clerk as to the eligibility of a request, the appeal process will be through the Corporate Services Committee and Municipal Council shall have full and final say as to whether or not the request to illuminate City of London buildings and amenities with multi-colour capable LED lighting installations will be granted.

ADOPTED NOVEMBER 19, 2013 (By-law No. A.-7031-324)

16(44) City of London Records Management Policy

1. DEFINITIONS

Active Record	A record that is referred to and used on a regular basis and generally stored in the users' office area. Most frequently used in the context of paper records.
Archival Record	A record that has been appraised for permanent retention because of its historical, fiscal, legal (including evidential), operational, or administrative value. The long term value of the record justifies its preservation.
Archives	A repository for archival records.
Classification System	A systematic method of coding and categorizing records for ease of use, retrieval, and disposal.
Corporate Records	Any record created, received, deposited or held by any office, department, division, unit, service area, committee, agency board or commission reporting to or responsible to the Council of the City of London, but does not include Councillor constituency records. In general, any record created or received by an employee in the course of business and used to support a City function or to conduct City business.
Disposition	The final phase of the records life cycle. Usually meaning the disposal of records that have no further value, or the transfer of archival records to permanent storage.
Disposition Authority	The individual responsible for the records under the care and control of a particular departmental business unit. Typically the "Disposition Authority" is a Service Area Manager or Director with signing authority.



Document	The smallest unit of filing.
File / Folder	A group of related documents. Can be hardcopy or electronic.
File Plan	A logical systematic method for the description and classification of records.
Inactive Record	A record that is referred to infrequently and usually kept in a lower cost storage facility until final disposition. Most frequently used in the context of paper records.
Life Cycle	The life span of a record from its creation or receipt throughout its active and inactive stage to final disposition.
Metadata	Data that provides information about a record's content, making it easier to retrieve, use, or manage. Metadata includes, but is not limited to: means of creation of the data, purpose of the data, time and date of creation, creator or author of data.
<i>Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)</i>	Ontario legislation which, with some limitations, provides the public with a right of access to records held by the City and protects the privacy of personal and third party information held by an institution.
Physical Record	A record of information in physical form, which includes but is not limited to: correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph.
Record	Information, however recorded or stored, whether in printed form, on film, by electronic means, or otherwise, that can include: correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof; and subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.
Record Series	A group of related files that are normally used and filed together.



Records Centre	A storage facility to house inactive records until their final disposition; usually in a lower cost, off-site location. Most frequently used in the context of paper and other physical records.
Records Classification System	A system to promote the effective use of City information by providing a consistent standard for the description and management of corporate records and improving control and accessibility.
Records Coordinator	An employee within each business unit who acts as records management liaison and representative for the business unit, administers and supports the business unit's records management program and participates in all necessary training for the performance of this role.
Records Management	The process of planning, organizing, directing, and controlling all the steps involved in the life cycle of records.
Retention Schedule	A Council-approved timetable that prescribes a life span to recorded information from its creation to final disposition.
Transitory Records	Records that have temporary usefulness and are only required for the completion of a routine action, or the preparation of another record. They are not an integral part of a records series and are not filed regularly with standard records or filing systems. They are not required to meet statutory obligations or to sustain administrative or operational functions.
Vital Records	Records that are essential to resume or continue the operations of an organization after an emergency; those necessary to recreate the corporation's legal and financial position; and/or those necessary to preserve the rights of the corporation, its employees, customers, and ratepayers.

2. PURPOSE

The purposes of this policy are:

- a) To ensure that the records of The Corporation of the City of London are retained and preserved in a secure and accessible manner.
- b) To foster government accountability and transparency by promoting and facilitating good recordkeeping.



3. POLICY STATEMENT

The records and information holdings of The Corporation of the City of London (the “City”) are valuable corporate assets needed to support effective decision making, meet operational requirements, protect legal, fiscal and other interests of the City, and to adhere to the requirements of the *Municipal Act, 2001* as amended and the *Municipal Freedom of Information and Protection of Privacy Act, 1990* as amended.

The City will manage its information holdings by adopting a records management program that will be administered by the Office of the City Clerk.

All City records holdings in the custody and control of City employees and service areas are the property of The Corporation of the City of London.

The retention of records is usually dependent on the subject matter of the records, and not the format in which the records are stored. The Records Management Policy and Records Retention Schedule will focus on hardcopy/paper records and electronic records management practices. The policy will be applied to all records in the custody and control of the City – including electronic records (i.e. e-mails, files saved on staff computers and networks, files saved on CD’s and DVD’s, etc.).

4. OBJECTIVES

A records management program applies systematic controls and standards to the creation, security, use, retention, conversion, disposition and preservation of recorded information. A standardized records management program will allocate sufficient resources to:

- 4.1) manage the information life cycle to meet all legislated requirements for record keeping, including those of the *Municipal Act, 2001* and the *Municipal Freedom of Information and Protection of Privacy Act, 1990*;
- 4.2) manage information holdings, making them readily available for decision making and to meet information access requests, including those made under the *Municipal Freedom of Information and Protection of Privacy Act, 1990*;
- 4.3) protect the integrity and authenticity of records so that they may be relied upon as evidence of organizational activity and administrative decisions and thereby meet legal, evidential and accountability requirements;
- 4.4) ensure that records are protected and are not destroyed or removed from the custody and control of The Corporation of the City of London unless authorized by the City’s Records Retention Schedule, or through contractual agreement;
- 4.5) ensure the identification and preservation of permanently valuable records and the destruction of records that have surpassed their retention, in a timely, secure, and environmentally sound manner;



Chapter 16

Miscellaneous

- 4.6) promote organizational efficiency and economy through sound record keeping practices, including reducing storage costs through the use of records storage centres and appropriate technology; and
- 4.7) establish and define accountability, responsibility and roles for this program, as appropriate to level of involvement with records management.

5. GENERAL DIRECTIVES

- 5.1) All records created or received by an employee of The Corporation of the City of London in the course of official business are subject to City records management practices and procedures.
- 5.2) It is the responsibility of every City employee holding or maintaining City records to deliver all such records to his or her successors or to the City Clerk upon leaving office or employment.
- 5.3) Transfer of original City records into the possession of private organizations or individuals is prohibited except for the purposes of microfilming, imaging, duplication, format conversion, binding, conservation, or other records management and preservation procedures or where authorized by bylaw, legislation or contractual agreement.

6. OWNERSHIP OF RECORDS AND INFORMATION

- 6.1) Records created or accumulated by City Councillors acting in their political or constituency capacity are not corporate records where these records are stored and managed separately from City records.
- 6.2) Records in the custody of consultants, contractors, and private service providers performing work for the City may be under the control of the City and subject to the *Municipal Freedom of Information and Protection of Privacy Act, 1990*.
- 6.3) Records created by volunteers or part time workers performing work under the direction of a City employee are corporate records subject to this policy and to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act, 1990*.

7. CHANGES OF CUSTODY, CONTROL OR OWNERSHIP

- 7.1) When physical custody of original corporate records is transferred to another institution not covered by this policy, a protocol agreement must be in place. The agreement must identify the records in question, define the rights retained by the City and ensure that the records will be managed in accordance with government legislation, by-laws, regulations, policies, standards and records schedules. Protocol agreements may contain the following provisions:

- a) the City may restrict access to or the disposition of records transferred or those created after the transfer;
- b) new records created or documentation added to existing records may become City property;
- c) records must be returned to the City once they are no longer required or if the information is requested by the City; and
- d) intellectual property rights (such as patents, copyright, etc.) must be retained by the City.

8. INFORMATION SECURITY

- 8.1) Security measures must be implemented to ensure that records are created, acquired, updated, handled, used, transmitted, transported, filed stored and destroyed in a manner appropriate to their sensitivity. These security measures must ensure the integrity of the records, protect sensitive information and personal information from unauthorized access or disclosure and protect vital records from damage or loss.

9. RECORDS CLASSIFICATION SYSTEM

- 9.1) The Ontario Municipal Records Management System (TOMRMS), as amended, will be used as the City's records classification system and retention schedule.

10. RETENTION AND DISPOSITION OF CORPORATE RECORDS

- 10.1) All corporate records will be retained and disposed of according to the Council-approved Corporate records schedule
- 10.2) In order to reduce the use of office space and file equipment, inactive physical records will be stored in records centres coordinated by the City Clerk's Office.
- 10.3) Employees will use the Corporate approved CityHub/SharePoint electronic documents and records management system to store and manage electronic records not already stored in other approved database applications.
- 10.4) In accordance with the approved retention schedule, final disposition action will take place in a timely manner at the end of the retention period for each record series.

11. PRESERVATION OF ARCHIVAL RECORDS

- 11.1) Archival records will be managed for preservation throughout the information life cycle.
- 11.2) Archival records will be created in formats that ensure the longest possible life of records or of the information contained in them. They will be handled and stored in a manner that minimizes damage and deterioration while in use.



- 11.3) Archival records will be preserved in formats appropriate to their retention periods and final disposition. Information of enduring value must be preserved using durable storage media.

12. TRANSITORY RECORDS

- 12.1) After a final record has been produced and incorporated into the regular filing system, the working materials involved may become superseded or obsolete transitory records and may be destroyed unless otherwise legislated or specified in the records retention schedule.
- 12.2) Working materials which are required for ongoing legal, fiscal, audit, administrative or operational purposes are not transitory records.
- 12.3) Transitory records that are the subject of ongoing legal proceedings or a request under the *Municipal Freedom of Information and Protection of Privacy Act* must not be destroyed until after the legal proceeding or request has been completed and all possible appeals have been resolved.

13. RECORDS MANAGEMENT TRAINING

- 13.1) The objective of staff training is to enable City staff to implement, use and maintain standardized systems for managing their record holdings.
- 13.2) Training must be appropriate to the level of involvement with recordkeeping systems. This involves basic training for all employees and specialized training for business unit records coordinators.
- 13.3) Business unit records coordinators will receive training in the following areas:
- a) principles of recordkeeping;
 - b) information management terminology and processes;
 - c) security of information holdings;
 - d) access rights and privacy protection;
 - e) management of special types of records (e.g. transitory records, special media, etc.);
 - f) classification of records;
 - g) records search and retrieval
 - h) records retention and disposition schedules;
 - i) file operations and records storage.

14. DESTRUCTION OF RECORDS

- 14.1) Destruction of records may occur at the end of a record's life cycle as described in the approved records retention schedule. Destruction includes deletion, garbage, shredding, and paper recycling.



- 14.2) Records shall be destroyed using a method appropriate to their medium and to their content. Records containing confidential and/or personal information shall be destroyed through a process that achieves definitive obliteration of information.
- 14.3) Destruction operations must maintain the confidentiality of information and protect the privacy of individuals whose personal information may be contained in the records.
- 14.4) Records must be destroyed promptly following the expiration of approved retention periods. Exceptions to this planned destruction process include records still required for the ongoing functions of a municipal program and records that are the subject of a request under the *Municipal Freedom of Information and Protection of Privacy Act* and records required for ongoing legal purposes.

15. AUTHORITY AND RESPONSIBILITY

- 15.1) The Senior Leadership Team will:
 - a) provide corporate leadership and support for the records management program.
- 15.2) The City Clerk will:
 - a) provide leadership for records management with respect to vision, mission, policy, standards, strategic planning, training, quality assurance, and facilitate the development, maintenance and improvement of records keeping solutions, tools and systems; and
 - b) make recommendations to the Senior Leadership Team and Council regarding policy requirements and records retention and disposal schedules, as required.
- 15.3) The Manager of Records and Information Services will:
 - a) coordinate the corporate wide program for records management;
 - b) recommend and implement policies;
 - c) provide direction, training and technical advisory services;
 - d) provide storage and retrieval services for inactive physical records;
 - e) identify the tools, facilities and staff necessary for service delivery;
 - f) create and maintain procedure manuals and supporting documentation;and
 - g) ensure the currency of the records retention schedule.
- 15.4) The Director of Information Technology Services will:
 - a) provide technical support for the installation, maintenance and upgrading of records management software and related programs to ensure compliance and access within the City's networked systems; and
 - b) ensure the security and integrity of electronic records systems.
- 15.5) Service Area Managers/Directors will:
 - a) recommend retention schedules relating to records in their business unit's custody and control to ensure the schedule meets the business unit's operational requirements;



- b) use the records storage and retrieval services coordinated by the City Clerk's Office for storage of inactive physical records;
- c) ensure business unit staff is fully trained and carrying out their records management obligations;
- d) as the Disposition Authority, review and sign off the destruction of records that have reached their scheduled disposition date. If destruction sign-off is not provided, the Disposition Authority shall provide written justification for the request to extend destruction dates;
- e) when a business function is being transferred to another business unit as a result of a reorganization, transfer to the business unit all records needed to carry out the function, or, when the business unit ceases to carry out a function and the function is not transferred to another business unit, transfer all records relating to that function to the City Clerk;
- f) inform the City Clerk of breaches of records management policy (e.g. damage, theft, misuse, privacy complaints or unauthorized disposition of records); and
- g) designate an employee in each business unit to act as the records coordinator.

15.6) Business Unit Records Coordinators will:

- a) oversee and be responsible for preparing inactive records for transfer to the City Clerk's Records Unit for storage;
- b) be aware of the location all current records and information stored in his/her business unit, regardless of format;
- c) assist employees in their business unit to understand the corporate records management program and procedures and act as "champion" for the program within their business unit; and
- d) assist the Manager of Records and Information Services to deliver and to audit the records management program within their business unit.

15.7) All City Employees will:

- a) ensure that the records they create or receive in the course of business that are used to support a City function or to conduct City business will be maintained and preserved as required by this policy and the records management program.

ADOPTED NOVEMBER 24, 2015 (By-law No. A.-7322-297)

16(45) Corporate Sponsorship and Advertising Policy

PURPOSE OF THIS POLICY

The purpose of this Policy is to set out Council's direction and guidelines with respect to the corporate sponsorship and advertising of City programs, services, and facilities.

Civic Administration shall make available for external use marketing documentation on the City's Corporate Sponsorship and Advertising Program.



DEFINITIONS:

Advertising – The selling or leasing of advertising space on corporate materials (printed and electronic), and signage on City-owned assets and properties; whereby the advertiser is not entitled to any additional benefits beyond access to the space purchased. Advertising is a straightforward purchase of space based on pre-established base rates and a defined time period.

Asset – This is a physical or non-physical City-owned element, material, equipment, facility, building, or structure that has value to sponsors or advertisers in order to achieve their business objectives. Examples of assets are: playgrounds, programs, events, arenas, parks, pools, advertisement placements, services, and speaking engagements.

City – The term “City” refers to The Corporation of the City of London.

Donation(s) – A cash and/or in-kind contribution made to the City with no reciprocal commercial benefit expected or required from the City. Donations do not involve a business relationship and are distinct from sponsorship and/or advertising initiatives.

Sponsorship – A marketing-oriented, contracted arrangement that involves the payment of a fee or payment in-kind by a company in return for the rights to a public association with an activity, item, or property for commercial benefit. Sponsorships may be in the form of financial assistance, non-cash goods, naming rights, or a contribution of skills or resources. Examples of sponsorships are: the Lowes arena renovation at Oakridge Arena, Tim Horton skates and swims, and the Siskinds playground in Piccadilly Park.

SCOPE OF THIS POLICY

This Policy shall apply to all business relationships between The Corporation of the City of London and businesses which contribute either financially or in-kind to City programs, services, or facilities in return for recognitions, public acknowledgement, or other promotional considerations. This Policy is subject to the restrictions in the *Municipal Act, 2001* on bonusing and shall not apply to the following circumstances:

- (a) Gifts, unsolicited donations or advice to the City where no business relationship is required and where no reciprocal consideration is being sought;
- (b) Funding obtained from other levels of government through formal grant programs;
- (c) Business partnerships between the City and its local boards and commissions;
- (d) Neighbourhood groups, service clubs, non-profit community organizations, or agencies that provide continuous support and leadership to City programs, services, or facilities;
- (e) Facilities that have been contracted to a third party for operation and/or management.

CRITERIA FOR SPONSORSHIPS AND ADVERTISING RELATIONSHIPS

The following criteria must be satisfied before a sponsorship and advertising relationship is formalized between the City and a business:



- (a) The relationships must be beneficial for both parties;
- (b) The sponsorship or advertising must enhance the development, delivery, awareness, or continuance of one or more City programs, services, or facilities;
- (c) Any costs to the City associated with the relationship must be within an approved budget;
- (d) The City program, service, or facility for which sponsorship or advertising is being sought must
 - a. Not directly compete with charitable organizations or with existing private businesses in close proximity to the City program, service or facility; and
 - b. Be consistent with City plans and priorities;
- (e) All publicity, advertising, acknowledgement and recognition of the sponsorship or advertising arrangement by either the City or the sponsor must comply with all federal and provincial statutes and all municipal By-laws;
- (f) The value of the proposed sponsorship or advertising is consistent with the proposed recognition or acknowledgement of the sponsorship or advertising; and
- (g) The relationship must not cause a City employee or agent to receive any product, service, or assets for personal gain or use.

SPONSORSHIP AND ADVERTISING AGREEMENTS

All sponsorship and advertising relationships shall be confirmed in the form of a written agreement between the sponsor and the City. All such agreements must clearly indicate and address:

- (a) What the sponsor is contributing and what the value of the contribution represents;
- (b) The obligations of both the sponsor and the City;
- (c) The disposition and ownership of any assets resulting from the sponsorship or advertising;
- (d) Responsibility for the maintenance, insurance, and taxes of all assets associated with or resulting from the sponsorship or advertising;
- (e) The duration of the sponsorship or advertising;
- (f) The licensing and use of the City's and the sponsor's name, trade and service marks, and other intellectual property, and any payment for such licensing and use; and
- (g) A termination provision and the remedies available to both parties upon termination.

SOURCING AUTHORITY

Sponsorship and advertising shall be offered by the City or its agent on a first come, first served basis which meets established valuation criteria.

The City reserves the right to reject any and all unsolicited sponsorship or advertising proposals that have been offered to the City and to reject any and all proposals for sponsorship or advertising that have been openly solicited by the City.



APPROVAL AUTHORITY

All potential sponsorship and advertising opportunities and all proposed sponsorship and advertising opportunities shall be reviewed in accordance with this Policy.

The City may enter into a sponsorship and advertising sales contractual relationship with an external contracted organization, provided all provisions of this Policy are met and provided the value of the sponsorship, or advertising (either direct funding or in-kind service, or a combination of both) is authorized by by-law or by an official, employee, or agent of the City who has been delegated authority by by-law or contract to enter into such a relationship on behalf of the City. In all cases, all necessary sponsorship and advertising agreements shall be executed on behalf of the City by the Mayor and the City Clerk where authorized by by-law or by the delegated official, employee, or agent of the City where authorized by by-law or contract.

EXCEPTIONS TO THIS POLICY

Elected Officials and Civic Administration are encouraged to advise Municipal Council of all sponsorship and advertising proposals that would contribute towards the cost of a particular program, service, or facility but do not comply with one or more provisions of this Policy. Municipal Council reserves the right to consider and accept such proposals.

1.0 GUIDING PRINCIPLES

The following principles will guide the decision-making and operational processes related to sponsorship and/or advertising relationships with an external party:

- 1.1 All sponsorship and advertising agreements must comply with federal and provincial acts, statutes and regulations, and municipal by-laws and must not interfere with existing contractual obligations of the City.
- 1.2 All sponsorship and advertising agreements must be consistent with the mandate, policies, and objectives of the City.
- 1.3 Sponsorship agreements must benefit the City, and should also benefit the community, and the sponsor or advertiser.
- 1.4 Sponsorships should enhance the development, delivery, awareness, or continuance of one or more City facilities, programs, services, and/or events or provide for the delivery of programs, services, or events by a third party.
- 1.5 The sponsorship and/or advertising opportunity should be appropriate to the identified target audience.
- 1.6 Advertising devices must not impact the quality and integrity of the City's assets and provide no added risk to safety. This will be determined by the City.



- 1.7 Agreements shall not in any way invoke future considerations, influence, or be perceived to influence the day-to-day business of the City.
- 1.8 The City will maintain control over the planning and delivery of all sponsorship and advertising opportunities and activities in accordance with this Policy.
- 1.9 Sponsorships and advertising must be valued at fair market value and be in accordance with the industry practices, using recognized valuation models and standard practices.
- 1.10 The term of all agreements shall not exceed ten years unless authorized by City Council.
- 1.11 City employees or anyone with permission to act on behalf of staff, shall not receive any product, service, or asset for personal use or gain as a result of a sponsorship or advertising agreement as per the Code of Conduct Policy.
- 1.12 Advertisement of a product or service does not act as the City's endorsement of any product or service.

2.0 RESTRICTIONS:

In keeping with the principle that all sponsorship and/or advertising initiatives must be consistent with the City's vision, mission, and values, the following restrictions apply:

- 2.1 The City reserves the right to restrict sponsorships and/or advertising to certain services and to exclude any products and industries at its discretion.
- 2.2 Sponsorships and/or advertising will not be accepted from any party that portrays, promotes, or condones the stereotyping of any group or discrimination as defined in the Ontario Human Rights Code or which is contrary to the Canadian Charter of Rights and Freedoms.
- 2.3 Sponsorship rights and/or advertisements will not be accepted if they unnecessarily promote the commercialization of public space.

3.0 SPONSORSHIP AND ADVERTISING AGREEMENTS:

- 3.1 All sponsorship and advertising agreements must be confirmed in writing and all details must be finalized at the time of signing by authorized representatives of both the City and the sponsor or advertiser.
- 3.2 Sponsorship and advertising agreement templates shall be reviewed by the City Solicitor to ensure protection from risk and compliance with legislation.
- 3.3 All agreements must outline the following:



- Any contribution by the sponsor or advertiser and the value of the contribution including any donations or advertising provided without charge to the City;
- The obligations of both the sponsor and the City;
- The duration of the sponsorship;
- The dispositions and ownership of any assets resulting from the sponsorship;
- The licensing and use of the City's and sponsor's name, trade, service marks, and other intellectual property, and any costs associated with such licensing or use;
- A termination provision and the remedies available to both parties upon termination;
- Details of the exchange of marketing benefits, including both what the City will receive from the sponsor, and what benefits are to be provided to the sponsor; and
- Insurance coverage/indemnification clauses

4.0 SPONSORSHIP AND ADVERTISING SOLICITATION

- 4.1 For City-identified sponsorship and advertising opportunities, the City will advertise if there is: an estimated value of over \$100,000; the agreement duration is expected to be greater than 5 years; or there is a delivery of a service.
- 4.2 The City is open to receiving unsolicited sponsorship and advertising proposals. Sponsorship and advertising opportunities and the process for submission shall be made available on the City's website.
- 4.3 Unsolicited sponsorship and advertising proposals received by the City will be evaluated by the manager of the relevant business unit, as per the provisions of this Policy.
- 4.4 The City reserves the right to reject any unsolicited proposal that has been offered to the City.
- 4.5 The City may, by agreement, reserve the right to terminate a sponsorship or advertising agreement should conditions arise that make it no longer in the best interests of the City based upon the provisions contained in the agreement.

5.0 RESPONSIBILITIES:

- 5.1 Managers overseeing sponsorship and advertising are responsible for:
- General overview of all sponsorship and advertising business for their specific business area;
 - Asset evaluation and pricing of sponsorships in conjunction with business units;
 - Negotiating and administering sponsorship and/or advertising agreements with agents who may provide these services on the City's behalf.
 - Ensuring adherence to all relevant by-laws and policies, appropriate consultation and approval processes, and where applicable, that insurance, indemnification, and necessary permits have been obtained;
 - Ensuring advertising relationships abide by the restrictions noted in this Policy;

5.2 Managing Directors are responsible for:

- Ensuring staff consult with the appropriate Manager responsible for sponsorship and advertising prior to developing a sponsorship opportunity to determine sponsorship valuation and ensure consistency in application of this Policy;
- Concept approval of sponsorship and advertising projects before external parties are approached or agreements are made and if the agreement involves more than one business area, approval will be obtained by the Managing Directors of each business area involved;
- Review of sponsorship and advertising agreements which impact any of their business units;
- Authorization of sponsorship and advertising agreements in accordance with delegated authority; and
- Ensuring that representatives of the City entering into sponsorships and advertising agreements are aware of, and act in accordance with, this policy and administrative procedures.

5.3 City Council is responsible for:

- All agreements that do not comply with this policy or are for an amount in excess of \$1,000,000 require approval of Council by By-law and that the Mayor and the City Clerk shall be authorized to sign such agreements approved by Council; and
- Reviewing and/or approval of all sponsorship and advertising agreements that fall outside the delegated authority of staff, as outlined in Section 6.

6.0 DELEGATION OF AUTHORITY:

- 6.1 Division Managers and Directors with consent in writing from their Managing Director and without prior Council approval, are authorized to approve sponsorship and advertising agreements up to \$100,000 provided they satisfy all provisions of this Policy.
- 6.2 Managing Directors with consent in writing from the City Manager and without prior Council approval are authorized to approve sponsorship and advertising agreements up to \$500,000 provided they satisfy all the provisions of this policy.
- 6.3 The City Manager is authorized to approve sponsorship and/or advertising agreements up to \$1,000,000. Notwithstanding the delegation of authority to Managers, Directors and Managing Directors under this policy, the City Manager may determine that it is appropriate to seek the authority of Council prior to a sponsorship or advertising agreement being signed.



16(46) ASSET TRANSFERS TO MUNICIPAL SERVICES CORPORATIONS POLICY

1. Policy Statement

This policy is intended to address asset transfers to corporations as required under section 7 of Ontario Regulation 599/06 under the *Municipal Act, 2001*, as amended from time to time

2. Purpose

The purpose of this policy is to permit transfers of municipal assets to municipal services corporations incorporated by the Municipality under the authority of the *Municipal Act, 2001* as amended from time to time.

3. Definitions

“Act” – *Municipal Act, 2001*, including Regulations made under it, as amended from time to time.

“Asset(s)” – real property and personal property of the Municipality.

“Corporation” - a corporation incorporated in accordance with section 203 of the Act and Section 3 of Ontario Regulation 599/06 made under the Act.

“Council” – the Municipal Council of The Corporation of the City of London.

“Municipality” – The Corporation of the City of London.

4. Application

Assets may be transferred to a Corporation at any time, and from time to time, as authorized by Council, on such terms and conditions as Council may determine.

5. General Provisions

The Municipality may transfer such Assets as it sees fit to Corporations on the following terms:

- (a) The Municipality shall ensure that all applicable legislation, including but not limited to the *Municipal Act, 2001*, is adhered to in any Asset transfer;
- (b) Any Asset transfer must be approved by the Council in advance of the transfer;
- (c) The Council shall be permitted to attach such terms and conditions to the Asset transfer as it deems necessary, including but not limited to:
 - i. Specifying the permitted use of the Assets;
 - ii. Providing for an obligation on the Corporation to transfer back to the Municipality the Asset upon the happening of an event or events;



- iii. Restricting or prohibiting further transfers of the Assets by the Corporation;
- iv. Attaching a purchase price of the Asset, to be paid or owed to the Municipality by the Corporation;
- v. Such other terms or conditions as the Council deems advisable and appropriate.

6. Goals

In considering whether to authorize a proposed transfer of Assets to a Corporation, Council may have regard, among other matters, to the extent to which the proposed transfer will achieve one or more of the following objectives:

- (a) Optimize the use and value of Assets;
- (b) Advance the City's economic development and its economic competitiveness;
- (c) Attract targeted industries, stimulate the creation of desirable employment, regenerate neighbourhoods and advance employment opportunities;
- (d) Achieve sustainable growth and the regeneration of infrastructure and land use;
- (e) Ensure stewardship of the natural environment;
- (f) Support the creation of new affordable housing; and/or
- (g) Achieve social objectives and an enhanced quality of life for the citizens of London.

7. Exclusions

This policy is not applicable to Asset transfers within departments or service areas of the Municipality.

ADOPTED MAY 3, 2016 (By-law No. A.-7388-124)

16(12A)Appendix to Auctioneering Policy

1 GENERAL

- 1-1 The purpose of this request for quotation is to secure the services of a qualified auctioneer licensed to operate within the City of London to perform total auction management services for the sale, by auction, of City-owned vehicles, to be held annually at the City of London Adelaide Street North Works Yard.
- 1-2 The auction is scheduled to be held in October. The specific date of the auction will be determined by the Manager of Purchasing and Commissioner of Environmental Services & City Engineer in consultation with the successful bidder.
- 1-3 There may be a need to auction vehicles at other times on an as and when required basis. If this auction service is required, individual quotations will be requested. This request for quotation therefore applies to the "annual" auction of City vehicles only.



1-4 Attached to this request for quotation is a list describing the vehicles which will be auctioned.

1-5 It is suggested that prior to submitting your quotation, bidders should view the Adelaide Street North Works Yard site.

To make arrangements to view the site contact Mechanical Foreman at 679-4517.

1-6 Specifications for Total Auction Management:

Total Auction Management shall include the following, which shall be the responsibility of the successful bidder:

1. Provision of suitable portable amplifying equipment.
2. Site layout, arrangement and display of sale items within the Adelaide Street North Works Yard complex, to the satisfaction of the Commissioner of Environmental Services & City Engineer.
3. Registration and identification of buyers.
4. Promotion and advertising of sale.
Bidder must indicate in his bid an estimate of his advertising costs and a detailed distribution of advertising costs. Advertising costs will be paid by the City of London.
5. Cataloguing of all sale items.
6. Professional security staff to protect City property, control traffic and parking, to the satisfaction of the Commissioner of Environmental Services & City Engineer.
7. Collection of all payments.
8. Collection of all applicable sales taxes at the time of purchase and the remittance of same to the appropriate government ministry.
9. Preparation of a full and detailed record pertaining to the sale and collections which is to be maintained open for inspection by representatives of the City of London.
10. The Auctioneer will provide all staff required to administer the auction. Sales receipts will be supplied by the Auctioneer in triplicate and numbered consecutively. The original copy will be given to buyer, one



copy for City of London Purchasing Division and one copy to be retained by the Auctioneer.

Each sales receipt will indicate the amount of tax paid, description of vehicle sold, purchaser's registration number and item number.

The Auctioneer will also provide one copy of the registration list or name and address of buyers.

11. Within five (5) working days of the conclusion of the auction, the Auctioneer shall submit to the Manager of Purchasing for the City of London, the sales receipts in numerical order, together with a statement outlining sales by vehicle and a certified cheque covering the net amount, excluding sales taxes, auctioneer's commission and advertising costs.
12. The Auctioneer will provide a representative at the auction site for up to three consecutive working days following the date of the auction. During this period the auctioneer's representative will receive final payments, issue receipts and release the vehicles.
13. Once the vehicle is sold, the Auctioneer assumes responsibility for collection of payments.
14. If a vehicle is not sold at the auction, the City will retain ownership of the vehicle and will dispose of the unit at a later date.
15. The City may elect to sell certain vehicles or equipment subject to a minimum reserve bid as established by the City.

1-7 The City Shall Prior to the Auction:

1. For passenger cars remove licence plates and submit to licence bureau and arrange for the ownership to be changed to an unfit vehicle ownership.

Unfit vehicle ownerships will be given to the Auctioneer prior to the auction.

2. For all other vehicles which have municipal plates, licence plates will be removed.

Prior to the auction a letter for each vehicle will be submitted to the Auctioneer certifying that the vehicle was previously owned by the City of London and that the municipal plates were removed prior to the vehicle auction.



1-8 Conditions of Sale:

Persons bidding at the auction shall be informed that the following conditions of sale will apply in addition to any conditions the auctioneer may wish to apply.

1. Each item will be sold on the basis of the highest acceptable bid.
2. Each item will be sold without warranty on an "AS IS - WHERE IS" basis.

At no time shall any claim be allowed against the Corporation of the City of London with respect to any material or equipment.

3. Vehicles will be sold without licence plates. Vehicle licensing information will be supplied to the successful bidder by the Auctioneer upon payment of the purchase price.
4. The Corporation of the City of London will not be responsible for any damage, accident or theft involving a vehicle following the sale of the vehicle to the new owner or his agent.
5. The successful bidder will be required to remove his purchase at his own expense. Vehicles will not be released until the conclusion of the sale.



6. A deposit must be paid to the Clerk at the Auction, immediately after item has been auctioned. Where the bid price is \$100.00 or less, payment must be made in full at the time of sale. Where the bid price is over \$100.00, a minimum deposit of \$100.00 must be collected for each item. The deposit shall be in cash, certified cheque, money order or bank draft. In special cases, where the buyer is well known by the Auctioneer, a personal cheque may be accepted as a deposit, at the discretion of the Auctioneer, who assumes responsibility for cheques he accepts.
7. Each successful bidder will be required to pay to the Auctioneer the bid price, Federal Sales Tax, (if applicable) and the Ontario Retail Sales Tax. The Ontario Retail Sales Tax will be based on the total of the bid price and the Federal Sales Tax.
8. Within three (3) working days from the date of the sale, the successful bidder must pay in full, the balance owing for his purchase. Payment shall be made to the Auctioneer conducting the sale who will issue an official receipt. Upon presentation of this receipt to the Auctioneer, the item will be released and must be removed immediately from City property.
9. If the successful bidder fails to complete payment within three (3) working days, his deposit will be forfeited and the item held for resale or disposal.
10. All cheques or money orders for complete payment will be made payable to the Auctioneer conducting the Auction and not to any individual. Cheques for complete payment must be certified.

1-9 Insurance:

1. The successful tenderer shall provide, at its own expense, general liability insurance on an occurrence basis in an amount not less than Two Million (\$2,000,000.00) dollars or such higher amount as may be from time to time reasonably required. Such insurance policy shall include non-owned automobile liability, personal injury, broad form property damage, contractual liability, owners' and contractors' protective, completed operations, contingent employer's liability, cross liability and severability of interest clauses.
2. The Auctioneer shall submit, four weeks prior to the auction, all insurance policies for approval by the Commissioner of Legal Services and City Solicitor.



3. The Auctioneer agrees to save harmless, defend, indemnify, waive and release the City from and against all manner of claims, demands, costs or expenses in respect of death, injury loss to any person or damage to property of any kind caused in any manner arising out of the work performed under the agreement.

•
1-10 Workers' Compensation:

The successful Auctioneer will promptly make all returns and pay all assessments required or levied by the Workers' Compensation Board in respect of the said work and persons employed on or in connection therewith and shall furnish to the Corporation a Certificate of Clearance from the Workers' Compensation Board, four weeks prior to the auction.

- 1-11 The Corporation of the City of London reserves the right to accept or reject any quotation and also reserves the right to accept other than the lowest quotation.

2 FORM OF QUOTATION

- 2-1 I/We, the undersigned, hereby quote and agree to perform Total Auction Management Services, in accordance with your specifications and as follows:

- 2-2 Please complete the following:

1. ADVERTISING (please indicate advertising budget and scope of circulation)
2. HISTORY (please indicate type of auctions carried within 3 years, which would be similar to the City of London)
3. REFERENCE (please submit a minimum of 3 references whose requirements would be similar to that of the City of London)
4. SECURITY (please indicate security proposed)
5. STAFF (please indicate what staff you would have at the auction site, and what functions they will perform)

- 2-3 PRE-AUCTION (please indicate timing of site layout, cataloguing of sale items and what suggestions you have for viewing times and whether your staff will be present)

- 2-4 Please indicate any other information which you may feel is beneficial in reviewing your quotation.



2-5 I hereby offer to perform the services as defined in this request for quotation at the following percentage fee which shall be based on final selling price (excluding federal, if applicable, and provincial sales tax). ____%

N.B. The total fee payable to the Auctioneer shall be based on the amounts collected by the Auctioneer (exclusive of any taxes) when the sale is finalized.

In the case of vehicles not sold due to bids not exceeding established reserve, indicate what commission will be charged, if any _____.

Quotation submitted by _____

Address: _____

Signature _____ Title _____

Name (please print or type) _____

Telephone (____) _____ Date of quotation _____

INSTRUCTIONS TO BIDDERS - RE: RETURN ENVELOPES

The self-addressed envelope enclosed is for the sole purpose of identifying a formal tender being submitted for consideration. If you wish to reply that you are unable to bid or wish clarification of the specifications, DO NOT USE SELF-ADDRESSED ENVELOPE.

The self-addressed envelopes are only opened at the appointed time and place.

16(25A) Appendix to Neighbourhood Watch Program Policy

NEIGHBOURHOOD WATCH PROGRAM POLICIES AND PROCEDURES

PURPOSE AND GOAL

The purpose of this document is to establish policies and procedures to govern the operation of the Community Safety & Crime Prevention Advisory Committee's Neighbourhood Watch Program, a Program whose goals are to:

- (a) reduce crime;
- (b) increase community awareness; and
- (c) create a "people caring for people" philosophy within neighbourhoods.

ELIGIBILITY TO PARTICIPATE

Anyone who resides within the City of London and who meets the requirements for a Neighbourhood Watch Program District as outlined in this document is eligible to participate in the Neighbourhood Watch Program.



ENQUIRIES TO ESTABLISH NEIGHBOURHOOD WATCH DISTRICTS

All enquiries about the establishment of a Neighbourhood Watch District shall be responded to by the Neighbourhood Watch Program Co-ordinator or by the Assistant Neighbourhood Watch Program Co-ordinator. Individuals who make such enquiries shall be advised of the duties, responsibilities and benefits that the individual and the neighbourhood will share if they decide to participate in the Neighbourhood Watch Program.

ESTABLISHING NEIGHBOURHOOD WATCH DISTRICTS

If the enquirer decides to proceed with the establishment of a Neighbourhood Watch District, the Neighbourhood Watch Program Co-ordinator, with the assistance of the Assistant Neighbourhood Watch Program Co-ordinator as may be necessary, shall prepare a map of the proposed Neighbourhood Watch District boundaries. The Neighbourhood Watch Program Co-ordinator and/or the Assistant Neighbourhood Watch Program Co-ordinator shall meet with the enquirer to review the proposed Neighbourhood Watch District boundaries and to explain in detail the workings of a Neighbourhood Watch District Committee.

If the enquirer and the Neighbourhood Watch Program Co-ordinator agree to establish a Neighbourhood Watch District, the Neighbourhood Watch Program Co-ordinator and/or the Assistant Neighbourhood Watch Program Co-ordinator shall meet with no more than ten residents from within the boundaries of the Neighbourhood Watch District to formally establish the District and to formally establish a Neighbourhood Watch District Committee.

Once established, the Neighbourhood Watch District Committee shall, with the assistance of the Neighbourhood Watch Program Co-ordinator and/or the Assistant Neighbourhood Watch Program Co-ordinator, select an Area Co-ordinator(s) and an Assistant Area Co-ordinator(s) who in turn shall recruit a Zone Captain and a Zone Co-Captain for every zone (8 to 10 homes) within the Neighbourhood Watch District.

The Area Co-ordinator(s), with the assistance of the other Neighbourhood Watch District Committee members, shall provide every Zone Captain and Zone Co-Captain with a map of their zone and two duty sheets explaining the role of a Zone Captain and Zone Co-Captain and with sufficient material to distribute to every home within their zone:

1. one Neighbourhood Watch sticker to be placed on every front door of each home;
2. one Neighbourhood Watch house flyer;
3. a letter explaining the PC COP system and a form enabling each resident to sign on a voluntary basis for participation in the PC COP system; and
4. one Neighbourhood Watch newsletter.



All of the material to be distributed to the Zone Captains and Zone Co-Captains by the Area Co-ordinator(s) shall be provided to the Area Co-ordinator(s) by the Neighbourhood Watch Program Co-ordinator.

Once the recruiting of Zone Captains and Zone Co-Captains is completed by the Area Co-ordinator(s) (preferably within two weeks of the establishment of the Neighbourhood Watch District), the Area Co-ordinator(s) shall send a list of all Zone Captains and Zone Co-Captains within the Neighbourhood Watch District to the Neighbourhood Watch Program Co-ordinator.

Once the list of all Zone Captains and Zone Co-Captains is received by the Neighbourhood Watch Program Co-ordinator, the Neighbourhood Watch Program Co-ordinator shall send a file to the Area Co-ordinator(s) and to the Assistant Area Co-ordinator(s) containing the following information:

1. the master list of all Zone Captains and Zone Co-Captains in the District;
2. a map of the District;
3. a sufficient number of log sheets;
4. the name of the District; and
5. the names and telephone numbers of each member of the Neighbourhood Watch District Committee.

NEIGHBOURHOOD WATCH DISTRICT BOUNDARIES

The Neighbourhood Watch Program Co-ordinator shall determine the size and boundaries of each Neighbourhood Watch District. Influencing factors in determining the size and boundaries of each Neighbourhood Watch District shall include such natural boundaries as open spaces, parkland and walkways. Apartment buildings, condominiums and non-residential properties shall be individual Neighbourhood Watch Districts.

AREA MEETING WITH POLICE OFFICER

Once the recruiting of Zone Captains and Co-Captains is completed by the Area Co-ordinator(s), a meeting with a Community Services Police Officer will be held with the residents within the Neighbourhood Watch District. The location of this meeting will be arranged by the Neighbourhood Watch Program Co-ordinator in consultation with the Police Community Services Office. An invitation to attend the meeting shall be delivered to each resident by the Area Co-ordinator(s), with the assistance of the Zone Captain and the Zone Co-Captains.



NEIGHBOURHOOD WATCH DISTRICT REQUIREMENTS

Once a Neighbourhood Watch District is established, the following requirements must be continually maintained:

1. the Neighbourhood Watch District Committee must continue to be constituted;
2. a Zone Captain and a Zone Co-Captain must continue to be designated for every zone within the Neighbourhood Watch District;
3. Neighbourhood Watch stickers must be visible from the road on at least 80% of the homes within the Neighbourhood Watch District (residents are encouraged to place their Neighbourhood Watch sticker as close to the door knob as possible and residents can be provided a second sticker for their front window in those cases where the door is located at the side of the house);
4. three newsletters annually (January, June and September) shall be produced and delivered by the Area Co-ordinator(s), with the assistance of the other Neighbourhood Watch District Committee members, to every home in the Neighbourhood Watch District;
5. an annual meeting shall be held for each Neighbourhood Watch District to be arranged by the Neighbourhood Watch Program Co-ordinator or by the Assistant Neighbourhood Watch Program Co-ordinator; and
6. a concerted effort must be made by the Neighbourhood Watch District Committee, the Area Co-ordinator(s), the Assistant Area Co-ordinator(s), the Zone Captains and the Zone Co-Captains to reduce crime within the Neighbourhood Watch District.

The Neighbourhood Watch Program Co-ordinator shall be responsible for determining whether or not these Neighbourhood Watch District requirements are continually met.

DISSOLVING NEIGHBOURHOOD WATCH DISTRICTS

When the Neighbourhood Watch Program Co-ordinator believes that a Neighbourhood Watch District should be dissolved due to the fact that the District is not continuing to meet one or more of the six Neighbourhood Watch District requirements outlined above, the Neighbourhood Watch Program Co-ordinator shall notify, in writing, the Neighbourhood Watch District Committee of the applicable contravention(s) of the Neighbourhood Watch District requirements. Upon notification of such contravention(s), the Neighbourhood Watch District Committee shall become responsible for ensuring that the Neighbourhood Watch District complies with all of the Neighbourhood Watch District requirements.



If the Neighbourhood Watch District continues to contravene the Neighbourhood Watch District requirements, the Neighbourhood Watch Program Co-ordinator shall advise, in writing, the Community Safety & Crime Prevention Advisory Committee of the contravention(s). The Community Safety & Crime Prevention Advisory Committee shall then decide whether or not to dissolve the Neighbourhood Watch District. If a Neighbourhood Watch District has been dissolved, the re-establishment of the same Neighbourhood Watch District shall require the approval of the Community Safety & Crime Prevention Advisory Committee based on the following criteria:

- (a) evidence of a rededication by the residents of the area to the Neighbourhood Watch Program and its requirements; and
- (b) except in extenuating circumstances, at least one year shall have lapsed since the Neighbourhood Watch District was dissolved by the Community Safety & Crime Prevention Advisory Committee.

NEIGHBOURHOOD WATCH SIGNS

Neighbourhood Watch signs shall be installed by the Transportation Division of the Environmental Services Department for each Neighbourhood Watch District. A Neighbourhood Watch District which has unbuilt or unoccupied homes shall not receive Neighbourhood Watch signs until such time as all six of the Neighbourhood Watch District requirements are achieved.

The location of Neighbourhood Watch signs shall be determined by the Neighbourhood Watch Program Co-ordinator based on the following criteria:

1. where possible, signs shall be placed on street corners, on the right side of the main arteries leading into the Neighbourhood Watch District;
2. apartments, townhouses and condominiums shall be signed at the driveway(s) leading into the complex;
3. it may be necessary to share signs with adjacent Neighbourhood Watch Districts; and
4. signs shall not be placed at walkways, bridges, crosswalks, parkland entrances, open fields or at school yards which border the Neighbourhood Watch District.

Neighbourhood Watch District signs shall be removed by the Transportation Division should the Community Safety & Crime Prevention Advisory Committee decide to dissolve the Neighbourhood Watch District.



NEIGHBOURHOOD WATCH DISTRICT ALERTS

When a resident within a Neighbourhood Watch District experiences a break-in or notices suspicious activity within the District, the resident shall firstly notify the London Police Department and shall secondly advise the Area Co-ordinator(s) or another member of the Neighbourhood Watch District Committee. That person shall then advise all Zone Captains and Zone Co-Captains of the occurrence who, in turn, shall advise all residents within their zone.

When the London Police Department wishes to alert one or more Neighbourhood Watch Districts of a particular occurrence, a Police Officer shall advise the Neighbourhood Watch Program Co-ordinator or the Assistant Neighbourhood Watch Program Co-ordinator of the occurrence who shall then advise the applicable Area Co-ordinator(s) or another member of the applicable Neighbourhood Watch District(s). That person(s) shall then advise the Zone Captain(s) and Zone Co-Captain(s) within the applicable Neighbourhood Watch District(s) of the occurrence.

16(27A) Appendix to Distribution and/or Sale of Goods or Services Through Non-Profit Organizations for the City of London

DISTRIBUTION AND/OR SALE OF GOODS AND/OR SERVICES THROUGH COMMUNITY NON-PROFIT ORGANIZATIONS FOR THE CITY OF LONDON

Purpose of the Policy

To define general principles and guidelines for the selection and approval of community non-profit organizations to

- sell goods and/or services on behalf of the City of London;
- be part of relevant civic corporate sponsorship opportunities; and
- assist suppliers and contractors in providing services to the City.

Intent of the Policy

From time to time The Corporation of the City of London has a time limited task to complete (e.g. selling composters to the general public) which can more efficiently and effectively be accomplished by a community non-profit organization. This in turn provides the community organization with an opportunity to generate some additional revenue.

Recognizing the funding difficulties that non-profit organizations are currently experiencing, the City of London is supportive of forming these temporary partnerships. Therefore, the intent of this policy is to provide general principles and guidelines for the selection and approval of such organizations.



Roles & Responsibilities

Each Civic Department will be responsible for identifying opportunities on an annual basis that this policy may afford to support community non-profit organizations and their participation. In addition, this policy will also apply to opportunities that arise throughout the year.

The Finance Division will ensure that appropriate tendering processes and other financial concerns are addressed. In cases where an external supplier is being used, the supplier will be required to select one or more community non-profit organizations from a list supplied by the City of London.

The Finance Division will be an active participant in determining whether or not the applicant can reasonably undertake the financial responsibilities.

The Legal Services Department will ensure that appropriate contracts are developed and executed and that all risk management concerns are addressed.

The Community Services Department will coordinate the overall application and selection process of appropriate community non-profit organizations.

Eligibility Requirements

1. Only incorporated non-profit community groups and established neighbourhood organizations are eligible for consideration. Requests will not be considered from individuals.
2. Organizations must be located in London and use the funds raised for services to the "Greater London" community which includes city-wide neighbourhood programs, facilities and amenities.
3. The organizations must demonstrate that they have the resources, space, and expertise to successfully carry out the endeavour. This may be done through an interview, supporting documentation and/or references. Applicants will be requested to complete an application form which will ask for the following information (not an exhaustive list):
 - detailed financial information
 - evidence of ability to handle cash properly
 - evidence of ability to organize and use volunteers
 - evidence of adequate supervision and control measures
 - insurance coverage that is satisfactory to the City of London
4. The community non-profit organization must indicate how the activity relates to the goal(s) of their organization.

5. The goal(s) and/or guiding principles of the community non-profit organization must adhere to (i.e. not contravene) the principles found in any of the Vision London plans.

Selection Process

The selection of appropriate community organizations will be based on the following criteria, in order of priority:

1. The project is related to the repair, enhancement, construction or preservation of a City-owned or operated facility OR the development and operation of a City-operated or supported program or activity.
2. The geographic area.
3. The degree of compatibility of the specific activity with the goals of the community organization.
4. The degree to which the activity or program addresses the appropriate Vision London goals.
5. Other criteria to be determined by the Civic Administration that may be appropriate to a specific situation from time to time.

In addition a process to ensure a fair and equitable distribution of this opportunity will be developed in consultation with appropriate stakeholders.

16(30A) Appendix to City of London Race Relations Policy

LONDON RACE RELATIONS POLICY

STATEMENT

There is no room for Racism in London. The people of the City of London believe in the dignity and worth of every person and are committed to making this a reality. To this end, each person has the right to live, work, receive services, and participate fully in an environment free of discrimination and harassment based on race.

CHALLENGES

Racism is alive in our community....let's stop it!! Racism is a learned behaviour. It can be blatant, subtle or hidden, and is often denied. If we don't stop racism, it will destroy us and the community in which we live.

Our challenges are to:



- recognize racist attitudes and behaviours
- recognize attitudes and behaviours that encourage racism
- unlearn racism
- unite against racism
- eliminate racism

PURPOSE

The purpose of this Policy is:

- to promote the City of London as a city that is welcoming of all people;
- to strengthen city-wide awareness of the existence of racism in London, in order that we can eliminate it; and
- to provide an evolving community model, which provides the framework for all Londoners to work together to achieve the Strategic Directions of this Policy.

SCOPE

For the purpose of this Policy, the term RACE shall include: race, ancestry, place of origin, colour, ethnic origin, citizenship and creed (religion), in accordance with the prohibited grounds of the Ontario Human Rights Code, as well as language, accent and dress.

This Policy applies to the Corporation of the City of London, including its Advisory Committees, Agencies, Boards and Commissions and provides expressed values for:

- individuals of the city of London; and,
- the community of the city of London including its agencies, organizations and businesses;
- enabling the entire community to work toward the elimination of racism.

STRATEGIC DIRECTIONS

The London Community including individuals, and the Corporation of the City of London, will work toward enhancing the achievement of the following:

CORPORATION

1. **Develop an Implementation Plan for this Policy** by taking the lead, providing the required resources, and by making it a priority to work in partnership with individuals and the community to realize the intent of this Policy for the elimination of racial discrimination and harassment.



2. **Promote mutual Awareness, Inclusion, Understanding and Appreciation of all people** so that everyone, regardless of race, can have a full and meaningful participation in our community.
3. **Develop and Implement Race Relations Communication and Public Education Strategies** designed to identify and raise awareness of the existence of racism and eliminate all racial barriers.
4. **Ensure that Employment Policies and Practices** are free of racially discriminatory barriers in the workplace.
5. **Enhance The Training, and Education of Staff and Volunteers** to provide them with the skills, and awareness about attitudes, policies, procedures, and practices that may or may not be intentionally discriminatory, but have the impact of being discriminatory, to more effectively provide services to various racial communities.
6. **Involve Londoners in Planning For, Accessing, Providing, and Evaluating Services** which are respectful of the needs of our various racial communities.
7. **Establish Mechanisms to Ensure that Racial Discrimination and Racial Harassment are not Encouraged or Tolerated**, which could apply both internally and externally to any person, business or organization that deals with the Corporation of the City of London.

INDIVIDUALS/COMMUNITY

1. **Support the Development of an Implementation Plan For this Policy** by working in partnership with the Corporation, individuals and the community to realize the intent of this Policy for the elimination of racial discrimination and harassment.
2. **Promote mutual Awareness, Inclusion, Understanding and Appreciation of all people** so that everyone, regardless of race, can have a full and meaningful participation in our community.
3. **Develop & Implement Race Relations Communication and Public Education Strategies** designed to identify and to raise awareness of the existence of racism and eliminate all racial barriers.
4. **Ensure that Employment Policies and Practices** are free of racially discriminatory barriers in the workplace.



5. **Enhance The Training, and Education of Staff and Volunteers** to provide them with the skills, and awareness about attitudes, policies, procedures, and practices that may or may not be intentionally discriminatory, but have the impact of being discriminatory, to more effectively provide services to various racial communities.
6. **Participate in Planning For, Accessing, Providing, and Evaluating Services** which are respectful of the needs of our various racial communities.
7. **Endeavor to Establish Mechanisms to Ensure that Racial Discrimination and Racial Harassment are not Encouraged or Tolerated**, which could apply both internally and externally.

16(31A) Appendix to Diversity Policy for the City of London

DIVERSITY POLICY FOR THE CITY OF LONDON

Policy STATEMENT

The City of London and its citizens value diversity and the personal, cultural, social, and economic benefits it brings to the community. As such, the London community enables all people to have equal rights, opportunities, and access for their benefit and well-being including, but not limited to, the domains of employment, education, health, accommodation, and leisure.

The City of London and its citizens also recognize the human and economic costs associated with discrimination on the basis of individual or cultural differences. As such, the London community does not condone any form of discrimination or harassment. We endorse and embrace both the Canadian Charter of Rights and Freedoms and Ontario's Human Rights Code, which Code prohibits discriminatory practices because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender ("sex"), sexual orientation, age, record of offences, marital status, family status, receipt of public assistance, or disability ("handicap").

WHY Diversity?

When we understand and accept diversity, we lower barriers and achieve important benefits.

- When we encourage the full and active participation of every person, we are drawing on the diverse life experiences and points of view of our fellow citizens. This leads to more innovative solutions.
- When we promote London as a diverse city that is welcoming of all people, the city is more competitive in the global marketplace and more attractive as a destination for visitors and new residents. This benefits our economy.



- When we respect, value, and nurture diversity as an exciting and integral part of our collective experience and identity we can strengthen and create a safe, healthy, and vibrant community. This benefits our society.

In order to enjoy the benefits of a diverse community, we need to address barriers that impede equal participation, work toward the elimination of bias, prejudice and discrimination (which can be intentional, unintentional or systemic) and promote the awareness of the value of diversity.

VALUING Diversity

- We can pursue more inclusive strategies for members of the community by recognizing the barriers and discrimination faced by all people.
- We can maximize the potential of each person by promoting an environment of equality within the community and within the Corporation for all people.

What will The CORPORATION of the City of London do?

Recognizing that The Corporation of the City of London (including its agencies, boards, commissions, and advisory committees) plays a role in leadership and education in the community, the Corporation is committed to:

- promoting the Diversity Policy both internally and for the community of the City of London;
- ensuring that organizations and individuals have access to this policy;
- encouraging and recognizing excellence in corporate and community citizenship in the area of diversity;
- encouraging public and private organizations to respect and adhere to the objectives of this policy; and
- leading by example.

What can ORGANIZATIONS in the community do?

Recognizing that The Corporation of the City of London, organizations, businesses, and community agencies (including businesses and organizations that provide services, supplies or products, to, or on behalf of The Corporation of the City of London) set the tone for the community, the Corporation will do the following and encourage other organizations to do so:

- ensure that this policy is widely communicated and that all employees, and others to whom the policy applies, understand its intent;
- ensure that existing policies and practices, including employment policies, are built upon nondiscriminatory bases such as merit; that future policies and practices meet the objectives of this policy; and that revisions are communicated to the entire organization;



- review current practices to ensure that every person is treated without discrimination and to eliminate barriers in accessing goods and services;
- seek opportunities to involve people of diverse backgrounds in the design, use and evaluation of goods and services;
- provide training and involve staff and volunteers in activities designed to promote an awareness, acceptance, and celebration of diversity;
- establish mechanisms to ensure that discrimination and harassment are not encouraged or tolerated;
- monitor organizational compliance with this policy; and
- lead by example.

What can you as an INDIVIDUAL do?

Recognizing that social change begins with individual change, you can, as a resident or visitor to the City of London:

- evaluate your own actions and preconceived ideas about individuals and groups;
- educate yourself, volunteer your time, and participate in activities which will broaden your experience and understanding of diversity;
- encourage and support the development of programs and projects that promote harmony;
- advocate both the elimination of discrimination and the celebration of diversity within your own workplace or community;
- challenge discrimination when you experience it or are aware of its existence; and
- lead by example.

16(32A) Appendix to City of London Public Art Policy

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CITY OF LONDON PUBLIC ART POLICY

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INTRODUCTION

Public Art: Capturing the Value of London’s Heritage, Culture, Arts and Diversity

London’s City Council, at its meeting on September 17, 2007, approved its Strategic Plan for the next four years (2007 – 2010). One of the strategic priorities identified is, “Creative, Diverse and Innovative City: Capturing the value of London’s heritage, culture, arts and diversity. Our goal is to define and strengthen the city’s unique identity.”

A high quality Municipal Public Art Program is important to achieving this goal. Successful Public Art Programs help communities develop and express their unique sense of place and character, and in turn, draw tourism and investment activity to the city.



The primary purpose of the Municipal Public Art Policy, which guides the Public Art Program, is to provide a mechanism through which the City of London acquires public art for municipally-owned public space through its purchase, commission or donation.

The Creative City Task Force (CCTF) made the creation of a Public Art Policy one of its key recommendations, noting that, “London is falling behind in some areas, and the community has to change and improve if it is going to prosper and grow in the future.” This report goes on to note that, “London’s assessment growth, future prosperity and downtown development will be driven in large part by the creative industries and the people who work in them.”

Public Art: Building Upon a Strong Foundation

For nearly 50 years, North American cities have engaged in Municipal Public Art Programs. The first Public Art Program was introduced in Philadelphia in 1959. Currently, there are over 300 American cities with public art ordinances as part of their planning and culture mandates, in private and public projects, including: Seattle, San Francisco, Portland, Dallas, San Jose, Chicago and New York City.

In Canada, the first Public Art Program began in the 1950s when the Province of Quebec introduced its Art in Architecture Program. Today, over 50 Canadian municipalities have Public Art Policies and Programs including: Vancouver, Edmonton, Calgary, Richmond, Winnipeg, Montreal, Ottawa and Thunder Bay. The best of these programs have created visionary plans for the strategic placement of public art in their communities.

Public Art: Attracting Interest and Investment

As public art provides a distinctive cachet that can attract new residents and businesses, property values may increase, and the art can become a destination draw for visitors who will contribute to the local economy in its shops, cafes and businesses.

The feasibility of a Public Art Program is governed by the available funding. Council, through its operating budget, is requested to provide annual funding for the Public Art Program, noting that it is proposed that this funding amount be increased annually by the operating budget target factor to ensure its ongoing capacity to meet the intent of the program. The requested funding is based on a 1% rolling five year average of the City of London’s applicable capital projects. Council will review the funding level every five years to ensure its continued capacity to fulfill the intent of the Public Art Policy. This model, which is a common practice found in Public Art Programs in North America, Europe and other countries, is the “tried and true” target that enables public art to have an impact on a city in relation to the other 99% of building budgets.

Public art is recognized both nationally and internationally as a significant tool for city building, economic development and beautification. From Pittsburgh to Vancouver to Vienna to Birmingham to Canberra, public art is part of the planning process to rejuvenate and enliven new city districts for the benefit of residents and tourists alike.



For private development, the benefits of public art may include increased property values, enhanced marketing of the units or floor space and enhanced aesthetics of the development leading to an improved public image for the developer.

Though not addressed specifically in the City of London Public Art Policy, the City recognizes that there are many examples of non-municipal outdoor artworks located in privately-owned space across London that contribute to the identity and character of our community.

Public Art: Contributing to the Urban Character

Works of public art in public space engage people in their everyday lives and provide an opportunity for dialogue and social interaction that is at the heart of a vibrant city. Public art demonstrates that a city is proud, interesting and informed. A Public Art Program helps to create visible works of art and sets high aesthetic standards for all types of building projects. Further, it fosters an environment that promotes creativity, the pursuit of excellence in cultural experiences, public access to those experiences and the preservation and enhancement of diverse cultural identities.

Public art can reaffirm or reveal a sense of place in a symbolic and visually stimulating way by evoking some aspect of the social, natural, cultural, physical, political, economical or historical context of the site and its locale. Different public art sites provide artists with the ability to engage fully in the city building process, adding richness and variety to the urban environment. Public art can also influence the design of a development proposal, affecting the layout of open spaces, public connections to adjacent features such as streets, parks and open spaces, and related requirements for setbacks and streetscaping.

Public Art: Benefiting the Entire Community

Benefits of public art include, but are not limited to:

- defining identity;
- building strong communities;
- promoting development;
- enlivening social spaces; and,
- encouraging discussion and debate.
-

Summary

London's Public Art Policy will be a significant tool for the beautification of the community, encouraging economic development, and for creating a sense of enhanced civic pride.

As outlined in the Introduction, the primary purpose of the Public Art Policy, which guides the Public Art Program, is to provide a mechanism through which the City of London acquires public art for municipally-owned public space through its purchase, commission or donation.



The Creative City Task Force Report recognizes the important contribution of public art to the quality of the public realm and to city building. The Report also recognizes the need for the City of London to finance the acquisition, conservation and inventory of public art. Public art helps to make buildings, open spaces and neighbourhoods attractive and memorable places where people want to visit, live, work and play. The Policy represents an important tool for securing high quality installations of public art.

The City of London Public Art Policy is divided into three parts as follows:

Section 1: Policy Statement

Section 2: Policy

Section 3: Funding

Acknowledgements

The creation of the new Public Art Policy has been a process that has occurred over a number of years. It was initiated by the Advisory Committee for the Arts of London City Council. This Policy is no longer current. Subsequently, the London Arts Council's Public Art Task Force assumed the responsibility for assisting the City of London with the creation of a new Public Art Policy.

The London Arts Council is dedicated to enhancing the quality of life and the creative vitality of London by nurturing awareness of, involvement in, and commitment to, excellence of all levels of arts and culture. The support and dedication of volunteer members of the London Arts Council's Public Art Task Force are gratefully acknowledged. Your commitment and passion for the arts and the City of London will be honoured through the many artistic works our city will bring to life in the years to come.

The work of the current Public Art Policy Development Group of the City of London which included membership from the London Arts Council and Museum London, as well as representation from various City departments are also gratefully acknowledged.

CITY OF LONDON PUBLIC ART POLICY

SECTION 1: POLICY STATEMENT

1.0 Policy Statement

The City of London supports the display of art on municipally-owned public space that will strengthen the natural assets of the city, provide unique attractions and act as a constant delight to residents and visitors to London. Public art celebrates and honours our culture, history, people, events and locations while enhancing our economic vibrancy. Public art impacts many aspects of community living. Public art enriches daily life through visual experiences and attracts people to art-enriched places.



SECTION 2: ADMINISTRATION

2.0 Principles

Public art is significant to the City of London because it:

- enriches public spaces for the enjoyment of all;
- serves the city as a whole;
- engages the community, and visitors;
- can yield proven economic benefits;
- demonstrates excellence and a wide range of artistic expression;
- is integrated conceptually and physically into the local context;
- may involve local artists;
- is relevant to London and Londoners;
- is accessible with daily living, work, and play;
- commemorates events of local, national and provincial significance;
- is a part of major capital investment projects in London;
- recognizes outstanding achievements of Londoners or their community;
- is presented in a manner that responds to their unique requirements for care, conservation and safety; and,
- is preserved for the enjoyment of future generations through management policies and guidelines.

2.1 Public Art – Purpose, Definitions and Exclusions

2.1.1 Purpose of Public Art

Public art is intended to contribute positively to London's urban space by providing landmarks, defining meeting places, injecting humour, speaking of history and reminding us of greatness. It is hoped that works of public art on municipally-owned public space will be viewed by citizens and visitors with a keen sense of pleasure, wonder or curiosity and lend a feeling of satisfaction that these works are "ours", that they help to define "us" and that they belong to this community.

2.1.2 Definition of Public Art on Municipally-Owned Public Space

The Public Art Policy considers "Public Art" to be art that is displayed on municipally-owned public space.

Municipally-owned public space is considered to be areas frequented by the general public that are owned, maintained, operated or occupied by the City of London. Municipally-owned public space includes, but is not limited to, parks, road allowances, tunnels, boulevards, streets, courtyards, squares and bridges, as well as building exteriors, foyers, concourses and significant interior public areas of municipal buildings.



Public art may include, but is not limited to:

1. sculpture;
2. murals;
3. memorials, monuments, historic objects or artifacts such as the Cenotaph, cannons etc.;
4. fountains or water features that contribute aesthetically to their surroundings (i.e. not spray pads);
5. hard and soft landscaping components which are not a mere extension of the landscape architecture;
6. special engineering or architectural features of existing capital projects that contribute aesthetically to their surroundings; and,
7. community public art related to neighbourhood beautification.

Public art may be integrated into the design of the site, buildings and landscapes in publicly accessible and visible areas of a site. These areas can include the walls, floors and ceilings or other publicly accessible open space such as plazas, forecourts, courtyards, colonnades or setbacks. When integrated, public art must retain an interpretative aspect, as determined by the commissioned artist, and not be a mere extension of the design of the architecture, landscape architecture, interior design, etc. of the new development.

2.1.3 Public Art Exclusions

Examples of public art that are excluded under the scope of this policy are:

1. directional elements such as super graphics, signage or colour coding, except where these elements are integral parts of the original work of art or public art project;
- 2.
3. art objects which are mass-produced of standard design such as playground equipment, or statuary objects;
4. landscape architecture and landscape gardening except where these elements are an integral part of the original work of art, or are the result of collaboration among design professionals including at least one artist; and,
5. easily-moveable art works such as paintings, drawings, models and books.

2.1.4 Definition of Professional Artist

A professional artist is a person who is critically recognized as an artist: he or she possesses skill, training and/or experience in an artistic discipline, is active in and committed to his or her art practice and has a history of public presentation.



2.2 PURPOSE OF THE PUBLIC ART POLICY

The primary purpose of this Policy is to provide a mechanism through which the City of London acquires significant pieces of public art for municipally-owned public space through their purchase, commission or donation. The City may authorize public art that it does not own to be placed on municipally-owned public space through an agreement between the City of London and the owner of the public art.

2.2.1 Permanent and Temporary Types of Public Art

This Policy is applicable to both permanent and temporary installations of public art. Permanent works of art include fixed works which, due to their weight and size, become an integral component of any municipally-owned public space, in terms of structure, design context, or neighbourhood. Temporary works of public art include works created for a specific event or place for a specific occasion and timeframe. The City of London has the authority to determine the length of time a work of art will be displayed on municipally-owned public space.

2.2.2 Placement of Outdoor Art on Privately-Owned Space

Though not addressed specifically in this Policy, the City of London believes in encouraging the inclusion of outdoor art in privately-owned space across the city. It is recognized that this art has significant appeal and can contribute to the identity and character of our community.

2.3 APPLICATION AND MANAGEMENT PROCESS

2.3.1 Administering Public Art

The Public Art Policy will be administered by the City of London's Culture Office. The Culture Office may delegate the administration; including making recommendations to Council for the prioritization of expressions of interest for public art projects and the selection of qualified artists, to a knowledgeable community arts organization. Council will be responsible for the prioritization of public art projects to be developed annually.

The Culture Office may also delegate responsibility for site selection, implementation, maintenance and conservation/restoration of public art to other City departments or knowledgeable community arts organizations.

2.3.2 Administering Public Art

Public art, collected for municipally-owned public space, may be acquired through:

- purchase, commission or donation; or,
- creation of community art projects.



Purchase, Commission or Donation of Public Art

All works of public art that are to be purchased, commissioned or donated by the City of London will be subject to the terms and conditions of the Public Art Policy. Purchased art is existing artwork that is bought by the City from an artist, agent, gallery or through another direct method. Commissioned art is a work of art created by a selected artist and for a specific site. Donated art is existing artwork given to the City in the form of a bequest, a gift, or a sponsored acquisition.

When public art is acquired through donation, in accordance with the criteria established in the Income Tax Act (Canada), the City of London may issue a tax receipt to the donor. Independent appraisal costs will be the responsibility of the donor. The Donation Policy of Museum London will be used to guide the City to determine which donations, gifts or bequests of works of art will be accepted.

Donation of Funding to Acquire or Maintain Public Art

The City will encourage the private sector through bonusing and other donation mechanisms to contribute financially to the Public Art Program.

Donated art will also include a funding donation for the maintenance and conservation/restoration of the work being donated, the amount of which will be negotiated as part of an acceptance agreement.

Should a donation of funding from the public or private sector be received for the City of London's Public Art Program, this funding would be treated similarly to the annual contribution allocated by Council outlined in Section 3.1 and 3.2 of this Policy. Donations must be free and clear of conditions and restrictions imposed by the donors regarding the City's use of these funds for the City of London's Public Art Program.

2.3.3 Site Selection

The Culture Office will coordinate the site selection of appropriate locations for the installation of public art on municipally-owned public space. This will include creating a visionary plan for the strategic placement of public art in London.

For locating a specific piece of public art, a qualified conservator may be consulted. The Utility Coordinating Committee will be consulted by the City when a work of public art is to be on a road allowance.



2.3.4 Selection Process

Applications for proposed public art projects will be received from City departments and from external applicants. For City of London capital projects over the value of a million dollars, investment in public art should be considered as part of that project. It is recognized that there should be some flexibility for City departments to determine if a piece of public art is appropriate for a particular capital project.

The applicant for the project will be responsible for hosting a significant public engagement process, before the selection of the public art, to identify if there are major objections from the community to the public art being proposed. The intent of this engagement process is to create the opportunity for accessible public dialogue and education about public art.

The Public Art Program is primarily focused on the installation of significant public art pieces in our community. The Culture Office, or its designate, will establish a Public Art Jury (Jury) of knowledgeable community representatives.

1. The Jury will review applications for significant pieces of public art and prioritize the work to be done in that year based on available funding. The Jury will recommend their prioritization of public art projects to Council for approval. The Jury will also be responsible for the selection of qualified artists to create public art, if not identified in the original application.
2. The Jury will also receive applications for smaller community art projects; noting that any individual community art project will not be eligible for more than \$10,000 in funding. The Jury will determine whether or not the community art project should proceed and, if so, to what extent funding should be provided.

2.3.5 Implementation of Public Art

The Culture Office, or its designate, will oversee the implementation of public art on municipally-owned public space. Implementation will include overseeing processes, contract negotiations, site planning and individual Public Art Project Plan preparation, installation, insurance for installation, long-term insurance, and maintenance of acquired public art on municipally-owned public space.

The City of London will respect the right of authorship and the integrity of the public art. Not all art placed on City property will become the property of the City of London. When art is not owned by the City of London, the City Solicitor's office will determine the type of agreement required between the owner and the City prior to installation of the artwork on municipally-owned public space.



2.3.6 Maintenance and Conservation/Restoration

The Culture Office, in conjunction with the Environmental and Engineering Services Department (EESD), will oversee the maintenance, conservation/restoration of public art. Maintenance and conservation/restoration requirements will be included within the Public Art Project Plan for each piece of public art and captured within a future City of London Public Art Conservation Plan and Master Inventory of Public Art.

The Culture Office may delegate the responsibility for the creation of the City of London's overall Public Art Conservation Plan and Master Inventory of public art to a knowledgeable community arts organization. This organization will consult with EESD to determine maintenance and conservation/restoration requirements and actions for public art on an ongoing basis.

2.3.7 De-Accessioning

The Culture Office will consider candidates for the de-accessioning of permanent and temporary public art, report its findings and recommend the method of de-accessioning to London City Council. The de-accessioned art may be moved, sold, returned to the artist or destroyed, with any monies received through the sale of art being placed in the Public Art Acquisition Reserve Fund.

SECTION 3: FUNDING

This section of the Public Art Policy is intended to provide direction related to the funding of public art in municipally-owned public space.

3.0 Municipal Budget Funding

London City Council, through its annual operating budget, will consider an amount for the operation of the Public Art Program. The 2008 funding amount was developed based on calculating the 1% rolling five year average applicable capital projects in the City of London's annual capital budget process.

These applicable capital projects include:

- publicly accessible above ground buildings including all major municipal buildings;
- parks;
- industrial parks; and,
- new or major upgrades to bridges

This funding will be increased annually by the operating budget target factor to ensure its ongoing capacity to meet the intent of the Public Art Policy. This will be reviewed by the Culture Office every five years, as part of a review of the Public Art Program, to ensure its ongoing capacity to fulfill the intent of the Public Art Policy.



Principles that were used as the basis for selecting the eligible capital works were:

1. Eligible projects for defining budget should be theoretically eligible funding enhancements;
2. Eligible projects should be projects that provide good public exposure. Such projects would be new works or major upgrades;
3. Industrial parks see significant public traffic and should be candidates for public art; therefore, they should be included in the eligible list;
4. Property purchases for locations of future public exposure are simply advance projects costs for otherwise logical, eligible projects; therefore, those budgets set up simply for property purchase should be candidates for the eligible list;
5. Straightforward repairs should not be candidates for eligible capital works; and,
6. No road projects should be considered.

Any operating funding required for the ongoing operation of specific pieces of public art must be approved by Council on a case by case basis.

3.1 Public Art Acquisition Reserve Fund

Public art funding will be annually allocated by Council to a Public Art Acquisition Reserve Fund for the purchase, commission and donation of public art.

A drawdown of up to 10% from the public art funding annually allocated by Council to the Public Art Acquisition Reserve Fund will be used for the administration of the Public Art Policy, which will depend upon specific public art project requirements.

The Public Art Acquisition Reserve Fund may also accept donations of funding from the public or private sector toward the City's Public Art Program, noting that this funding will be treated similarly to the annual contribution allocated by Council. Donations must be free and clear of conditions and restrictions imposed by the donors regarding the City's use of these funds for the City of London's Public Art Program.

3.2 Public Art Maintenance Reserve Fund

In addition there will be an annual drawdown of 10% from the public art funding annually allocated by Council to the Public Art Acquisition Reserve Fund for the Public Art Maintenance Reserve Fund, noting that from time to time, the Culture Office may recommend that this drawdown percentage be increased to meet specific public art maintenance requirements.



The use of this fund will be administered by the Culture Office, in conjunction with the Environmental and Engineering Services Department, to ensure specific maintenance requirements for individual pieces of public art are met. Incidental maintenance that is part of the expected City of London operating budgets, including graffiti and site clean-up, will not be funded from this reserve fund.

Donated art will also include a funding donation for the maintenance and conservation/restoration of the work being donated, the amount of which will be negotiated as part of an acceptance agreement.

Where funds are donated from the public or private sector for the City of London's Public Art Program, this donation will also include a funding donation for maintenance and conservation/restoration, the amount of which will be negotiated as part of an acceptance agreement.

16(36A) Appendix to Public Notice Policy

City Council and the Civic Administration acknowledge the importance of having an informed public. This commitment is delineated in the City Council's values of:

Citizen Engagement: Fostering an environment that invites and encourages citizen participation and engagement; and,

Open and Accountable Government: Being accessible to citizens, listening to their needs and reporting regularly on progress.

This policy describes the circumstances in which notice shall be provided to the public and the form, manner, and times notice shall be given as required under section 270(1)4 of the *Municipal Act, 2001*.

Definitions:

"City" means The Corporation of the City of London

"Council" means the Municipal Council of The Corporation of the City of London

"newspaper" shall mean a document that:

- (a) is printed in sheet form, published at regular intervals of a week or less and circulated to the general public; and
- (b) consists primarily of news of current events of general interest

"website" means the City of London official website at www.london.ca



Application:

1. Notice to the public shall be provided in the circumstances and in the form, manner, and times as follows:
 - (a) All circumstances set out in Appendix “A”, attached, in the form, manner and times as set out in Appendix “A”;
 - (b) If required by any Act or Regulation, in the form, manner and times as prescribed in the Act or Regulation;
 - (c) If required by another by-law, in the form, manner and times as set out in the said by-law;
 - (d) If directed by Council, in the form, manner and times as specified by Council; or
 - (e) In circumstances where, in the opinion of the City Clerk, notice is reasonable and necessary, in the form, manner and times as determined by the City Clerk.
2. No additional notice shall be required for subsequent meetings where a matter has been deferred or referred to a subsequent meeting by the Council, the Committee of the Whole, the Board of Control or a Standing Committee of the Council.
3. The notice requirements under this Policy are minimum requirements and the City Clerk may give notice to the public in an extended manner if, in the opinion of the City Clerk, the extended manner is reasonable and necessary in the circumstances.
4. Where any of the form, manner or times of notice are not specified in Appendix “A”, an Act, Regulation or by-law, or where Council directs that notice be given under section 1(d), or the City Clerk determines that notice be given under section 1(e), the form, manner or times of notice shall be determined by the City Clerk.



“APPENDIX A”

PUBLIC NOTICE REQUIREMENTS		
Circumstance	Summary of Requirement	Form, Manner and Times Notice to be Given
<p><u>BUDGET</u> (Section 290, <i>Municipal Act, 2001</i>) Adoption of Annual Operating, Capital, Water and Wastewater Budgets of the City</p> <p>Budget public participation meeting(s)</p>	<p>Notice of Intent to adopt the budget.</p> <p>Notice of public participation meeting(s) with respect to the adoption of the budget.</p>	<p>Notice of intent to adopt the budget shall be posted on the City’s website and may also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Council meeting at which the budget will be considered for adoption.</p> <p>Notice of any public participation meetings with respect to the budget shall be posted on the City’s website and may also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the public participation meeting.</p>



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<u>SCHEDULE OF MEETINGS – REGULAR AND SPECIAL</u>		
<p>(Section 238(2)(2.1), <i>Municipal Act, 2001</i>) Annual Schedule of Regular Council, Committee of the Whole, Board of Control and Standing Committee Meetings</p>	<p>Public notice to advise of the annual schedule of regular meetings of Council, Committee of the Whole, Board of Control and Standing Committees.</p>	<p>Notice of the annual schedule of regular meetings of Council, Committee of the Whole, Board of Control and Standing Committees shall be posted on the City's website in accordance with the Procedure By-law.</p>
<p>(Section 240, <i>Municipal Act, 2001</i>) Special meetings of Council, Committee of the Whole, Board of Control and Standing Committee Meetings</p>	<p>Public notice to advise of special meetings of Council, Committee of the Whole, Board of Control and Standing Committees.</p>	<p>Notice of any special meetings of Council, Committee of the Whole, Board of Control and Standing Committees outside of the annual schedule of regular meetings shall be posted on the City's website in accordance with the Procedure By-law.</p>



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<p><u>FEE OR CHARGE BY-LAW</u> (Section 391, 400(f), <i>Municipal Act, 2001</i>)</p>	<p>Public notice required to advise of a minimum of one Board of Control or Standing Committee meeting to consider the enactment of a fee or charge by-law. The notice shall specify when and where information in regard to such a by-law may be obtained.</p> <p>Public notice required to advise of a Council meeting to consider the enactment of fees and charges by-laws regarding items in the Annual Property Tax-Supported Budget and Annual Water Services and Wastewater and Treatment Budgets.</p>	<p>Notice to advise of a Board of Control or Standing Committee meeting to consider the enactment of a fee or charge by-law shall be posted on the City's website and may also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the meeting at which the fee or charge by-law is to be considered.</p> <p>Notice to advise of a Council meeting to consider the enactment of fees and charges by-laws regarding items in the Annual Property Tax-Supported Budget and Annual Water Services and Wastewater and Treatment Budgets shall be posted on the City's website and may also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Council meeting at which the fee or charge by-law is to be considered.</p>
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<p><u>SEIZURE OF PERSONAL PROPERTY – PUBLIC AUCTION</u> Seizure of Personal Property by City Treasurer to recover taxes and costs of the seizure. (Section 351(8), <i>Municipal Act, 2001</i>)</p>	<p>Subject to certain conditions, the Treasurer or his/her agent may seize personal property to recover taxes and costs of the seizure. The Treasurer or his/her agent is required to give the public notice of the time and place of public auction and of the name of the person who personal property is to be sold.</p>	<p>The Treasurer or Treasurer's agent shall give notice of the time and place of public auction of seized personal property to recover taxes and costs of the seizure, together with the name of the person whose personal property has been seized. This shall be published once in a newspaper of general circulation in the City of London at least 14 days prior to the auction.</p> <p>One notice sent by regular pre-paid mail, mailed to the sheriff, bailiff, assignee, liquidator, trustee or licensed trustee in bankruptcy a minimum of 21 days prior to the auction.</p>
<p><u>PROPOSAL TO RESTRUCTURE THE MUNICIPALITY</u> (Section 173, <i>Municipal Act, 2001</i>)</p>	<p>Public notice to advise of the holding of a public meeting before Council votes on whether to support or oppose a restructuring proposal.</p>	<p>Notice to advise of a public meeting to consider a restructuring proposal shall be posted on the City's website and shall also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the public meeting at which the restructuring is to be considered.</p>



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<p><u>CHANGE OF NAME OF MUNICIPALITY</u> (Section 187, <i>Municipal Act, 2001</i>)</p>	<p>Public notice to advise of the holding of a Board of Control meeting to consider the enactment of a by-law to change the municipality's name.</p>	<p>Notice to advise of a Board of Control meeting to consider the enactment of a by-law to change the municipality's name shall be posted on the City's website and shall also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Board of Control meeting at which the matter is to be considered.</p>
<p><u>DISSOLUTION OR CHANGE TO LOCAL BOARD</u> (Section 216, <i>Municipal Act, 2001</i>)</p>	<p>Notice to a local board required to advise of a Board of Control meeting to consider the enactment of a by-law to dissolve or change the local board.</p>	<p>One notice sent by regular, prepaid mail, mailed to the local board a minimum of 14 days prior to the Board of Control meeting.</p>
<p><u>CHANGES TO COMPOSITION OF COUNCIL</u> (Section 217, <i>Municipal Act, 2001</i>)</p>	<p>Public notice required to advise of the holding of a public meeting by either the Committee of the Whole or the Board of Control, depending on which body has been so designated by Council to consider the matter prior to Council's consideration of changes to the composition of Council.</p>	<p>Notice to advise of the holding of a public meeting by either the Committee of the Whole or the Board of Control, depending on which body has been so designated by Council to consider the matter prior to Council's consideration of changes to the composition of Council, shall be posted on the City's website and shall also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Board of Control meeting at which the matter is to be considered.</p>



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ESTABLISHMENT OF WARDS

(Section 222, *Municipal Act, 2001*)

Public notice required to advise of a meeting of either the Committee of the Whole or the Board of Control, depending on which body has been designated to first consider the matter prior to the Council's consideration of the enactment of a by-law dividing or re-dividing the wards or dissolving wards.

Notice to advise of a meeting of either the Committee of the Whole or the Board of Control, depending on which body has been designated to first consider the matter prior to the Council's consideration of the enactment of a by-law dividing or re-dividing the wards or dissolving wards, shall be posted on the City's website and shall also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Board of Control meeting at which the matter is to be considered.

Notice advising of the passing of a by-law dividing or re-dividing the wards or dissolving wards shall be published once in a newspaper of general circulation in the City of London within 15 days of the passing of the by-law, specifying the last day for filing a notice of appeal.



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<p><u>NEW PROCEDURE BY-LAW</u> (Section 238, <i>Municipal Act, 2001</i>)</p>	<p>Public notice required to advise of a Board of Control meeting to consider enactment of a new Procedure By-law.</p>	<p>Notice to advise of a Board of Control meeting to consider the enactment of a new Procedure By-law shall be posted on the City's website and shall also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Board of Control meeting at which the matter is to be considered.</p>
<p><u>LICENSING BY-LAW</u> (Section 151, <i>Municipal Act, 2001</i>)</p>	<p>Public notice required to advise of the intention to consider the enactment of a licensing by-law.</p>	<p>Notice to advise of a Board of Control meeting to consider the enactment of a licensing by-law shall be posted on the City's website and shall also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Board of Control meeting at which the matter is to be considered.</p>
<p><u>NAMING OR RENAMING OF A HIGHWAY OR PRIVATE ROAD</u> (Section 11(3), <i>Municipal Act, 2001</i>)</p>	<p>Public notice required to advise of the intention to pass a by-law naming or re-naming a private road.</p>	<p>Notice of the intention to pass a by-law to name or rename a private road shall be posted on the City's website and shall also be published once in a newspaper of general circulation in the City of London at least 7 days in advance of the Standing Committee meeting at which the matter will be considered.</p>



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<u>HIGHWAY CLOSURE OR PERMANENT ALTERATION – ACCESS DENIED TO ANY PROPERTY</u>	Notice to all affected property owners required to advise of a Standing Committee meeting to consider the enactment of a by-law to close or permanently alter a highway when such closure or permanent alternation would deny access to a property.	One notice sent by registered mail, mailed to the last known address of the affected property owner(s), a minimum of 14 days before the Standing Committee meeting.
<u>SALE AND OTHER DISPOSITION OF LAND</u>	Public notice required to advise of the intention to sell or otherwise dispose of municipally-owned land.	Notice shall be in accordance with the Sale and Other Disposition of Land Policy.
<u>LOW IMPACT PLANNED LIFECYCLE RENEWAL/REPLACEMENT/MAINTENANCE FOR RECREATION FACILITIES AND PARKS INITIATIVES, PROJECTS AND DEVELOPMENTS - AMENITIES AND/OR SMALL STRUCTURES THAT REQUIRE CANCELLATION OF EVENT(S) OR PROGRAM(S) OR RESULTS IN A TEMPORARY CLOSURE OF MORE THAN ONE DAY</u>	Public notice to advise users and/or public of the commencement of construction and temporary closure of the space.	Signage onsite a minimum of 2 weeks prior to commencement of work. Notice will indicate nature of work, estimated timing of construction and contact information.
<u>REPURPOSING OF EXISTING RECREATION FACILITIES OR PARKS ON A LONG TERM OR PERMANENT BASIS.</u>	Public notice to advise users and public of the commencement of construction and temporary closure of the facility or park and of the intended repurposing.	Signage on site, notice posted on City of London Web site, written notice to Ward Councillor, Community Association and neighbours within 200 m of site 6 weeks prior to commencement of work. Notice will indicate nature of work, estimated timing of construction and contact information.



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<u>NEW PARKS</u>	Public notice to advise users, the public and neighbours of the commencement of construction of new parks.	Signage on site, notice posted on City of London Web site, written notice to Ward Councillor, Community Association and neighbours within 200 m of site a minimum of 2 weeks prior to commencement of work.
<u>NEW RECREATIONAL FACILITIES</u>	Public notice to advise public of the commencement of construction of a new facility.	Signage onsite and notice on City of London Web site indicating intention to construct a new facility 3 months in advance of commencement of construction.
<u>PARKS AND RECREATION MASTER PLAN AND SPORT STRATEGIES (e.g. SKATEPARK STRATEGY, DOGS OFF LEASH STRATEGY)</u>	Public notice to advise public of the intention to develop a citywide initiative or strategy.	Notification in newspaper (Living in the City) and City of London Web site of intention to start development of an initiative or strategy.
<u>UNUSUAL CIRCUMSTANCES – RECREATIONAL FACILITIES, PARKS OR STRUCTURES</u> Emergency situations may occur, and in particular when a health and safety concern arises, immediate action is necessary and notification cannot occur prior to the commencement of such work.	No requirement of notice in emergency circumstances.	No notification will be given prior to commencement of emergency work.

16(39A) Appendix to Accessible Customer Service Policy

1. Purpose / Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.



Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- *the provision of goods and services to persons with disabilities;*
- *the use of assistive devices by persons with disabilities;*
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

2. Application

This policy applies to all persons who deal with members of the public or other third parties on behalf of the City, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the City’s policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

3. Definitions

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

City

The Corporation of the City of London, excluding boards and commissions.

Disability

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,



- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog

A guide dog as defined in section 1 of the Blind Persons' Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

Nurse

A Registered Nurse or Registered Practical Nurse who is a registered member in good standing with the College of Nurses of Ontario.

Physician

A physician who is a registered member, in good standing, with the College of Physicians and Surgeons of Ontario.

Service Animal

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

4. Policy Statement

The Corporation of the City of London is committed to providing quality goods and services that are accessible to all persons that we serve.

5. General Principles

a. The Provision of Goods and Services to Persons with Disabilities

The City of London will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the City's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the City's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an



alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the City's goods or services and,

- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City's goods and services.

b. Communication with Persons with Disabilities

When communicating with a person with a disability, the City will do so in a manner that takes into account the person's disability.

c. Notice of Temporary Disruptions in Services and Facilities

The City is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the City's services and facilities may occur due to reasons that may or may not be within the City's control or knowledge.

The City will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The City will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the City will provide notice as soon as possible.

When temporary disruptions occur to the City's services or facilities, the City will provide notice by posting the information in visible places, or on the City's website (www.london.ca), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

d. Assistive Devices and other Measures that Assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the City's goods and services. Exceptions may occur in situations where the City has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, the City may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the City's goods and services, where the City has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.



e. Service Animals

Persons with a disability may enter premises owned and operated, or operated, by the City accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the City will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the City's goods and services.

If it is not readily apparent that the animal is a service animal, the City may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The City may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

f. Support Persons

A person with a disability may enter premises owned and operated, or operated, by the City with a support person and have access to the support person while on the premises.

The City may require a person with a disability to be accompanied by a support person while on City premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the City's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

g. Feedback

The City of London is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the City's website (www.london.ca) and/or in other appropriate locations.



h. Training

The City will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The content of the training will include:

- a review of the purposes of the AODA;
- the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429 / 07);
- instruction on the City's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the City's goods or services;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the City's premises that may help with the provision of goods or services to persons with disabilities.

Timeline for Training

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the City's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

Records of Training

The City will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA").



6. Availability and Format of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

All documents required by the Accessibility Standards for Customer Service, including the City's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to MFIPPA.

When providing a document to a person with a disability, the City will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

7. Notice of the Availability of Documents

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the City's website, and available through the City Clerk's Office and City's public library branches.

16(40A) Appendix to Media Protocols Policy

Media Protocols Policy

Definitions

"Media" are defined as:

- staff or authorized representatives of local, provincial or national print outlets (e.g.: daily, weekly, community/student newspapers);
- staff or authorized representatives of radio and television agencies;
- staff or authorized representatives of news websites;
- staff or authorized representatives of wire services (e.g.: Canada News Wire (CNW), Canadian Press (CP));
- staff or authorized representatives of local Internet information providers (web authors, bloggers, webcasters, etc.)

Media Access to Meetings

The media are welcome to attend and report on all public meetings of the Municipal Council and its committees, ad hoc task forces and working groups.

The City will make every effort to provide the media with seating space in the Council Chambers and other public meeting rooms for the meetings noted above, recognizing that seating availability for the media might occasionally be impacted by the volume of outside delegations and staff in attendance at a meeting, as well as capacity limitations established under the *Fire Code*.



During meetings, it is expected that all media will conduct themselves in accordance with the following guidelines:

- Audio and videotape recording of public meetings is permitted provided that:
 - all recording equipment is completely muted and operated in a manner which does not interfere with the audience's or participants' ability to hear or view the meeting proceedings;
 - no recording equipment interferes with corporate systems; and
 - no recording compromises confidential materials or discussions;

as determined by the Chair or City Clerk or designate.

- Media are not permitted to attend closed sessions of the Municipal Council or its committees, ad hoc task forces and working groups due to the confidential nature of the matters being discussed at these sessions.
- Media must remove themselves and all of their equipment and personal effects from the meeting room, in a timely way, when a meeting is moving into closed session.
- Laptop computers and handheld devices, such as BlackBerrys, are permitted in the meeting rooms provided that the equipment:
 - is completely muted and operated in a manner which does not interfere with the audience's or participants' ability to hear or view the meeting proceedings;
 - does not interfere with corporate systems;
 - does not compromise confidential materials or discussions; and
 - does not occupy space otherwise required for a meeting participant or audience member.
- Media are not permitted to approach, interrupt or pass notes to meeting participants during meetings. Notes for meeting participants may be given to the on-duty Commissionaire, who will deliver them to the intended recipient at an appropriate time during the meeting.
- Interviews may not be conducted in meeting rooms while meetings are in progress, or in areas immediately outside meeting rooms where meetings are in progress, in order to avoid disruption to meeting proceedings.

Media Access to City Staff, Facilities and Work Locations

The media are expected to conduct themselves in accordance with the following guidelines when visiting City of London facilities and work locations:



- No media may enter any City of London facility or work location which is not normally accessible to the general public, without providing satisfactory identification and receiving clearance and a Media Badge by the appropriate City of London manager.
- Photo shoots, film shoots, or interviewing of staff at any City of London facility or work location must be pre-arranged through the appropriate City of London manager or Corporate Communications.
- No media shall photograph or film any employee in non-public areas at City Hall or its facilities if, for personal or other reasons, he or she does not wish to appear in a photograph, video or film. This also applies to others who may be present including, for example, a customer or supplier.
- No media shall conduct themselves in a manner which is disruptive or otherwise poses a safety or security risk at City of London facilities or work locations.

Media Meals

The media are welcome to take part in Council and Standing Committee dinners that are provided in the City Hall cafeteria on regular Council and Standing Committee meeting nights. Media must sign in for those dinners and will be required to pay for their meals. The sign-in sheet will be available at the tables designated for the media. Invoices will be issued by the City Clerk's Office for participating media.

The media must sit at the designated media tables, unless invited by a Member of Council or by a member of the Civic Administration, to join them at their table.

Compliance with Policy

The Director of Corporate Communications, or his/her designate, and/or the City Clerk, or his/her designate, will address any issues of non-compliance with this policy. They may speak directly to the individual and/or his/her manager or supervisor to discuss any issues and remediation.