



Staff Report

Report To: Council Meeting
From: Magda Badura, CAO/Treasurer & Jana Nethercott, Clerk
Date: 2021-10-14
Subject: Administration Monthly Update for September 2021

Recommendation:

That West Elgin Council hereby receives the report from Jana Nethercott, Clerk and Magda Badura CAO/Treasurer re: Administration Monthly Report for September 2021 for information purposes

Purpose:

The purpose of this report is to provide Council with an update on Administration for the month of August 2021.

Background:

Municipal Office Operations:

September was a busy month for all staff. It started off with the water discoloration issues due to the lake turnover. Staff were busy with calls, emails and social media comments on the water discoloration.

The Clerk and Operations and Community Services Coordinator attended a meeting on the Rodney Night Market and have been providing assistance to the committee for this event including a form for vendor sign up and promotional posters. Planning continues for this event and they are currently up to 42 vendors.

Planning has begun for the 2021 Emergency Exercise. This exercise is required annually under Reg 380/04 of the *Emergency Management and Civil Protection Act*. This exercise will be a tabletop exercise held on November 3, 2021.

The phone issues that happened the second and third weeks of September have been rectified. This was the result of a system wide attack on the provider and affected various businesses and municipalities across Ontario.

Fish Cleaning Station Grand Opening was held on Saturday September 18 at 2 pm.

A meeting between the CAO/Treasurer, Clerk and representatives from Elgin County Economic Development, Brian Lima, Colin Galloway and Lindsay Duncan. Elgin County is doing a short video of each municipality in Elgin County and staff discussed possible locations to highlight.

The Clerk worked in conjunction with Dutton Dunwich to host our first Commemoration of the National Day for Truth and Reconciliation. This was the first time this day was commemorated

across the country and there was a large learning curve, but the event went well and was attended by approximately 75 people at the West Lorne Arena and approximately 50 at the Dutton Dunwich Fire Hall.

Staff was busy packing and preparing for the move to the Recreation Centre and back to home offices as a result of the Office Renovations. The move took place in stages when staff had time and couldn't have been done without the full team effort. The Operations and Community Service staff stepped in as the muscles to assist with the heavy lifting and the Administration staff spent hours packing and purging and organizing files. By noon on September 29, the Municipal Office was completely empty and the temporary office at the Recreation Centre was operational by 3 pm on the same day.

Service Ontario:

Appointments: 78

Walk-ins (includes same day appointments): 168

Service Ontario is now fully operational at the Recreation Centre, after the closure to facilitate the move of equipment by Service Ontario Staff on September 29.

Vital Statistics:

Marriage Licenses – 1

Registered Deaths – 35

Marriage Ceremonies Performed – 0

Service Requests (CityWide):

Attached please find a summary of Open and Closed Calls for the month of September. There is an additional report that list the Total Service Requests Dealt with in September.