



Agenda

CEMETERY COMMITTEE

Corporation of the Township of The North Shore
Tuesday July 8, 2025
10 am

Township of the North Shore is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/85493369626?pwd=KLeq1iR0OIx5HG0FCdTTe391b7qAz1.1>

Meeting ID: 854 9336 9626

Passcode: 106502

This meeting is being held in a Hybrid setting. Attendees may choose to attend via ZOOM or in person in the Municipal Office Council Chambers located at 1385 Highway 17, Algoma Mills.

1. CALL TO ORDER
2. APPROVAL OF AGENDA
3. DISCLOSURES OF PECUNIARY INTEREST
4. APPROVAL OF PREVIOUS MINUTES
5. REPORTS OR MOTIONS FROM COMMITTEE MEMBERS
 - a- Discuss Report on Wood for Benches
 - b- Discuss Planting of additional flowers
 - c- Discuss receiving complaints regarding the cemetery
 - d- Update on wooden crosses
6. NEXT MEETING
7. ADJOURNMENT



Minutes

CEMETERY COMMITTEE MEETING

Township of the North Shore

Wednesday, June 4, 2025

10:00am

Hybrid Meeting

CALL TO ORDER

Heather Pelky, Chair, called the meeting to order at 10:00am.

ATTENDANCE

Committee: Heather Pelky - Chair/Resident
Susan Cicero - Secretary/Resident
Richard Welburn - Councillor Ward 1
Dan Lewis - Resident
Joyce Johnson - Resident
Veronica Charbonneau - Resident

GUEST: n/a

ABSENT: Joan Bartley - Resident

APPROVAL OF AGENDA

RESOLUTION #25-21

Moved by: Joyce Johnson

Seconded by: Dan Lewis

BE IT RESOLVED: That the Cemetery Committee approve the agenda for the Wednesday, June 4, 2025 meeting.

CARRIED

DISCLOSURES OF PECUNIARY INTEREST

Nil

APPROVAL OF PREVIOUS MINUTES

RESOLUTION #25-22

Moved by: Susan Cicero

Seconded by: Joyce Johnson

BE IT RESOLVED: That the Cemetery Committee approve the previous Minutes from the May 7, 2025 meeting.

CARRIED

REPORTS AND MOTIONS FROM COMMITTEE MEMBERS

- a- Report on cost for cutting wood

RESOLUTION # 25-23

Moved by: Veronica Charbonneau

Seconded by: Susan Cicero

BE IT RESOLVED: That the Cemetery Committee receive and discuss the cost for cutting wood for benches.

We get Mark to cut the wood at no cost and split the wood 50-50.

CARRIED

- b- Discussion on old wooden crosses in the old section of cemetery

RESOLUTION # 25-24

Moved by: Veronica Charbonneau

Seconded by: Dan Lewis

BE IT RESOLVED: That the Cemetery Committee discuss the old wooden crosses in the old section of the cemetery.

The Committee recommends to Council to have the Clerk contact the BAO to see if the broken crosses can be removed.

CARRIED

- c- Discussion on purchase of flowers and potting soil and date to plant

RESOLUTION # 25-25

Moved by: Joyce Johnson

Seconded by: Susan Cicero

BE IT RESOLVED: That the Cemetery Committee discuss the purchase of flowers and potting soil at Wilson's Market and discuss date to plant the flowers in the pots.

The Cemetery Committee will be planting the 5 planters and doing the flower beds on June 17 at 10am.

CARRIED

- d- Discussion on information for Township website and/or Facebook Group

RESOLUTION # 25-26

Moved by: Veronica Charbonneau

Seconded by: Joyce Johnson

BE IT RESOLVED: That the Cemetery Committee discuss what to put on the Township Website and/or their Facebook Group page.

Dan will prepare something for our next meeting regarding the building of benches for the cemetery.

CARRIED

NEXT MEETING

RESOLUTION # 25-27

Moved by: Susan Cicero

Seconded by: Joyce Johnson

BE IT RESOLVED: That the Cemetery Committee schedules the next meeting for Tuesday, July 8, 2025, at 10am, or at the call of the Chair.

CARRIED

ADJOURNMENT

RESOLUTION #25-28

Moved by: Veronica Charbonneau

Seconded by: Dan Lewis

BE IT RESOLVED: That the Cemetery Committee adjourn the meeting at 10:50 am.

CARRIED

Chair, Heather Pelky

Secretary, Susan Cicero

5a



June 28,2025

Tuesday July 8, 2025

Cemetery Committee Report

SUBJECT: Discuss report on Wood for Benches

RECOMMENDATION: That the Cemetery Committee accept the Report regarding getting benches made with wood.

Richard has spoken to Jeff Watts, a woodworking teacher in Elliot Lake, regarding the wood for benches.

Prepared/Submitted by: Heather Pelky, Chair and Richard Welburn, Councillor and member

5b



June 28, 2025

July 8, 2025

Cemetery Committee Report

SUBJECT: Discuss the Planting of perennial flowers

RECOMMENDATION: That the Cemetery Committee discuss planting perennial flowers at the Cemetery.

Veronica would like to discuss the planting of perennial flowers at the fence. The preparation of the soil and what flowers to be planted.

Prepared/Submitted by: heather Pelky, Chair and Veronica Charbonneau, Member



June 28, 2025

July 8, 2025

Cemetery Committee Report

SUBJECT: Discuss complaints received regarding the Cemetery

RECOMMENDATION: That we discuss the process of receiving complaints regarding the Cemetery.

A member of the Committee received a complaint regarding the cutting of grass at the Cemetery. Attached is the Municipal Complaints Policy for discussion.

Prepared/Submitted by: Heather Pelky, Chair and Joan Bartley

THE CORPORATION OF THE TOWNSHIP OF THE NORTH SHORE

POLICY MANUAL

POLICY TITLE:

Complaints - Municipal

SUBJECT:

Complaints regarding Municipal services, operations and facilities

POLICY SECTION:

C

POLICY NO:

10

EFFECTIVE DATE:

July 15th, 2020

AMENDED:

October 18th, 2023

ENACTED BY:

Resolution, By-Law 23-70

1 – PURPOSE

The Township of The North Shore recognizes the importance of public feedback and welcomes complaints as a valuable form of feedback regarding our services, operations and facilities. The information gained from complaints helps improve the quality of the services provided by the Township of The North Shore and the client experience of residents.

The Township of the North Shore is committed to a consistent and uniform process to respond to complaints received from members of the public regarding the dissatisfaction of programs, facilities, Township of The North Shore services, staff or operational procedures at the point of service delivery. The following policy establishes guidelines and standards for the efficient handling and resolution of complaints made toward the municipality in order to address concerns raised and improve services.

2 - CORE VALUES

(1) The following core values inform this policy:

- (a) **Customer focus:** We are committed to continuous improvement in service delivery.
- (b) **Accountability:** Complaints are handled in a fair, respectful and transparent manner, as quickly as possible.
- (c) **Responsiveness:** Complaints are tracked, and the complainant is informed of each step.
- (d) **Accessibility:** Information on how to submit a complaint is easily found on the Township's website and Social Media platforms.
- (e) **Simplicity:** The process must be simple to understand and easy to use. Complainants are guided on what to include in the complaint.
- (f) **Confidentiality:** Complaints will be dealt with in a confidential manner according to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). Information will be collected, used and disclosed in accordance with the Act.

3 – DEFINITIONS

- (1) **“Complaint”** means any expression of dissatisfaction related to the Township of The North Shore programs, facilities, services, Township of The North Shore employee or operational procedures, where it is believed that the Township of The North Shore has not provided a service experience to the customer’s satisfaction at the point of service delivery.
- (2) **“Complainant”** means the person who is dissatisfied and filing the complaint. Anyone who uses or is affected by Township of The North Shore services can make a complaint including residents, people who work in or visit the city, local businesses or community groups.
- (3) **“Compliment”** means an expression of appreciation for satisfactory or above-satisfactory service.
- (4) **“Enquiry”** means a general or specific request for information regarding a municipal program, service or facility.
- (5) **“Feedback”** means input that is neither positive, nor negative but provides ideas.
- (6) **“Service request”** means a request for a specific service provided by the Township of The North Shore. Example” Requesting that the Township of The North Shore repair a Municipally maintained road surface, reporting a burnt-out light on a Municipally owned streetlight, reporting a By-law or Property Standards infraction, reporting damage to a Municipal facility or park.
- (7) **“Resolution of Complaint”** means the final stage of the complaint process which may include an apology, explanation, reconsideration, reimbursement, compensation and/or change in policy. The complaint is considered “closed” and resolved.

4 - GENERAL PRINCIPLES

- (1) The Township of The North Shore will deal with all complaints promptly, courteously, impartially and professionally. All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal.
- (2) All complaints will be dealt with in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and other applicable legislation. The identity of the complainant will be made known only to those who need to know to consider the complaint. All participants in the complaints process shall keep the details of the complaint confidential except as may be required by law. If the matter goes to arbitration, it may be necessary to release the complainant’s name and contact information during the resolution process.
- (3) The policy applies to formal complaints that are received at the Municipal Office in writing, by e-mail, by mail or by fax.

5 - COMPLAINT PROCESS

5.1 What Is a Complaint?

- (1) A complaint is any expression of dissatisfaction about the action or lack of action taken regarding operations, facilities or services provided by the Township of the North Shore, or a staff member of the Township of The North Shore.
- (2) All complaints filed necessitate a response.

5.2 Who Can Make a Complaint?

(1) Anyone who uses or is affected by Township of The North Shore services can make a complaint. This includes:

- (a) residents;
- (b) people who work in or visit the Township of The North Shore;
- (c) local businesses;
- (d) community groups.

5.3 How to Submit a Complaint

- (a) by e-mail;
- (c) by mail;
- (d) by fax;
- (e) via the Township's website: <http://www.townshipofthenorthshore.ca>;
- (e) In person at the Municipal Office.

5.4 Types of Complaints

This policy applies to formal complaints that are received from members of the public regarding the dissatisfaction of programs, facilities, Township of The North Shore services, staff or operational procedures at the point of service delivery and that are received at the Municipal Office in writing, by e-mail, by mail or by fax.

This policy does not apply to:

- Outside boards and agencies, including the Police Service, Public Library and Public Health Department, which have their own complaints handling processes.
- Closed meeting investigations.
- The Township's elected officials and their offices.

This policy does not address:

- Enquiries;
- Requests for service;
- Feedback;
- Compliments;
- Request for accommodations;
- Criticisms or anonymous complaints;
- Complaints regarding Township of The North Shore employees that are employed by a service provider contracted by the municipality;
- Issues addressed by legislation, or an existing municipal by-law, policy or procedure;
- A decision of Council or of a Committee of Council;
- Internal employee complaints; or
- Matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

5.5 What to include in a Complaint

Complaints shall be in writing and should include information such as:

- (a) details of what happened;
- (b) where it happened; whether it is within the Township's areas of responsibility;
- (c) when it happened;
- (d) who was involved;
- (e) what was said or done;
- (f) what kind of resolution is being sought;
- (g) contact details of the complainant.

Those submitting complaints in person, by mail, via email, or via fax shall be required to complete the Complaint Form (Appendix A). If the person making the in-person complaint cannot complete the form themselves, the person receiving the complaint shall do so on their behalf and review the completed form with them for their signature (note: the complainant must sign and date the Complaint Form for the complaint to proceed).

5.6 Service Standards

The following service standards will be adhered to in the handling of all complaints received:

- (a) All complaints received will be forwarded to the Clerk and the appropriate department head or designate. The complainant will receive an acknowledgement of receipt of their complaint and an assigned tracking number within 5 business days. This acknowledgement must identify who will be following up on the complaint as well as their contact information.
- (b) A final response or update must be sent to the complainant within 20 business days, barring exceptional circumstances.

5.7 Compliance

The Clerk is responsible for implementation and ongoing compliance with this policy.

5.8 Complaint Assessment

The complainant may be contacted to clarify the complaint. The complaint may be terminated at this point if a resolution is mutually determined, if it is a duplicate, not a complaint, or is frivolous or vexatious. The complainant will be notified and redirected if possible.

5.9 Complaint Investigation

Coordinated by the Clerk, staff will be consulted, findings summarized, and action identified to resolve the complaint. The complainant shall be notified of the approximate length of time the investigation should take.

5.10 Complaint Response

The response to a complaint shall do the following:

- (a) set out the complaint;
- (b) detail how the investigation was conducted;
- (c) summarize the facts;
- (d) outline the findings;
- (e) suggest appropriate resolution along with the rationale supporting the proposed resolution.

5.11 Complaint Resolution

Resolutions may include an explanation, apology, reconsideration, restitution and/or change in policy --- all are possible remedies.

5.12 Decision Communication

Communication of the decision shall include:

- (a) providing the complainant the response;
- (b) identifying next steps/appeal; paper review by the Clerk.

5.13 Complaint Closure

If the complainant is satisfied and put it in writing, the complaint is closed.

5.14 Appeal

There is no appeal process at the Municipal level.

6 – RESPONSIBILITIES

- (1) **Employees:** All employees are to have knowledge and awareness of the Township of The North Shore's requirement to receive complaints, the process through which a complaint can be made and the service standards that apply to complaints.
- (2) **Supervisors:** Supervisors are responsible for facilitating prompt response to all complaints by their staff to ensure that service standards are achieved.
- (3) **Clerk:** The Clerk holds responsibility for compliance to the complaints policy.

7 – MONITORING/CONTRAVENTIONS

- (1) The complaint needs to be tracked from its initial receipt to its resolution.
- (2) All complaint records will be kept securely and in accordance with the Township of The North Shore's record retention by-law and legislative responsibilities.
- (3) Complaint records shall be periodically reviewed and analysed to capture recurring issues and improve client service and satisfaction.

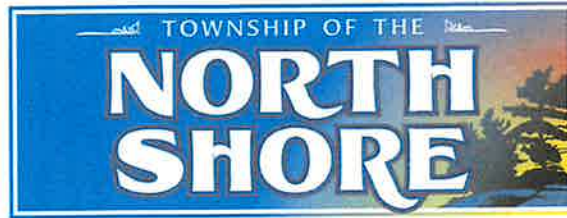
8 - LEGISLATIVE AND ADMINISTRATIVE AUTHORITIES

- (a) *Bill 8, the Public Sector and MPP Accountability and Transparency Act*
- (b) *Municipal Freedom of Information and Protection of Privacy Act*

9 – ENQUIRIES

For more information on this policy please contact: Clerk, 705-849-2213, ext. 204,
municipalclerk@townshipofthenorthshore.ca

5d



June 28, 2025

July 8, 2025

Cemetery Committee Report

SUBJECT: Update on wooden crosses

RECOMMENDATION: That the Cemetery Committee accept the report regarding the wooden crosses.

Council received our recommendation regarding the wooden crosses at the June 18, 2025 meeting.

The Clerk was given direction to contact the BAO regarding the removal of the damaged crosses that are leaning up against trees with no names on them, in the old part of the Cemetery

Prepared/Submitted by: Heather Pelky, Chair



COPY

Resolution # 180

PO Box 108, Algoma Mills, ON P0R 1A0
(705) 849-2213 (705) 461-1821

REGULAR COUNCIL MEETING

MEETING DATE: June 18th, 2025

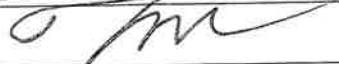
AGENDA ITEM(S):

MOVED BY: T. Simon

SECONDED BY:

L. Menard

BE IT RESOLVED: That Council for the Corporation of the Township of The North Shore receive the Cemetery Committee recommendation from the June 4th, 2025, Committee meeting for consideration, and that Council direct the Clerk to contact the Bereavement Authority of Ontario regarding the removal of old and damaged crosses or markers in the Algoma Mills Cemetery.

Conflict of Interest disclosed by :		Ward 1	Ward 2	Ward 3	At Large	Mayor
Seat Vacated : Y		N	Recorded Vote Requested by :			
Recorded Vote : (Y) ea,		(N) ay,	Ward 1	Ward 2	Ward 3	At Large Mayor
DEFEATED		DEFERRED		CARRIED	✓	

MAYOR or CHAIR or (Acting)