

Corporate Services Committee

Report

15th Meeting of the Corporate Services Committee
September 21, 2020

PRESENT: Councillors A. Kayabaga (Chair), M. van Holst, J. Helmer , J. Morgan, A. Hopkins

ABSENT: Mayor E. Holder

ALSO PRESENT: J. Taylor, B. Westlake-Power
Remote Attendance: L. Livingstone, A. Barbon, B. Card, I. Collins, M. Daley, P. McKague, C. Saunders, M. Schulthess, S. Swance

The meeting is called to order at 12:02 PM, with Councillor A. Kayabaga in the Chair; it being noted that the following Members were in remote attendance: Councillors M. van Holst, J. Helmer, J. Morgan and A. Hopkins.

1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Consent

Moved by: A. Hopkins

Seconded by: J. Morgan

That items 2.1 and 2.2 BE APPROVED.

Yeas: (5): A. Kayabaga, M. van Holst, J. Helmer, J. Morgan, and A. Hopkins

Absent: (1): E. Holder

Motion Passed (5 to 0)

2.1 2019 Annual Reporting of Lease Financing Agreements

That, on the recommendation of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer, the staff report dated September 21, 2020 regarding the 2019 annual reporting of lease financing agreements BE RECEIVED for information.

2.2 City of London Website Redesign Development and Implementation Update

That, on the recommendation of the Director, Strategic Communications and Government Relations, and the Director, Information Technology Services, the staff report dated September 21, 2020 with respect to the Website Redesign Development and Implementation for City of London BE RECEIVED for information.

3. Scheduled Items

None.

4. Items for Direction

Moved by: M. van Holst

Seconded by: J. Helmer

Approve items 4.1 and 4.2.

Yeas: (5): A. Kayabaga, M. van Holst, J. Helmer, J. Morgan, and A. Hopkins

Absent: (1): E. Holder

Motion Passed (5 to 0)

4.1 Application - Issuance of Proclamation - Dwarfism Awareness and Acceptance Month

That based on the application dated August 28, 2020, from Little People of Ontario, the month of October BE PROCLAIMED as Dwarfism Awareness and Acceptance Month.

4.2 Application - Issuance of Proclamation - Dyslexia Awareness Month

That based on the application dated September 14, 2020, from Dyslexia Canada, the month of October BE PROCLAIMED as Dyslexia Awareness Month.

5. Deferred Matters/Additional Business

None.

6. Adjournment

Moved by: A. Hopkins

Seconded by: J. Morgan

That the meeting adjourn.

Yeas: (5): A. Kayabaga, M. van Holst, J. Helmer, J. Morgan, and A. Hopkins

Absent: (1): E. Holder

Motion Passed (5 to 0)

The meeting adjourned at 12:17 PM.

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON SEPTEMBER 21, 2020
FROM:	ANNA LISA BARBON MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER
SUBJECT:	2019 ANNUAL REPORTING OF LEASE FINANCING AGREEMENTS

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer, this report **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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2018 Annual Reporting of Lease Financing Agreements –
(August 13, 2019 meeting of Corporate Services Committee – Agenda Item 2.3)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=66389>

2017 Annual Reporting of Lease Financing Agreements –
(August 14, 2018 meeting of Corporate Services Committee – Agenda Item 2.2)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=48226>

2016 Annual Reporting of Lease Financing Agreements –
(September 12, 2017 meeting of Corporate Services Committee – Agenda Item 4)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=33633>

SS16-11 Single Source Corporate Technology Assets –
(April 12, 2016 meeting of Corporate Services Committee – Agenda Item 2)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=23930>

Lease Financing Policy –
(June 17, 2014 meeting of Corporate Services Committee – Agenda Item 3)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=13686>

BACKGROUND

In accordance with Ontario Regulation 653/05 of the *Municipal Act, 2001* and Council Policy - [Lease Financing Policy](#), the Treasurer is required to report to Council annually on the total of outstanding Lease Financing Agreements in a fiscal year.

The Lease Financing Policy governs the administration of Lease Financing Agreements entered into by the City and incorporates all of the requirements of the Ontario Regulation 653/05.

A Lease Financing Agreement is defined in the policy as “a financial agreement for the purposes of obtaining long term financing of a capital undertaking of the municipality”.

The purpose of the Lease Financing Policy is to provide guidance to Civic Administration and Council when contemplating entering into agreements for use of capital property and equipment. At times, lease financing agreements may be preferred over purchase or debt financing, depending on factors such as:

- the number of years the facility or equipment is required for;
- the annual rental payments; and,
- the bargain purchase option at the end of the term, if any.

The policy also provides guidance on the need to provide an annual report to Council. The report should contain:

- A description of the estimated proportion of Lease Financing Agreements to the total long-term debt of the City (Table 1);
- A description of the change, if any, in the estimated proportion since the previous year (Table 2);
- A statement by the Treasurer that the Lease Financing Agreements were made in accordance with the policy; and,
- Any other pertinent information (Table 3 and Table 4).

Annual Report for the year ending December 31, 2019

Table 1 provides the details of the total outstanding capital lease financing agreements for 2018 and 2019 fiscal year ends for the City, as at December 31, exclusive of boards and commissions. The table shows that the capital lease financing balance has decreased over the past year from \$10,210 at the end of 2018 to nil at the end of 2019. The major contributing factor is our change in procurement strategy regarding corporate technology assets (i.e. desk tops).

Table 1		
Capital Lease Financing Agreements as a % of Long-term Debt		
(000's)		
	2019	2018
Capital Lease Financing Agreements as at December 31st		
Equipment	\$ -	\$ 10
Total Long-term Debt	\$ 291,702	\$ 300,396
Total Capital Lease Financing Agreements as a % of Total Debt	0.000%	0.003%

Table 2 explains the change over the previous year. Lease repayments in 2019 totalled \$10,210 related to computer leases. There were no new capital lease contracts entered into in 2019.

Table 2	
Analysis of Annual Change in Capital Lease Financing Agreements	
(000's)	
Capital Lease Financing Agreements as at December 31, 2018	\$ 10
Lease contracts entered into in 2019	-
Lease repayments in 2019	(10)
Capital Lease Financing Agreements as at December 31, 2019	\$ -

It is the opinion of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer that all capital financing leases outstanding at December 31, 2019 for the City were made in accordance with the Lease Financing Policy.

In addition to the capital lease financing agreements listed above, the City has also entered into numerous operating lease financing agreements for use of capital property and equipment. Table 3 provides the details of the total outstanding operating lease financing agreements for 2018 and 2019 fiscal year ends for the City, as at December 31, exclusive of boards and commissions. The table shows that the operating lease financing balance has decreased over the past year from \$23,931,335 at the end of 2018 to \$20,911,691 at the end of 2019.

Table 3		
Operating Lease Financing Agreements		
(000's)		
	2019	2018
Operating Lease Financing Agreements as at December 31st		
Real estate	\$ 17,623	\$ 20,818
Equipment	3,289	3,114
Total Operating Lease Financing Agreements	\$ 20,912	\$ 23,932

The City is committed to future annual payments on both Capital and Operating lease financing agreements. The total outstanding balance of all lease financing agreements as at December 31, 2019 is \$20,911,691 (2018 - \$23,931,335). The total includes both material and non-material leases with material leases representing approximately 57% of the total at the end of 2019 (2018 – 54%).

Table 4 identifies the minimum future annual payments on all lease financing agreements, which are as follows:

Table 4				
Minimum Future Principal Payments of Total Lease Financing Agreements				
(000's)				
	Operating Leases		Capital Leases	Total
	Real Estate	Equipment	Equipment	
2020	\$ 4,095	\$ 3,289	\$ -	\$ 7,384
2021	3,907	-	-	3,907
2022	2,318	-	-	2,318
2023	1,793	-	-	1,793
2024	1,540	-	-	1,540
Beyond (2025 - 2029)	3,970	-	-	3,970
Total Lease Financing Agreements as at December 31, 2019	\$ 17,623	\$ 3,289	\$ -	\$ 20,912

This report is prepared annually, subsequent to the finalization of the annual audited Financial Statements for the year.

Financial Impact

From a budgetary perspective, lease charges have been allocated on an annual basis in the current operating budget to the appropriate service, as an amount would need to be levied each year, similar to debt charges. The multi-year budget has accounted for the decrease experienced in 2019.

From an accounting perspective, a distinction is made between a capital lease and an operating lease.

- Operating leases are usually found in property or equipment rentals where there is no intent to acquire the item. Lease charges are charged against operating business units over the term of the lease and expensed in the year incurred.

These types of leases are not considered long-term debt on the Statement of Financial Position but are disclosed in the financial statements within Note 18 as commitments of the City.

- Capital leases are usually structured so that a majority of the benefits and risks incident to the ownership of the item is transferred to the lessee (City of London). In these cases, the City would record a debt obligation on the City's Statement of Financial Position as well as a capital asset. The capital asset would be amortized over the life of the capital asset. The lease payments would be recorded as a decrease to the debt obligation and only the interest component would be expensed in the year incurred.

These types of leases are considered long-term debt on the Statement of Financial Position and further detailed in the notes to the financial statements within Note 10 as Capital Lease Obligations.

PREPARED BY:	CONCURRED BY:
SHARON SWANCE CPA, CGA MANAGER, ACCOUNTING FINANCIAL SERVICES	IAN COLLINS, CPA, CMA DIRECTOR, FINANCIAL SERVICES
RECOMMENDED BY:	
ANNA LISA BARBON, CPA, CGA MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER	

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON SEPTEMBER 21, 2020
FROM:	PATTI MCKAGUE, DIRECTOR, STRATEGIC COMMUNICATIONS AND GOVERNMENT RELATIONS AND MAT DALEY, DIRECTOR, INFORMATION TECHNOLOGY SERVICES
SUBJECT:	City of London Website Redesign Development and Implementation- Update

RECOMMENDATION

That, on the recommendation of the Director, Strategic Communications and Government Relations, and of the Director, Information Technology Services, Finance and Corporate Services, the following report with respect to the Website Redesign Development and Implementation for City of London BE RECEIVED for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Corporate Services Committee Meeting, August 13, 2019, Agenda Item 2.2.2
<https://pub-london.escribemeetings.com/Meeting.aspx?Id=08530b61-aa9f-4ea0-b583-f6199888d945&Agenda=Agenda&lang=English>

STRATEGIC PLAN 2019-2023

This project supports the organization in its Strategic Area of Focus of **Leading in Public Service**.

Expected results that will be achieved by developing and implementing a new website include:

- Increase community and resident satisfaction of their service experience within the City.
- Increase responsiveness to our customers.
- Increase efficiency and effectiveness of customer service.
- Increase opportunities for residents to be informed and participate in local government.
- Enhance the ability to respond to new and emerging technologies and best practices.
- Reduce barriers to residents accessing information and relevant City services.

Redeveloping and implementing a new website for the City of London supports multiple strategies outlined in the Strategic Plan 2019-2023, including:

- Develop and deliver a Corporate Communications strategy, including staff training and tools to enhance communications and public engagement.
- Continue to maintain, build and enhance a high-performing and secure computing environment.
- Deliver and maintain innovative digital solutions to increase efficiency and effectiveness across the organization.

The website is an important tool that will support the City in achieving these results.

BACKGROUND

Purpose:

The purpose of this report is to provide Council with an overview of the process that was used to develop and redesign the City's web site, www.london.ca as well as to highlight the features that will support the new site in better serving people who access it. This report also provides an overview of the immediate next steps as the City prepares to launch a new site.

Background:

Providing easy access to City information and services is at the heart of ensuring an engaged and informed community. As technology evolves and becomes more accessible, residents, customers and visitors to the City's website have increasing expectations about the way they can access London online.

In developing a new site, the City has an opportunity to enhance the way it serves customers, residents and community. Although it has served the community and provided information about City services and initiatives to groups and individuals since it was launched in 2013, customer research consistently identifies an improved website as an opportunity to connect residents to City services and information more effectively. As the front door to many City services, our municipal website routes visitors to over 100 separate applications to meet their needs.

As staff considered the need for a renewed website, they identified four key opportunities:

- Engagement – engage the community and staff, recognizing the diversity of people and groups who use the website in the development and redesign process.
- Enhanced customer service – the outcome of acting on these opportunities will be a site that offers enhanced customer service and improved sharing of information.
- Accessibility – ensure that accessibility is a principle that is embedded throughout the development of the new site, and that content is fully compliant with the AODA WCAG 2.0 AA Standards as required by January 1, 2021.
- Technology – build on a platform that will be sustainable and secure into the future and will have agility built into the support process so that the City can continuously introduce minor enhancements to be more responsive to community needs.

On August 27, 2019, City Council approved the proposal submitted by Digital Echidna to work with City staff to develop and implement the new site. To complete this work, Digital Echidna worked together with two additional London-based firms, rTraction and ResIM. Through this collaborative approach, this project drew on the experience and knowledge of these firms collectively, supporting the City in the development of a site that will better serve the community and its residents.

Research Activities:

One of the guiding principles of the work to develop a new web site was the importance of looking at the City's site from the outside in. This meant ensuring that the site was developed using language and a navigation that was built from the perspective of the community and of people who regularly visit the City's site for transactions and for information about City services.

Engaging the community took many forms. An online public survey was launched in late 2019, and was promoted through the City's web site and social media. As well, this survey was also shared at all public research events. In addition to the survey, a total of seven public drop-in sessions were held at locations throughout London. Beyond broad public engagement, structured groups sessions were held with Ontario Works clients, members of the age friendly network, as well as women-focused and accessibility-

focused groups. The final step of research included in-person conversations and usability interviews with a property developer, a property manager, and members of the City's Service London team. In total, there were 1,500 points of data that informed the early development of the site.

The final two steps in the external research included a card sorting exercise and a tree test. Through the card sorting exercise, participants were asked to sort content into categories based on where they would expect to find information or complete a transaction. Through the tree test, participants were provided with a list of common tasks that visitors to the City's site would want to complete, and the navigation was tested to determine whether content was sorted in a way that was intuitive to a visitor to the site.

In parallel to external research activities, significant research was done to identify municipal best practices and to review existing municipal sites from across North America to establish key elements that were common among those sites, and that would benefit the City of London in developing a new site.

In addition to external research, there were also 11 discovery sessions held with employees from across the organization. The goal of this was to identify limitations of our current site and to introduce features that better supported service areas as they provide content and services through the City's web site. The key finding through this process was the need for flexibility as the current site provides limited options in how information is presented.

Decisions about content and navigation were also based in data analytics. Using information available about the pages that were frequently visited helped inform placement in the new navigation, as well as helped inform prioritization for content to be included in the new site. Redeveloping the web site was not an exercise in creating a new shell and moving all content over to it; content has been carefully reviewed, with content that was visited most frequently, and content that is legally required taking priority for launch. We will continue to add content moving forward, with an ongoing focus on data to drive decisions.

What we heard:

At a high level, some of the key findings include:

- The current content groupings, particularly in the main navigation are unclear for some users.
- Users wanted more visibility before making a selection. They wanted a way to know whether they were going to find the information they were looking for before clicking through to links.
- Old and outdated content was frustrating.
- Time-sensitive content is important. Visitors are looking for content that is timely and relevant.
- Content organized by service area or department is not as helpful as content organized by the task the user wants to perform when they visit the site.
- There are unnecessary clicks and layers of pages for users to find the information they are looking for.
- Dead ends existed and disrupted the task completion.
- Navigating multiple city sites could be confusing.
- The language used didn't always make sense to the users.

Principles:

Based on the input received through research, the team developing the web site adopted principles to guide all of the work that was done on the redeveloped site. At the heart of this was the foundational principle that through the web site, the City is delivering a digital service that consists of both content and connecting users with existing applications to complete transactions. With that in mind, a good service should do the following:

- Be easy to find
- Enable users to complete what they set out to do
- Be agnostic of organization structure and language
- Be usable by everyone, equally
- Require the minimum possible steps to complete
- Have no dead ends
- Be consistent throughout
- Clearly explain its purpose
- Make it easy to get human assistance
- Set the expectation the user has of it
- Work in a way that is familiar
- Require no prior knowledge to use

(These were adapted from Lou Downe's '15 principles of good service design'. Ms. Downe is the author of Good Services, a book about how to design services that work.)

Key Features of the New Web Site:

To deliver on the principles noted above, a number of features have been integrated into the new site. These include:

- Enhanced search capabilities with the ability to suggest alternatives ('Did you mean...')
- A search bar that is featured prominently on the new site, with the language 'What can the city help you with today?'
- A structure that is focused on the services and information residents look for as opposed to being built based on the organizational structure
- Use of icons and action-oriented language to help residents identify the actions they want to take and the content they are looking for more easily
- Reduction in the number of pages of content on the new site
- Requirement for content being posted to be AODA WCAG 2.0 compliant
- Quick links on the home page. These have been identified based on site analytics and user data, and can be changed if there are emerging issues or to reflect seasonal changes in content that users will be looking for.
- A standing feature on the home page is 'The Latest'. In this section, visitors will find the most recent news or information.
- A wide variety of content page types, providing the flexibility to host and present services and information in a number of different ways.
- As well, a wide variety of content page types also reduces the need for microsites. This provides cost savings, allows for brand consistency and is easier for the public to navigate.
- More flexibility in publishing content, which allows staff to make updates quickly. As well, there is now the ability to schedule published content which reduces staff time on content administration and management.

Images that highlight these features can be found in Appendix A.

Accessibility:

One of the critical opportunities that came with creating a new site was the ability to meet WCAG 2.0 Accessibility Standards. With our current site, there are many PDFs hosted on the site that are not accessible. With the introduction of a new site, the City has the ability to convert many of the PDFs that do not meet these standards to text. As well, the City has the ability to ensure that any new documents either meet the standards when they are posted. For some of the more complex documents that are required at launch, they may be posted now, with a plan in place to ensure they meet the standards by January 2021, when the new legislative requirements will be in effect.

Launching a Beta Site:

As the City prepares to launch the new site, it's important to note that there are continued opportunities for community engagement. At noon on September 21, a beta site will be launched to provide an opportunity for visitors to www.london.ca to provide input and identify any issues with the new site. This site will be a test site that will be

available in parallel to our current site. It will provide an opportunity for visitors to test the site and provide feedback about any aspects of the new site before it is live. The beta site will be available on the homepage of London.ca, through a banner that will provide a link to the new beta site. The link will also be shared on our social media channels as well as well as promoted through our e-newsletter and through targeted communications with stakeholders.

The revised www.london.ca will be launched on October 7. Initial plans had contemplated a longer timeframe for beta testing. The shift in priorities that was required to respond to and communicate about COVID-19, combined with a firm deadline created by the fact that the technical support for the current platform will be discontinued in mid-October, caused this timeline to be compressed. It's important to note that the flexibility of this new site design will allow staff to adapt a continuous improvement approach and make modifications as opportunities are identified.

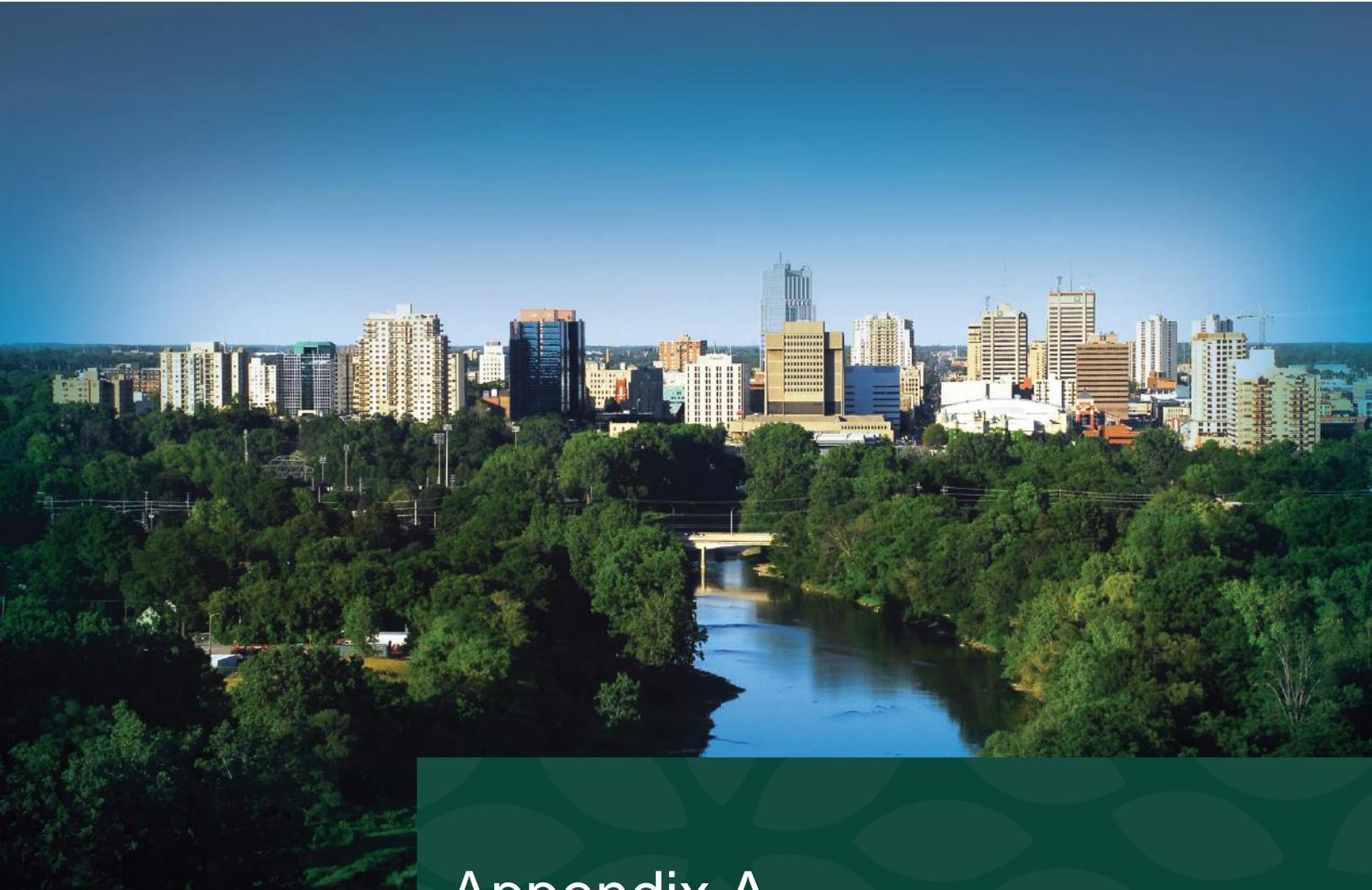
CONCLUSION

The City of London's web site is an important means of providing service to and engaging with the community and with visitors to London. Through a process that was driven by external research that provided insights into user priorities and perspectives, the City is preparing to launch an enhanced web site that addresses many of the shortfalls identified through research. With the launch of the beta site at noon on September 21, 2020, there continue to be opportunities for community input and feedback that will shape the final site when it launches on October 7, 2020. As well, the flexibility of the new site will allow staff to take a continuous improvement approach; going forward, when there are concerns or opportunities for improvements, we will be able to make modifications more quickly, and in most cases, with no costs or technical assistance required.

With the guidance and support from the vendors who were contracted to develop and redesign our site, ResIM and rTraction under the leadership of Digital Echidna, the City has been able to develop a site that will better meet the needs of the community, and that has been delivered on time and within budget.

RECOMMENDED BY:	RECOMMENDED BY:
Patti McKague Director, Strategic Communications and Government Relations	Mat Daley Director, Information Technology Services

CC:
 Lynne Livingstone, City Manager
 Senior Leadership Team
 Lori Kolodiazny, Manager IV, Information Technology Services
 Meagan Geudens, Manager, Public Engagement (Digital)
 Matt Ross, Manager, Artificial Intelligence
 Melanie Stone, Accessibility Specialist, Human Resources.



Appendix A

London.ca Redesign - Sample Screens

london.ca





LIVING IN LONDON

GOVERNMENT

BUSINESS & DEVELOPMENT



What can the city help you with today?

QuickLinks



COVID-19 updates

Visit our COVID-19 (Coronavirus) update page for information on all City services.



Council meetings

Find links to Council's schedule, agendas and minutes and stream council meetings.



Jobs with the City

View current job openings, apply online and learn about working with us.



Reporting an issue

Report common issues such as potholes, garbage collection, slippery conditions and more on our Service London Portal.



Recreation programs

View recreation programs and classes, swim and skate schedules and register for winter 2020 programs.



Parking

Learn about our parking rules and regulations, pay tickets online and request enforcement.



Garbage pickup

Find your garbage zone and schedule, learn what goes where and report missed collection.



Maps

Find addresses, streets and city places of interest like community centres, libraries, City facilities and more.

TheLatest



Dundas Place open on weekends until mid October

LEARN MORE



Select recreation facilities will reopen for fall programming

LEARN MORE



Two-hour free parking downtown this fall

LEARN MORE



300 Dufferin Avenue
519-661-CITY (2489)
3-1-1 (within London)

Living In London

Government

Business & Development



LIVING IN LONDON

GOVERNMENT

BUSINESS & DEVELOPMENT



Find information related to programs and courses, day camps, community centres, arenas, seniors' centres, drop-in programs, skating, swimming, golf, cancellations, rentals and warming centres.



Programs, classes and lessons

Find registration options for swim lessons, fitness classes, leisure activities and more.



Day camps

View upcoming day camp opportunities offered throughout the fall during school breaks.



Drop-in programs

Pick from several recreation programs and locations without having to sign up for an entire season.



Swimming

Find schedules, fees and admission rules for public swims and pool activities.



Golf

Book a tee time, reserve a cart and buy a membership at one of our City owned golf courses.



Skating

View ice times, register for skating lessons and find skating locations throughout the city.

Last modified: Saturday, September 05, 2020



300 Dufferin Avenue
519-661-CITY (2489)
3-1-1 (within London)

Living In London

Government

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COVID-19 (Coronavirus) Information

As part of our ongoing efforts to slow the spread of COVID-19, we are committed to providing timely information to Londoners on City services effected by COVID-19.

[Impact on City services](#)

[Health resources](#)

[Supports for basic needs](#)

[Face Covering By-law](#)

[Business supports](#)

Current Situation

As part of our ongoing efforts to slow the spread of COVID-19, and in keeping with the Province of Ontario's declaration of a State of Emergency, the City of London is maintaining minimal operations and delivering essential services.

City facilities including libraries, Provincial Offences Court, Tourism London offices and social services offices are closed to the public until further notice.

Access to some services in person and by appointment are available at City Hall and at 206 Dundas Street.

The City will be gradually reopening select community centres and arenas throughout the fall to accommodate recreation programming. Programs and details will be advertised bi-weekly through the [london.ca/playourway](#) and the City's Facebook and Twitter starting Friday, August 28. Participants can register for these programs one week in advance of a program.

Splash pads, park playgrounds and select outdoor and indoor pools are open.

If you are in our parks or on pathways, maintain the safe physical distance of at least two metres apart from others.

Please report concerns and COVID-19 order violations to CovidOrderConcerns@london.ca



Impact on City services

Most up to date information on COVID-19 impacts on City services.



Mandatory Face Covering By-law

Review our Mandatory Face Covering by-laws and frequently asked questions.



Ongoing health and safety precautions

The best sources of information are health officials. We've provided helpful links for you.



Business supports

Supports to assist businesses during COVID-19.



Supports for basic needs

Supports available for London's most vulnerable.



Media releases

All City COVID-19 related media release and public service announcements.



Hamilton Road Seniors' Community Centre

ADDRESS

525 Hamilton Road
London, ON
N5Z 1R3

CONTACT

Recreation Customer Service
Business hours from 8:30 a.m. to 4:30 p.m.
recreation@london.ca
Phone:
519-661-5575

The Hamilton Road Seniors' Community Centre is currently closed in response to ongoing health and safety precautions for COVID-19.

- Parking at Hamilton Road Seniors' Community Centre is free
- Check [London Public Transit](#) for public transit locations, times and fees
- Call 519-661-5758 or email seniorscentres@london.ca for customer service

Hours of operation



About Hamilton Road Seniors' Community Centre



Registered programs

Check our [Play Your Way website](#) to register and pay for programs that take place at Hamilton Road Seniors' Community Centre.

Cancellations and closures

Check our [cancellation page](#) to ensure your program is running as scheduled.

Memberships

Visit our [seniors' centres page](#) for more information.

Upcoming special events

Hamilton Road Seniors' Community Centre hosts several events each year.

There are no special events currently scheduled at Hamilton Road Seniors' Centre and Community Centre.

Last modified: Wednesday, September 09, 2020



TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING SEPTEMBER 21, 2020
FROM:	CATHY SAUNDERS CITY CLERK
SUBJECT:	APPLICATION – ISSUANCE OF PROCLAMATION DWARFISM AWARENESS AND ACCEPTANCE MONTH

RECOMMENDATION

That, the Civic Administration BE ADVISED as to how Municipal Council wishes to proceed with the attached (Appendix “A”) Proclamation request.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

Corporate Services Committee – December 3, 2019
Corporate Services Committee – January 6, 2020

BACKGROUND

The Issuance of Proclamations Policy is attached as Schedule “A” for information purposes.

CONCLUSION

The Civic Administration is seeking direction from the Municipal Council as to how they wish to proceed with the attached (Appendix “A”) proclamation request received August 31, 2020 from the Little People of Ontario requesting the month of October be proclaimed Dwarfism Awareness and Acceptance Month.

The following sets out the review process for Applications for proclamations:

- The cause or event must contribute to the economic, social and cultural fabric of the City of London
- Proclamations will not be issued for the following:
 - i. Matters of political controversy, ideological or religious beliefs or individual conviction
 - ii. Events or organizations with no direct connection to the city
 - iii. Campaigns or events contrary to City of London policies or by-laws
 - iv. National, Independence or Republic Days
 - v. Campaigns or events intended for profit-making purposes
 - vi. Recognition of individuals
 - vii. Recognition of events or organizations that espouse discrimination, hatred, violence or racism
 - viii. Matters attempting to influence government policy
 - ix. Matters designed to incite hatred or disorder

The Civic Administration is seeking direction from Municipal Council with respect to this matter.

SUBMITTED BY:
CATHY SAUNDERS CITY CLERK

APPENDIX "A"

Requests for the issuance of proclamations are governed by Council Policy (excerpted below). Requests must be received at least six (6) weeks in advance of the requested issuance date and may be emailed to the City Clerk at ClerksApprovalRequests@london.ca or mailed to City Hall, P.O. Box 5035 LONDON, ON, N6A 4L9.

Request details

Name of Organization Little People of Ontario
Date Proclamation Required October 1, 2020 but up to October 25, 2020 would work as well.
Proclamation Name Dwarfism Awareness and Acceptance Month
Proclamation Type (day, week or month) Month
Category (public awareness campaigns), (charitable fundraising campaigns), (arts and cultural celebrations) Charitable Public Awareness and Acceptance Campaign
Requester Name Eric McArthur, LPO Family Ambassador, London Chapter
Requester Telephone Number 647-849-9844
Requester Email Address eric.mcarthur@lpo.on.ca
Requester Address 130 Ross Avenue, Dorchester, ON, N0L 1G1
Provide details of your Organization's Connection to London <small>October as Dwarfism Awareness and Acceptance Month is recognized by Cities, and Countries around the world supported by organizations like the Little People of Ontario, the Little People of Canada, the Little People of America and other provincial and international Little People groups. This campaign is dedicated to increase public knowledge and diminish stereotypes and negative misconceptions of people with dwarfism. While as a community we don't like to think of short stature itself as a disability, the medical complications of dwarfism can be quite extensive and disabling. There are over 350 different types of dwarfism each having their own set of physical, psychological and social challenges. In an interview in 2012 with the New York Times Magazine, Golden Globe winning actor Peter Dinklage was quoted saying, "Dwarfs are still the butt of jokes. It's one of the last bastions of acceptable prejudice." This prejudice should not be acceptable. Even as recently as 2019, UK comedian Jimmy Carr as part of his show asked the audience if people with dwarfism were simply abortions that lived. While it may have been said in jest, the perpetuation of these ideas and images continues to deprecate and marginalize not only the Little People community but all those who identify as having a disability. A proclamation declaring October as Dwarfism Awareness and Acceptance Month by the City of London this year would help local initiatives by charitable and not-for-profit organizations like LPO, overcome those challenges and remediate the prejudice.</small>
Required Supporting Documents <ul style="list-style-type: none"> • Detail information on the Organization • Detail information on the Event • Confirmation of authorization from the Organization to submit the request
The undersigned confirms that I am the Official Representative of the Organization requesting the Proclamation and that by signing this Application, I acknowledge and agree that my organization complies with all City of London's Policies and By-laws. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Eric McArthur</p> <hr/> <p>Signature</p> </div> <div style="width: 45%;"> <p>28 August 2020</p> <hr/> <p>Date</p> </div> </div>
NOTICE OF COLLECTION OF PERSONAL INFORMATION Personal information collected on this form is collected under the authority of the <i>Municipal Act, 2001, S.O. 2001, c. 25</i> and may also be used for purposes related to the Issuance of Proclamations Policy and Proclamation Request Form. Questions about this collection should be addressed to the City Clerk, 3rd floor, City Hall, 300 Dufferin Ave., London, ON N6A 4L9. Tel: 519-661-2489, ext. 4937, email: csaunder@london.ca



Little People of Ontario (Head Office)
108 Rosedale Heights Drive
Toronto, ON
M4T 1C6

info@lpo.on.ca

www.lpo.on.ca

Registered Charity Number: 88927 8974 RR0001

Office of Mayor Ed Holder
300 Dufferin Ave.
London, ON
N6A 4L9

August 28, 2020

Re: Proclamation declaring October as Dwarfism Awareness Month in London.

Dear Mr. Mayor Holder,

Started in 1965, and operated entirely by volunteers, the Little People of Ontario (LPO) is a provincial, registered charitable organization that provides life-long fellowship, support and information to people with dwarfism, their families and friends in Ontario. Through peer support and personal example our members are supportive of all those who reach out to LPO by providing medical, environmental, educational, vocational, and parental guidance.

The Little People of Ontario and the Little People of Canada recognize October as Dwarfism Awareness and Acceptance Month and October 25 as Dwarfism Awareness Day.

In 2019, the Cities of Toronto, Ottawa and Windsor as well as the town of Milton were the first to officially recognize October as Dwarfism Awareness and Acceptance Month in Canada. In the Toronto riding of Toronto-St. Paul's Ward 12, it was acknowledged by all three levels of government across party lines in video submissions showing the support and need to increase public knowledge to diminish stereotypes and negative misconceptions about people with dwarfism.

We would like your office and the City of London to also make an official proclamation declaring October as Dwarfism Awareness and Acceptance Month for 2020.

The Little People of America (LPA) celebrates October as Dwarfism Awareness Month nationally and it has been officially passed into law by over 20 States in the USA.

While as a community we don't like to think of short stature itself as a disability, the medical complications of dwarfism can be quite extensive and disabling. There are over 350 different types of dwarfism each having their own set of physical, psychological and social challenges.



In an interview in 2012 with the New York Times Magazine, Golden Globe winning actor Peter Dinklage was quoted saying, "Dwarfs are still the butt of jokes. It's one of the last bastions of acceptable prejudice." This prejudice should not be acceptable.

Even as recently as 2019, UK comedian Jimmy Carr as part of his show asked the audience if people with dwarfism were simply abortions that lived. While it may have been said in jest, the perpetuation of these ideas and images continues to deprecate and marginalize not only the Little People community but all those who identify as having a disability.

A proclamation declaring October as Dwarfism Awareness and Acceptance Month by the City of London this year would continue to help local initiatives by charitable and not-for-profit organizations like LPO, overcome those challenges and remediate the prejudice.

LPO is dedicated to raising awareness and educating the general public about dwarfism, showing them that little people are unique, capable and incredible in every way.

Looking forward to your incredible support with this proclamation and would very much appreciate your help spreading the word to increase Dwarfism Awareness and Acceptance.

In the meantime if you have any questions please let me know.

Be well,

Eric McArthur
LPO Family Ambassador, London Chapter
Little People of Ontario
130 Ross Avenue
Dorchester, ON
N0L 1G1

Tel: 647-849-9844

Operated by Volunteers, Little People of Ontario is a Registered Charity.
Please consider a financial donation directly at: lpo.on.ca/donate
or through CanadaHelps: lpo.on.ca/CanadaHelpsLPO
or through PayPal: lpo.on.ca/PayPalDonation

Enc. Appendix A: Proposed Dwarfism Awareness and Acceptance Proclamation.



Appendix A: Proposed Dwarfism Awareness and Acceptance Proclamation.

DWARFISM AWARENESS AND ACCEPTANCE MONTH

October 2020

WHEREAS, October is Dwarfism Awareness and Acceptance Month around the world and is dedicated to raising awareness, increasing public knowledge, and diminishing stereotypes and negative misconceptions about dwarfism; and

WHEREAS, there are over 350 different types of dwarfism, each with its own set of physical, psychological and social challenges; and

WHEREAS, many of the barriers and obstacles faced by individuals with dwarfism are put in place by society, even before any potential medical complications of dwarfism are considered; and

WHEREAS, there are many offensive and inappropriate names for individuals with dwarfism used by society, but people with dwarfism prefer to be called by their name, or by terms such as 'short statured individual', or 'little person';

THEREFORE, I, Mayor Ed Holder, for the City of London, Ontario do hereby proclaim **October 2020 Dwarfism Awareness and Acceptance Month** to promote inclusion and equity for persons with dwarfism in London.

Dated at London this 1st day of October 2020.





Issuance of Proclamations Policy

Policy Name: Issuance of Proclamations Policy

Legislative History: Adopted September 19, 2017 (By-law No. CPOL.-115-367); Amended July 24, 2018 (By-law No. CPOL.-115(a)-418)

Last Review Date: January 6, 2020

Service Area Lead: City Clerk

1. Policy Statement

1.1 This policy sets out the requirements for the issuance of proclamations.

2. Definitions

2.1 Not applicable.

3. Applicability

3.1 This policy shall apply to any request for the issuance of proclamations on behalf of the City of London.

4. The Policy

4.1. Proclamations are ceremonial documents issued and signed by the Mayor on behalf of City of London Council that officially recognizes public awareness campaigns; charitable fundraising campaigns; and arts and cultural celebrations of organizations that reside/operate within the City of London. The requester must clearly identify the significance and connection of the proclamation to the mandate and goals as set out in the City of London's Strategic Plan. A proclamation does not constitute a personal or civic endorsement.

Application Process

- a) Proclamations requests are to be submitted on the City of London Application form to the City Clerk's Office at least six (6) weeks in advance of the requested issuance date.
- b) The Application must provide sufficient background information about the organization, cause or event being proclaimed and the proposed text for inclusion in the proclamation. The proposed text is subject to approval by the City of London to ensure compliance with City of London's policies and by-laws.
- c) Upon receipt of the Application, the City Clerk's Office will review the Application in accordance with this Policy and if the Application appears to be in compliance with the Policy, the Application will be placed on the next available Corporate Services Committee meeting for consideration.
- d) The Corporate Services Committee will review the Application and provide a recommendation to the Municipal Council for consideration with respect to the disposition of the Applications.

SCHEDULE "A"

Administration of Policy:

- e) The cause or event must contribute to the economic, social and cultural fabric of the City of London.
- f) Repeat requests must be submitted on an annual basis.
- g) An organization may request one proclamation per calendar year.
- h) Organization do not have exclusive rights to the day, week, or month being proclaimed.
- i) Proclamations of a similar topic will be issued on a first come first served basis.
- j) The City of London will not incur any expenses relating to the advertising or promotion of a proclamation. Recipients are responsible for the promotion of the proclamation, organization of related activities and for all associated costs.
- k) Proclamations will not be issued for:
 - Matters of political controversy, ideological or religious beliefs or individual conviction.
 - Events or organizations with no direct connection to the City of London.
 - Campaigns or events contrary to City of London policies or by-laws.
 - National, Independence or Republic Days.
 - Campaign or events intended for profit-making purposes.
 - Recognition of individuals.
 - Recognition of events or organizations that espouse discrimination, hatred, violence or racism.
 - Matters attempting to influence government policy.
 - Matters designed to incite hatred or disorder.
- l) The City of London reserves the right to refuse to issue a proclamation.

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING SEPTEMBER 21, 2020
FROM:	CATHY SAUNDERS CITY CLERK
SUBJECT:	APPLICATION – ISSUANCE OF PROCLAMATION DYSLEXIA AWARENESS MONTH

RECOMMENDATION

That, the Civic Administration BE ADVISED as to how Municipal Council wishes to proceed with the attached (Appendix “A”) Proclamation request.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

Corporate Services Committee – December 3, 2019
Corporate Services Committee – January 6, 2020

BACKGROUND

The Issuance of Proclamations Policy is attached as Schedule “A” for information purposes.

CONCLUSION

The Civic Administration is seeking direction from the Municipal Council as to how they wish to proceed with the attached (Appendix “A”) proclamation request received September 14, 2020 from the Dyslexia Canada requesting the month of October be proclaimed Dyslexia Awareness Month.

The following sets out the review process for Applications for proclamations:

- The cause or event must contribute to the economic, social and cultural fabric of the City of London
- Proclamations will not be issued for the following:
 - i. Matters of political controversy, ideological or religious beliefs or individual conviction
 - ii. Events or organizations with no direct connection to the city
 - iii. Campaigns or events contrary to City of London policies or by-laws
 - iv. National, Independence or Republic Days
 - v. Campaigns or events intended for profit-making purposes
 - vi. Recognition of individuals
 - vii. Recognition of events or organizations that espouse discrimination, hatred, violence or racism
 - viii. Matters attempting to influence government policy
 - ix. Matters designed to incite hatred or disorder

The Civic Administration is seeking direction from Municipal Council with respect to this matter.

SUBMITTED BY:
CATHY SAUNDERS CITY CLERK

Appendix "A"

Proclamation Request Form

Requests for the issuance of proclamations are governed by Council Policy (excerpted below). Requests must be received at least six (6) weeks in advance of the requested issuance date and may be emailed to the City Clerk at ClerksApprovalRequests@london.ca or mailed to City Hall, P.O. Box 5035 LONDON, ON, N6A 4L9.

Request details

Name of Organization Dyslexia Canada	
Date Proclamation Required Oct - one day during Oct	
Proclamation Name Dyslexia Awareness month	
Proclamation Type (day, week or month) month	
Category (public awareness campaigns), (charitable fundraising campaigns), (arts and cultural celebrations) public awareness campaigns	
Requester Name Christine Staley	
Requester Telephone -	
Requester Email Address	
Requester Address Mississauga ON L5L 4T5	
Provide details of your Organization's Connection to London see attached	
Required Supporting Documents <ul style="list-style-type: none">• Detail information on the Organization• Detail information on the Event• Confirmation of authorization from the Organization to submit the request	
The undersigned confirms that I am the Official Representative of the Organization requesting the Proclamation and that by signing this Application, I acknowledge and agree that my organization complies with all City of London's Policies and By-laws.	
Signature 	Date Sept 14/2020
NOTICE OF COLLECTION OF PERSONAL INFORMATION	
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Appendix "A"

To whom it may concern.

Dyslexia is a learning disability which makes it difficult to read, write and spell. 15 – 20% of Canadian live with dyslexia and face this as a reality of their everyday life. That means that 2 – 4 students in every classroom in London are impacted.

Dyslexia is a hereditary, lifelong condition that only with proper identification and specific instruction can be managed.

Dyslexia Canada is a national charity with a mandate to ensure that every child in Canada with dyslexia has access to meaningful education. We do this in partnership with other organizations, parents, teachers and academics.

In recognition of International Dyslexia Awareness month, Dyslexia Canada is asking cities across Canada to light up City Halls, monuments, fountains, buildings and bridges in red for one day during our third annual awareness campaign called "Mark it Read for Dyslexia". We are so excited to say that London has fully embraced our campaign and will be lighting up multiple monuments/buildings on October 20th. In fact, London will be the "reddest" city in the entire country!

With that, we would love to also have London officially declare October as Dyslexia Awareness month. If possible, we would like to have the proclamation around the same time as all of the lightings.

Thank you very much for your consideration. I have included some draft language for the proclamation if that is helpful.

Appendix "A"

PROCLAMATION

"DYSLEXIA AWARENESS MONTH"

WHEREAS the month of October is recognized as Dyslexia Awareness Month in many countries, cities and organizations; and

WHEREAS Dyslexia Canada is a national charity which aims to create dyslexia awareness; and

WHEREAS proclaiming October as Dyslexia Awareness Month in the City of London will raise awareness and support for children with dyslexia in our community.



London
CANADA

Issuance of Proclamations Policy

Policy Name: Issuance of Proclamations Policy

Legislative History: Adopted September 19, 2017 (By-law No. CPOL.-115-367);
Amended July 24, 2018 (By-law No. CPOL.-115(a)-418)

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