

Agenda Including Addeds

Corporate Services Committee

6th Meeting of the Corporate Services Committee

March 20, 2023

12:00 PM

Council Chambers - Please check the City website for additional meeting detail information. Meetings can be viewed via live-streaming on YouTube and the City Website.

The City of London is situated on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Add-a-won-da-run).

We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. The City of London is currently home to many First Nations, Metis and Inuit people today.

As representatives of the people of the City of London, we are grateful to have the opportunity to work and live in this territory.

Members

Councillors S. Lewis (Chair), H. McAlister, S. Stevenson, S. Trosow, D. Ferreira, Mayor J. Morgan

The City of London is committed to making every effort to provide alternate formats and communication supports for meetings upon request. To make a request specific to this meeting, please contact CSC@london.ca or 519-661-2489 ext. 2425.

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6.1 Litigation/Potential Litigation/Solicitor-Client Privileged Advice

A matter pertaining to litigation or potential litigation and advice that is subject to solicitor-client privilege, including communications necessary for that purpose and directions and instructions to officers and employees or agents of the municipality.

7. **Adjournment**

Report to Corporate Services Committee

To: Chair and Members
Corporate Services Committee

From: Anna Lisa Barbon, CPA, CGA, Deputy City Manager, Finance Supports

Subject: 2023 Debenture Issuance

Date: March 20, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Finance Supports:

- a. Civic Administration **BE AUTHORIZED** to proceed with the issuance of debentures in the capital markets upon suitable market conditions to provide permanent financing for capital works in an amount not to exceed \$21,500,000;
- b. Civic Administration **BE INSTRUCTED** to schedule and convene an appropriately timed special Corporate Services Committee meeting upon successful placement of the City's debt in the capital markets to ensure adequate time for Council approval while adhering to the necessary financial settlement requirements.

Executive Summary

The City typically issues debentures, with the support of a fiscal agent, in the capital markets for complete projects, substantially complete projects or projects for which a significant milestone has been achieved and which have authorized debt as an element of their capital financing. Civic Administration is recommending a 10-year serial debenture issuance in the amount of \$21,500,000 representing the City's 2023 issuance. The purpose of this report is to obtain authorization to proceed with the issuance and a second report will follow to enact the issuance of the debenture and associated by-law upon successful placement in the capital markets.

Linkage to the Corporate Strategic Plan

Council's 2019 to 2023 Strategic Plan for the City of London identifies "Leading in Public Service" as a strategic area of focus. Continuing to ensure the strength and sustainability of London's finances and adhering to the City of London's limit on authorized debt are strategies to maintain London's finances in a well-planned manner to balance equity and affordability over the long term. The 2023 Debenture Issuance report ensures that the proper mechanisms are in place to fund major capital projects while supporting intergenerational equity.

Analysis

1.0 Background Information

As prescribed within the Municipal Act, a municipality may issue debt for long-term borrowing to provide financing for capital works. Municipalities may fund current operating expenses with temporary borrowing until taxes are collected and other revenues are received but may not fund operating expenditures through debt issuance in the same way that the federal and provincial governments do.

The Debt Management Policy (<https://london.ca/council-policies/debt-management-policy>) is the foundation of the City of London's borrowing program. The City typically issues debentures on projects that are complete, substantially complete or projects for

which a significant milestone has been achieved. All projects included in the debt issuance have debt previously authorized as a capital financing source, typically through the budget process. The City reviews capital project status reports regularly and this analysis along with cash flow requirements, budget considerations and market conditions determine the amount and timing of debentures issued each year. Due to the comparatively small size of the City's borrowing program (relative to many other municipal borrowers), the City typically performs only one debt issuance per year. Debt issuances of the City of London are denominated in Canadian Dollars. As outlined in the City's Debt Management Policy, the 2023 proposed debt issuance is aligned with a term preference of 10 years to minimize the cost of borrowing. The City's Aaa credit rating (maintained for 46 consecutive years) enables the City to issue debentures at the lowest rate possible based on the City's credit profile.

1.1 Previous Reports Related to this Matter

Corporate Services Committee, October 31, 2022, Agenda Item 2.1, City of London's Credit Rating

<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=95135>

2.0 Discussion and Considerations

A review of approved capital projects indicates that projects meeting the required criteria for long-term debenture financing total \$21,500,000 in 2023. The details of these projects are listed in **Appendix A**.

Over the past five years, the City has issued a total of approximately \$184.4 million in long-term debt as follows:

Issuance Date	Amount of Issuance (\$)	Term (years)	All in Rate of Borrowing*
9-May-2022	21,000,000	10	3.56%
16-April-2021	23,000,000	10	1.82%
5-Jun-2020	36,000,000	10	1.67%
2-Apr-2019	49,380,000	10	2.66%
13-Mar-2018	55,000,000	10	2.98%
Total	184,380,000		

*All-in rate includes fees

As part of the debenture issuance process, the City's fiscal agents provide recommendations on the form and timing of the issuance. The three main types of debenture issuances are:

1. Serial debentures - debt instrument that matures in installments over a period of time. In effect, a \$100,000, 5-year serial debenture would mature in approximate equal amounts of \$20,000 annually with unique coupon (interest) rates for each year.
2. Amortizing debentures - debt instrument where the principal is paid down over the life of the debenture according to an amortization schedule, typically through equal payments and one coupon rate.
3. Bullet debentures - debt instruments whose entire principal value is paid all at once on the maturity date, as opposed to periodic principal payments over the life of the debenture. These types of debentures are best suited for municipalities issuing greater than \$75 million and are structured so that a sinking fund is established to cover the principal value upon maturity.

National Bank Financial Inc. (as the lead on the City's 2023 debenture issuance) will launch and price the City's debenture issuance deal in the capital markets upon

favourable market conditions. A report will be brought forward to a special Corporate Service Committee meeting to approve the debenture issuance and the associated by-law, with Council approval to follow. Timing of the City's debenture pricing will be dependent on market conditions. It is anticipated that the City's debenture issuance deal will be brought to Committee and Council in late April 2023.

3.0 Financial Impact/Considerations

The financial impact of this debenture issuance has been included in the 2020 to 2023 Multi-Year Budget and will also be incorporated in future Multi-Year Budget submissions. Furthermore, proceeds from our debt issuance will represent a cash injection to the City to aid in managing cash flows and maintaining a positive liquidity position.

4.0 Key Issues and Considerations

4.1. Current Market Conditions

Investor demand for municipal debenture issuance remains strong. We have seen several issuances in the municipal space early in 2023, with issuances from City of Montreal and Municipal Finance Authority of British Columbia being completed in the capital markets. Civic administration is continually in touch with its fiscal agents to monitor the evolving markets and impacts to the City's upcoming debt issuance.

Since March 2, 2022 the Bank of Canada (BOC) has been increasing the overnight rate, which is currently at 4.5%. Current market expectations indicate that the overnight rate may be maintained at this level for a period of time given current economic conditions. The overnight rate is the rate at which major financial institutions borrow and lend one-day (or "overnight") funds among themselves. Changes in this rate and associated expectations of short-term rates into the future influences the Canadian "yield curve" (which is a graphical representation of the varying interest rates across different terms). The City's issuance is priced based on spreads added to the Government of Canada yield curve as a starting point. As bond yields rise with rising interest rates, the City's anticipated issuance rate increases. Civic administration continues to monitor market expectations regarding the future path of the BOC overnight rate as this may impact the City's borrowing rates in future years.

Conclusion

The City's 2023 planned debt issuance will provide the required long-term funding for the identified projects within Appendix A and aligns with the City's Debt Management Policy. This approval will provide the authorization to issue debentures in the capital markets.

Prepared by: Folakemi Ajibola, CTP, ACMA, CGMA, Manager,
Financial Modelling, Forecasting and Systems Control
(Treasury)

Submitted by: Kyle Murray, CPA, CA, Director, Financial Planning and
Business Support

Recommended by: Anna Lisa Barbon, CPA, CGA, Deputy City Manager,
Finance Supports

Attachment: Appendix A

Appendix “A”

Capital Projects for Issuance

Project Number	Project Title	Amount to be Financed (\$)	By-Law #
Property Tax Supported			
TS1306	Adelaide Street Grade Separation Canadian Pacific Railway (CPR) tracks	2,707,904	W.-5600(c)-131
TS1745	Victoria Bridge Bike Lanes	1,650,000	W.-5682-99
TS173919	2019-2023 Active Transportation Project	1,478,971	W.-5654(b)-133
TS1357	Bostwick Road Upgrades - Pack Rd to Southdale Rd	465,775	W.-5685-152
TS1134	Richmond Street and Fanshawe Park Road Intersection Improvements	561,561	W.-5581(b)-245
TS1629-1	Southdale Road West – Farnham Road to Pine Valley	449,494	W.-5618(e)-151
MU1176	Conventional Transit (Growth) PTIS- Public Transit Infrastructure Stream Program	1,000,000	W.-5689-47
	Property Tax Supported Subtotal	8,313,705	
Non-Rate Supported (City Services Reserve Funds)			
ES5263	Southwest Capacity Improvement	9,705,774	W.-5642(a)-193
ES5264	Wonderland Pumping Station	3,000,000	W.-5641-465
ES2681	Mud Creek Erosion and Flooding Remediation	480,521	W.-558(c)-56
	Non-Rate Supported (City Services Reserve Funds) Subtotal	13,186,295	
	Total 2023 Debenture Issuance	21,500,000	

Amounts are subject to rounding.

The By-Laws for each project represent the most recent By-Laws.

Report to Corporate Services Committee

**To: Chair and Members
Corporate Services Committee**
From: Mat Daley, Director, Information Technology Services
**Subject: Network Refresh and Secondary Site Portfolio
Management Services**
Date: March 20th, 2023

Recommendation

That, on the recommendation of the Director, Information Technology Services, and with the concurrence of the City Manager, the following actions **BE TAKEN** with respect to the selection of a vendor for the Request for Proposal (RFP) 2022-154 Network Refresh and Secondary Data Center Upgrade for City of London:

- a) The proposal submitted by CDW Canada Corp., 185 The West Mall, Suite 1700 Toronto On, M9C 5L5 for the Network Refresh and Secondary Data Center Upgrade for the City of London **BE ACCEPTED** in accordance with the Procurement of Goods and Services Policy;
- b) The price submitted by CDW Canada Corp. at the proposed fixed cost of \$329,196.00 (excluding H.S.T.), **BE ACCEPTED**;
- c) The financing for the project **BE APPROVED** as set out in the Sources of Financing Report attached hereto as Appendix 'A'; and
- d) Civic Administration **BE AUTHORIZED** to undertake all administrative acts that are necessary in connection with this purchase;
- e) Approval herein **BE CONDITIONAL** upon the Corporation entering into a formal agreement or having a purchase order, or contract record relating to the subject matter of this approval; and,
- f) The Mayor and City Clerk **BE AUTHORIZED** to execute any contract, statement of work or other documents, if required, to give effect to these recommendations.

Previous Reports Related to This Matter

- No previous reports on this matter

Linkage to the Corporate Strategic Plan

This undertaking supports the following specific strategies outlined in the 2023-2027 Strategic Plan:

- Infrastructure is built, maintained, and secured to support future growth and protect the environment;
- Build, maintain, and operate technology on information security, performance, and value;

Background

Purpose

The purpose of this report is to request approval to award a contract for portfolio management and technical architecture professional services for the Network Refresh and Secondary Site Upgrade projects to CDW Canada Corp (CDW).

Background

The City of London's data center and network infrastructure is critical to the operation of all City Service Areas. This infrastructure is approaching end of life and requires upgrading to ensure the City can continue to provide reliable services to residents. As such, Information Technology Services (ITS) has initiated multiple simultaneous projects to upgrade network and data center infrastructure.

A preliminary upgrade plan has been designed, including review of potential technology needs and materials, to prepare for the execution phase of these major projects.

To support ITS in this work, a Request for Proposal (RFP) was issued to procure the services of a portfolio implementation partner. This partner will:

- supplement the City's project team with additional subject matter expertise in Data Center Architecture and provide associated development services;
- support the City's Network Refresh as part of broader network modernization initiatives;
- support the City in management of its portfolio throughout the continued planning, procurement and execution of the multiple, related projects;
- provide supplementary subject matter expertise and, as required, implementation support resources in specialized technology skillsets;
- provide technical support resources for both the Network Refresh and Secondary Site projects; and
- provide implementation support, post go-live support and delivery of related documentation.

Discussion

In response to the RFP, CDW met the requirements of the evaluation committee and presented a proposal that will support the Corporation in moving forward with the implementation of both the Network Refresh and Secondary Site projects. CDW has experience managing and delivering projects of similar complexity across a number of public sector organizations, including:

- City of Guelph
- City of Cambridge
- City of Woodstock
- County of Middlesex and
- Municipality of Chatham-Kent.

CDW holds Gold partner status with related and relevant technologies and has over 20 years experience delivering network based solutions to Public Sector customers. In addition to Gold partner status, CDW has also achieved the following relevant specialized status:

- Master Partner (First worldwide partner to achieve this)
- Master Collaboration Specialized Partner
- Master Security Specialized Partner
- Master Data Center and Hybrid Cloud Partner

CDW has extensive experience with network and data center design and throughout these successful projects they have leveraged a systematic risk mitigation approach to successfully overcome challenges encountered when delivering projects with this level of complexity.

In the proposal, CDW demonstrated a thorough understanding of the challenges associated with these projects, bringing proven project management methodologies and strategies to streamline the upgrade process and mitigate potential risks. The proposal also includes strategies and guidelines for change management, issue management, quality management and resource management to support the successful delivery of the projects.

A refreshed and modernized network will deliver improved connectivity and communication across the Corporation. The data center upgrade and secondary site will ensure that the Corporation's critical systems and data are secure and reliable, providing increased protection against cyber security threats and reducing the risk of data loss. This will ultimately lead to increased efficiency, reduced downtime, and improved service delivery to residents.

Procurement Process

On November 1, 2022, on behalf of Information Technology Services (ITS), the Procurement & Supply Management section issued a formal Request for Proposal (RFP2022-154) for retaining an Implementation Services for Both Network Refresh and Secondary Data Center Upgrade on the Corporation's Bids&tenders™ website to source a qualified and experienced proponent to provide the services.

After the RFP was posted, there were four (4) Addendum issued in response to Bidder's questions, inquiries and requests for clarification. When the RFP closed, four (4) compliant submissions were received.

A two (2) envelope RFP process was used - one envelope contained the technical project proposal and the second contained the pricing proposal.

Evaluation committee representatives from ITS and Procurement & Supply evaluated all four (4) submissions based on the technical criteria outlined in the RFP document. At the end of this process, the proponent CDW Canada Corp. scored the highest and demonstrated their ability to fully meet the Corporation's requirements.

Financial Impact

The Network Refresh and Secondary Site projects were identified and approved in the 2020-2023 Multi-Year Budget. The total project costs includes the proposal from CDW for \$329,196.00 (excluding H.S.T).

The Source of Financing for this project is attached as Appendix 'A'.

Conclusion

Information Technology Services (ITS) is seeking approval to award the RFP for the Network Refresh and Secondary Site Upgrade to CDW Canada Corp. After a formal RFP process and careful evaluation by a committee from ITS in cooperation with Purchasing Services, the Network Refresh and Secondary Site Upgrade for the City of London submitted by CDW Canada Corp. is recommended for authorization.

Prepared by: Quentin Grandine, Manager Core and Cloud, Information Technology Services
Dan Dobson, Senior Manager Infrastructure and Data Services, Information Technology Services

Recommended by: Mat Daley, Director, Information Technology Services

Concurred by: Lynne Livingstone, City Manager

Appendix "A"

#23061

March 20, 2023
(Award Contract)

Chair and Members
Corporate Services Committee

RE: (RFP) 2202-154 Network Refresh and Secondary Site Portfolio Management Service
(Subledger NT23CP02)

Capital Project IT3025 - Storage, Server Backup
CDW Canada Corp - \$329,196.00 (excluding HST)

Finance Supports Report on the Sources of Financing:

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Director, Information Technology Services, the detailed source of financing is:

Estimated Expenditures	Approved Budget	Committed To Date	This Submission	Balance for Future Work
Engineering	1,945,916	1,945,916	0	0
Computer Equipment	4,328,641	2,017,889	334,989	1,975,763
Total Expenditures	6,274,557	3,963,805	334,989	1,975,763

Sources of Financing

Capital Levy	124,557	124,557	0	0
Drawdown from Technology Renewal Reserve Fund	6,150,000	3,839,248	334,989	1,975,763
Total Financing	\$6,274,557	\$3,963,805	\$334,989	\$1,975,763

Financial Note:

	IT3025C
Contract Price	\$329,196
Add: HST @13%	42,795
Total Contract Price Including Taxes	371,991
Less: HST Rebate	-37,002
Net Contract Price	\$334,989



 Jason Davies
 Manager of Financial Planning & Policy
 hb/cz

Report to Corporate Services Committee

To: Chair and Members
Corporate Services Committee
From: Michael Goldrup, Director, People Services
Subject: Employee Attendance 2022
Date: March 20, 2023

Recommendation

That, on the recommendation of the Director, People Services and with the concurrence of the City Manager the following Report BE RECEIVED for information purposes.

Executive Summary

On March 19, 2008, the then Board of Control endorsed the recommendation from Civic Administration to provide regular reporting on employee absenteeism and attendance to Council.

The purpose of this report is to provide an overview of the City of London's level of attendance in 2022, as well as outline processes involved to ensure employees have safe and early return to work following an absence from the workplace.

Linkage to the Corporate Strategic Plan

Council's 2019-2023 Strategic Plan for the City of London (the "City") identifies several strategic areas of focus including "Leading in Public Service" by establishing the City as a leader in public service. Supporting employee attendance is one indicator of 'maintaining a safe and healthy workplace.'

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Report to Corporate Services Committee – May 9, 2022 – Employee Absenteeism

2.0 Discussion and Considerations

2.1 Overview of Paid Benefits

The Corporation is committed to maintaining a high standard of attendance, recognizing that it is an expectation of employment that all employees are responsible for their prompt and regular attendance at work. To support staff in times of illness or injury, the Corporation provides paid time off through:

- Paid Sick Time
- Short term disability (STD)
- Long term disability (LTD)
- Workplace Safety Insurance Board (WSIB)
- Pandemic Related Absence (for 2020, 2021 & 2022)

2.2 Workplace Wellness

Civic Administration works collaboratively with employees, Unions/Association, and insurers to implement supports and resources to provide employees a safe and healthy workplace. Historically these initiatives have included mental health strategy, flu clinics, lunch and learns, fitness programs, weight loss challenges, yoga classes, Employee

Assistance Program, medical surveillance programs, online wellness information library, wellness Wednesdays, screensavers etc.

Civic Administration continues to build on these initiatives and consider other needs related to supporting a hybrid model as we assess more permanent alternate work strategies.

2.3 Claims Management

Civic Administration works together with employees regarding applying for Sick, STD, LTD and WSIB benefits. This includes meeting with employees to ensure they understand the process and making sure they provide the appropriate documentation to the applicable party and/or insurer for determination of eligibility for benefits.

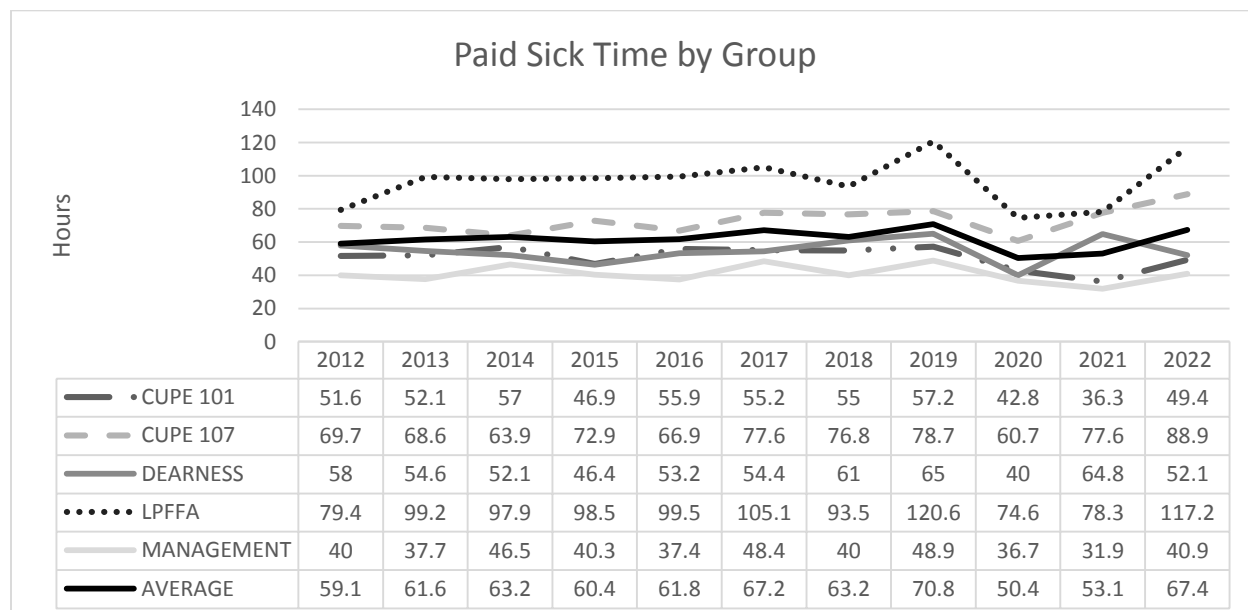
During the lifetime of a claim, Civic Administration maintains regular communication with the employee, manager, and insurer (if applicable) to ensure:

- ongoing medical documentation is provided to support the absence and ongoing benefit entitlement.
- the employee is referred to the appropriate health care provider.
- the employee is seeking and adhering to the recommended treatment plan.
- appropriate benefits are issued in accordance with the *Workplace Safety and Insurance Act ('WSIA')*, contracts of insurance, applicable collective agreements, and applicable policies and/or procedures; and,
- modified work is offered, as required.

2.4 Paid Sick Time

Most full-time employees and some part time employees are eligible for paid sick leave. Sick leave is payable at 100 percent of an employee's regular earnings to the extent of their sick leave credits. Sick leave earning provisions vary across employee groups. Eligibility for sick leave is dependent on an employee providing medical documentation in accordance with the applicable collective agreement and/or relevant policies and procedures.

During 2020, 2021 and 2022, sick time has been influenced by both the COVID19 pandemic and transitioning many employees working remotely. The Corporation's average lost hours due to paid sick leave increased from 53.1 hours in 2021 to 67.4 hours in 2022. In 2022, all groups with the exception of Dearness, have experienced an increase in sick hours. The 2022 overall average has risen, it does remain lower than the average pre-pandemic of 70.8 from 2019.



Note: Management Employees paid sick and STD benefits are combined into one Program and reported collectively under Paid Sick.

2.5 Employee Attendance Support Plan

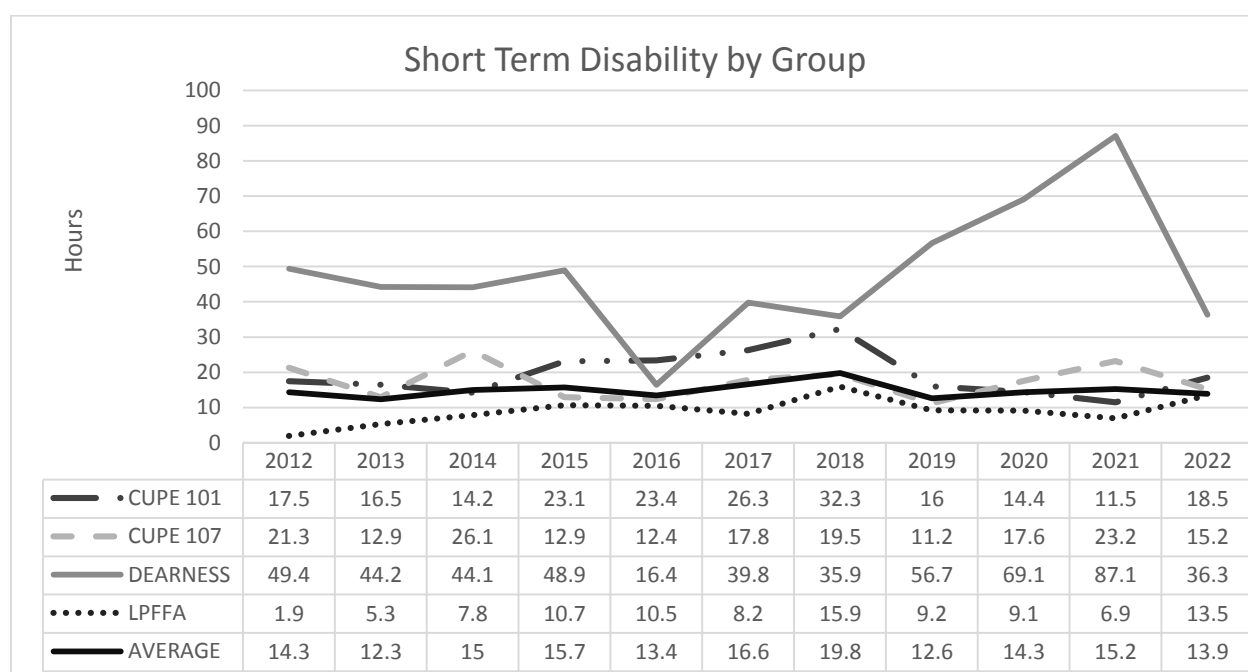
The Employee Attendance Support Plan was implemented to promote and maintain standards of attendance for all employees and to provide supports to employees to achieve regular and improved attendance.

The Plan deals with non-culpable (non-blameworthy) absences, specifically absences arising from injury or illness that do not arise from a disability. The Plan ensures that attendance is managed through consistent non-disciplinary intervention strategies across the Corporation’s work groups to assist employees in achieving regular and improved attendance. Due to the pandemic, Civic Administration placed the program on hold to support public health messages to stay home when presenting symptoms of COVID-19. As a result, the City’s program has not been formally active since 2019. Staff who have required additional supports to attend the workplace in person or remotely have been assisted on a case-by-case basis. As we emerge, we are planning to resume this program in 2024.

2.6 Short Term Disability (‘STD’)

Within the Corporation there are several STD plans that vary based on employee group. Typically, this benefit commences upon exhaustion of sick time or a five-day waiting period and pays between 60 to 75 percent of the employee’s pre-disability earnings. Medical documentation is provided by the employee to the insurer to determine if the employee qualifies for STD benefits in accordance with the relevant contract of insurance. Generally, if approved, STD benefits are payable for up to 26 weeks at which time the employee may be entitled to make application for LTD. During the STD period, medical documentation is required to determine ongoing entitlement.

The Corporation’s average lost hours due to STD claims has slightly decreased from 15.2 hours in 2021 to 13.9 hours in 2022. Employees in CUPE 101 and Fire experienced an increase in the average time on STD.



Note: Management Employees paid sick and STD benefits are combined into one Program and reported collectively under Paid Sick

2.7 Return to Work Program

The Corporation has a pro-active Return to Work Program based on a “functional” model. This model focuses on the employee’s abilities and capabilities, rather than their specific medical condition.

Generally, when the Corporation is notified of an employee’s illness or injury, the employee is contacted and provided documentation to take to their health care

practitioner so their capabilities can be identified, and applicable supports can be provided. Civic Administration contacts the employee’s manager to identify potential modified work options, if appropriate. Civic Administration also maintains a list of potential suitable modified work options that are available across the organization. If an employee cannot be accommodated in their pre-disability position, alternative work may also be explored with the appropriate Union/Association – Management Return to Work Committee, where applicable.

Reasonable attempts are made to ensure employees, who are medically fit to return to work, do so in a timely manner. Employee progress is monitored with the objective of returning the employee to their pre-disability position. If this is not possible, permanent accommodation outside their pre-disability position is considered.

It should be noted that the Corporation’s Claims Management and Return to Work Programs have been successful in ensuring employees an early and safe return to work and closing 80 of 89 active claims during 2022. Civic Administration has noted a decrease in Short Term Disability claims in 2022.

Short Term Disability – Opened and Closed Claims

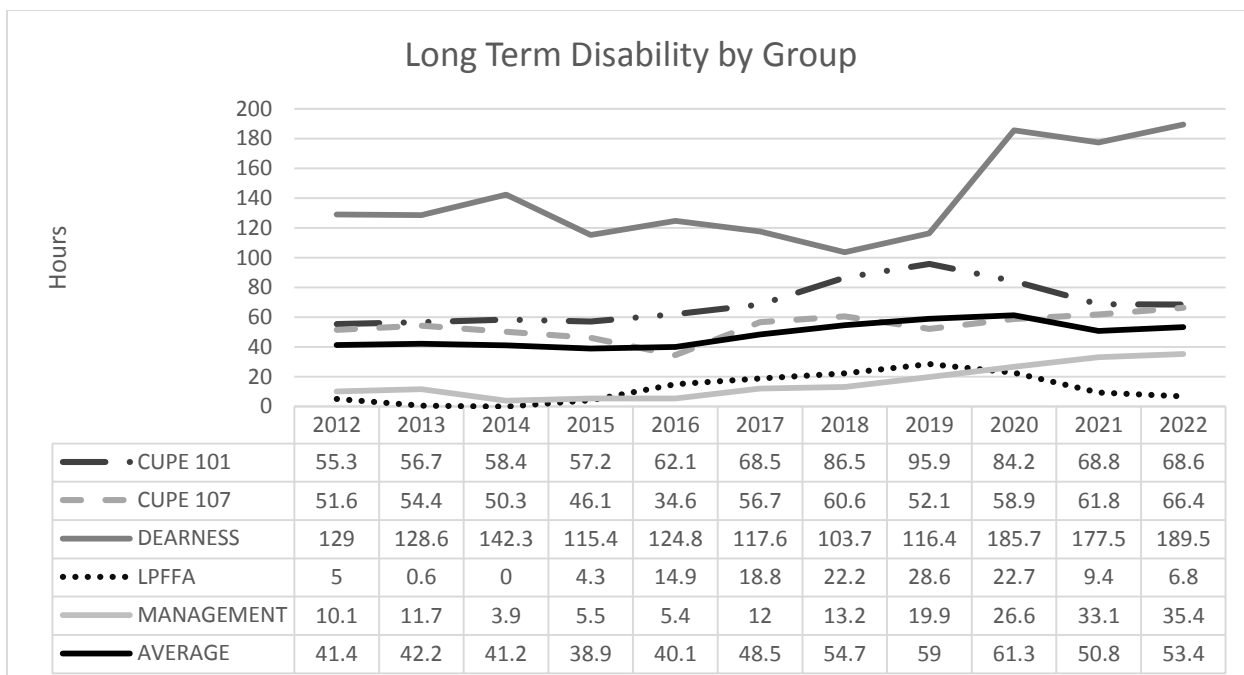
Year	Total New Claims Opened in Year	Total Claims Closed/RTW in Year*
2012	78	81
2013	67	63
2014	79	76
2015	76	81
2016	89	79
2017	105	91
2018	109	107
2019	90	75
2020	86	79
2021	102	81
2022	89	80

*Total Claims Closed/RTW in Year may include claims opened in prior years.

2.8 Long Term Disability Claims (‘LTD’)

Upon exhaustion of STD benefits, or sick leave benefits for those employee groups who do not have STD benefits, employees may be entitled to apply for LTD benefits. LTD benefits typically pay between 66 to 75 percent of an employee’s pre-disability earnings. Further medical documentation is required to determine if the employee qualifies for LTD benefits in accordance with the relevant contract of insurance. If approved, the first two years of LTD benefits are assessed based on an employee’s ability to perform their own job. Generally, after two years, LTD benefits are assessed based on an employee’s ability to perform any job.

The Corporation’s average lost hours due to LTD claims has increased from 50.8 hours in 2021 to 53.4 hours in 2022.



The Corporation has approximately 40 employees on LTD whom the insurance carrier has deemed “unlikely to ever to return to work.” These are claims in which there is no reasonable likelihood that the employee will ever return to work with or without active claims management.

Long Term Disability – Opened and Closed Claims

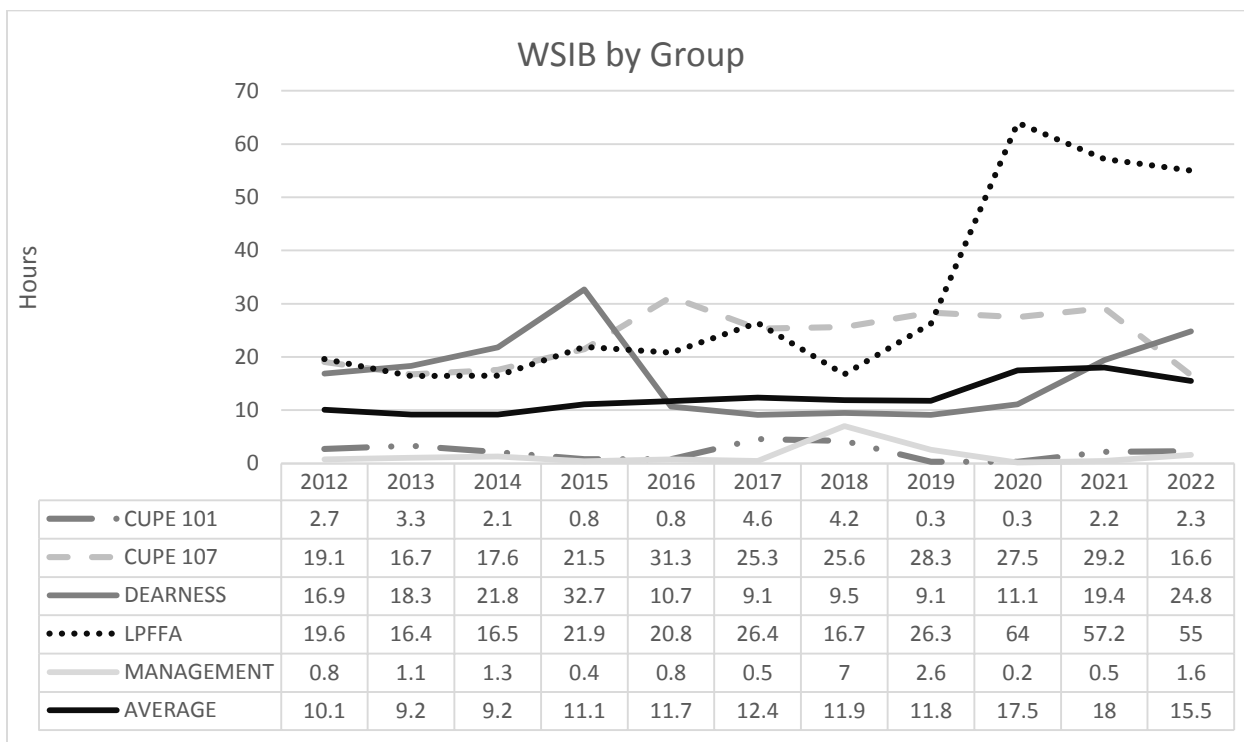
Year	Total New Claims Opened in Year	Total Claims Closed/RTW in Year*
2012	80	23
2013	75	22
2014	75	24
2015	79	24
2016	75	24
2017	86	19
2018	111	35
2019	104	26
2020	109	33
2021	103	29
2022	110	25

*Total Claims Closed/RTW in Year may include claims opened in prior years.

2.9 Workplace Safety and Insurance Board Claims (‘WSIB’)

WSIB benefits are payable to any employee who is deemed to have incurred a workplace injury or illness as determined by WSIB. To qualify for WSIB loss of earning benefits, employees are required to submit medical documentation to authorize any absence. WSIB loss of earning benefits are typically paid at 85 percent of an employee’s pre disability net earnings. It is important to note that Fire is the only area that has claims for presumptive post-traumatic stress disorder (PTSD). Presumption allows for faster access to WSIB benefits, resources and timely treatment. Once a first responder is diagnosed with PTSD by either a psychiatrist or a psychologist, the claims process to be eligible for WSIB benefits will be expedited, without the need to prove a causal link between PTSD and a workplace event.

The Corporation’s average lost hours due to WSIB claims has decreased from 18.0 hours in 2021 to 15.5 hours in 2022.



The Corporation has approximately 7 employees on WSIB whom the insurance Carrier has deemed “unlikely to ever to return to work.” These are claims in which there is no reasonable likelihood that the employee will ever return to work with or without active claims management.

The Corporation’s Claims Management and Return to Work Program focuses on ensuring employees an early and safe return to work. This has resulted in a return-to-work rate of approximately 92% in 2022.

WSIB – Returned to Work %

Year	Claims	Returned to Work	% Returned to Work
2012	247	245	99%
2013	225	224	100%
2014	234	232	99%
2015	265	263	99%
2016	207	205	99%
2017	237	234	99%
2018	244	240	98%
2019	265	256	97%
2020	217	197	91%
2021	214	211	99%
2022	192	177	92%

Note: this chart reflects the number of claims opened during a year and how many of those same claims have returned to work

2.10 Paid Pandemic

To reduce the spread of COVID-19 in the workplace during 2020, 2021 and 2022, the City of London provided applicable employees with one pandemic incident of up to 14 calendar days if they were required to self isolate under Provincial guidelines.

The number of incidents increased from 317 in 2021 to 973 in 2022. In 2022, the average number of hours per employee paid was 15.5, which increased from 4.8 hours 2021.

Paid Pandemic – Average Lost Hours 2020 – 2022

Employee Group	2020		2021		2022	
	# of Incidents	Average Hours	# of Incidents	Average Hours	# of Incidents	Average Hours
CUPE 101	124	7.1	46	1.5	231	8.3
CUPE 107	93	8.1	95	5.9	320	24.9
DEARNESS	34	5.2	31	5.3	85	20.3
LPFFA	109	13.2	134	15.1	249	31.2
MANAGEMENT	71	7	11	0.8	88	4.2
Total Number of Incidents	431		317		973	
Average Hours per Employee		8.2		4.8		15.5

Note: Pandemic Pay began in 2020 at commencement of COVID-19 Pandemic

Conclusion

Civic Administration remains committed to working with employees and Unions/ Association with respect to attendance. Together, we have taken steps to improve the level of attendance in the workplace. As previously discussed, fluctuations in attendance levels are expected and will occur over time due to a variety of factors. Civic Administration monitors these fluctuations to determine whether any long-term concerns exist, and actions are required.

Furthermore, as part of the People Plan, efforts are underway to consider the impacts of mental health on employee attendance. Working with employees to identify strategies to assist will be key in the years moving forward. This is part of the larger strategy being undertaken by Civic Administration to develop a renewed and shared vision for a safe workplace.

Prepared by: Cathy Stark,
Manager, Health, Safety and Wellness

Recommended by: Michael Goldrup,
Director, People Services

Concurred by: Lynne Livingstone
City Manager

Report to Corporate Services Committee

To: Chair and Members
Corporate Services Committee
From: Anna Lisa Barbon, CPA, CGA,
Deputy City Manager, Finance Supports
Subject: 2022 Annual Update on Budweiser Gardens
Date: March 20, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Finance Supports, the 2022 Annual Report on Budweiser Gardens attached as 'Appendix A' **BE RECEIVED** for information.

Executive Summary

The purpose of this report is to present the 2022 annual report for Budweiser Gardens. This report provides an overview of Budweiser Gardens, highlights from events held in 2021-2022, and a snapshot of financial highlights for the last five years. Further, a draft proposal for reinvestment in the facility that will maintain the arenas competitiveness and will generate additional revenue will be the subject of a future report for Council to review and consider.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Corporate Services Committee, May 30, 2022, Agenda item 2.2, 2021 Annual update Budweiser Gardens

Corporate Services Committee, March 1, 2021, Agenda item 2.3, 2020 Annual Update on Budweiser Gardens

Corporate Services Committee, February 18, 2020, Agenda item 2.4, 2019 Annual Update on Budweiser Gardens.

1.2 Budweiser Gardens Overview

Budweiser Gardens is a multi-purpose entertainment and sports facility. The facility strives to perform a significant role in meeting the needs of the community in its overall programming.

Budweiser Gardens completed its 20th year of operations in 2022. As a public private partnership (partnership), it is structured as follows:

- a) The City of London owns the land.
- b) The City of London leases a portion of the lands upon which the facility sits (Ground Lease) to London Arena Trust for a nominal base rent for 50 years. During the term of the lease, London Arena Trust owns the building in trust for the City.
- c) London Arena Trust leases the building (Participatory Occupancy Lease) to the London Civic Centre Limited Partnership. The partners in the Partnership are OVG360 (formerly known as Global Spectrum), EllisDon Construction Ltd., and the City of London.

- d) OVG360 is the manager of the building on behalf of the Partnership. OVG360 is responsible for the sale of naming rights, advertising, attractions, sale of suites and club seats, and the operation of the facility.

Annually, the City receives a share of the net proceeds from operations, noting it is subject to a minimum \$50,000 payment from Budweiser Gardens, as well as a share of the proceeds from ticket sales. The City's share of the net proceeds from operations varies over the life of the lease. In years one to five, the City's share was 20%; years six to ten, 45% and years eleven to fifty, 70%.

2.0 Discussion and Considerations

2.1 2021-2022 Budweiser Gardens Activity

The 2021/2022 season saw a noticeable upturn in events from what was experienced the season prior which was drastically impacted by the COVID-19 pandemic. While not at the same levels experienced pre-pandemic, the 2021/2022 season certainly saw a return to a number of events; the London Knights, London Lightning, concerts, and family shows. Examples of events included, but not limited to:

- Canadian Music Week & Canadian County Music Awards (CCMA),
- Maple Leaf Sports and Entertainment (MLSE) Events,
 - Toronto Raptors Open Practice,
 - Toronto Maple Leafs Alumni Game,
- Concerts such as; Imagine Dragons, James Taylor, Avril Lavigne, The Doobie Brothers,
- 37 London Knights games,
- 16 London Lightning games

Also experienced in the 2021/2022 season was an increase in the participation in several community initiatives. For a more fulsome overview of 2021/2022 activities and events, refer to the Budweiser Gardens 2022 Annual Report (Appendix 'A').

2.2 Budweiser Gardens Renovations

Throughout the last 20 years, Budweiser Gardens has always strived to meet the needs of the community through diverse programming while also standing as a landmark of civic pride and community accessibility, tourism, promoting a sense of vibrancy and culture while also providing a wide range of public sports and entertainment. However, to continue attracting world-class events and musical superstars, a renovation that will upgrade amenities and technology to meet today's standards could be considered. There is no provision in the partnership agreement for modernization of the facility over the life of the agreement. However, the initial partnership agreement anticipated that an investment would be required approximately midway through the agreement.

Based on feedback over the years from the operator, there are areas of additional investment that the City and its partners could consider. Initial assessments done by OVG360 would suggest that an expansion of the back of house space is required to address a number of current limitations. Further, the facility should be looked at to enhance the experience for patrons and every artist, athlete and performer who play at Budweiser Gardens and meet the expectations of the facilities users. The result of a renovation may not only maintain the arena competitiveness with other facilities, but it would generate significant increases in revenue.

A draft multi year proposal is being finalized by OVG360 for Council to consider. Civic Administration will bring forward the Budweiser Gardens Renovation Plan Proposal prepared by OVG360 along with potential source of financing for Council to review and consider.

3.0 Financial Impacts/ Considerations

3.1 Financial Highlights

Appendix 'B' (attached) provides a performance summary for the Budweiser Gardens for the last five years; events, paid attendance, income, expenses, net income before depreciation along with the City's net proceeds for both ticket fees and share of net operational income.

As a result of a cumulative financial loss due to COVID-19 restrictions, the City did not receive a share of net proceeds from operations over and above the minimum payment of \$50,000. It is noted that the City is not required to assist in funding the financial loss in the year, however, based on the provisions of the partnership agreement, any losses incurred, will be recouped against future profits that are earned by Budweiser Gardens until they are offset. The impact of this provision limits the share of proceeds received in the future until the loss is repaid. Depending on the number of years until Budweiser Gardens returns to making a financial profit, it will be difficult to determine when the City's share of the proceeds will return to levels achieved prior to COVID-19, over and above the \$50,000 minimum.

The City still receives its share of ticket sales, which was \$148,034 in 2022, which was greater than the past two years. This amount is in addition to the minimum proceeds from operations of \$50,000 which the City received.

At the end of 2022 there was \$322,859.43 remaining on the outstanding debt for Budweiser Gardens. The final payment will be made in 2023.

Conclusion

Based on the annual update received by Budweiser Gardens, the 2021-2022 season looks to have turned a corner from what was experienced during the last two seasons due to COVID-19. While not back to pre-Covid levels as of yet, based on what was experienced in 2021/2022, and what is being experienced as part of the current season, things are trending nicely.

Submitted by: Ian Collins, Director Financial Services, CPA, CMA
Recommended by: Anna Lisa Barbon, CPA, CGA
Deputy City Manager, Finance Supports

Appendix B – Budweiser Garden Performance Summary

Budweiser Gardens - Key Statistics

	2022 Budget	2022 Actual	2021 Actual	2020 Actual	2019 Actual	2018 Actual
Events	77	87	2	84	146	122
Paid Attendance	442,847	329,586	606	372,119	605,099	490,347

Budweiser Gardens - Operations Summary - Fiscal Year Ending June 30th (000's)

	2022 Budget	2022 Actual	2021 Actual	2020 Actual	2019 Actual	2018 Actual
Total Event Income	\$1,356	\$1,731	\$1	\$1,601	\$3,065	\$2,640
Other Income ¹	\$2,570	\$2,232	\$338	\$2,998	\$3,755	\$3,736
Total Income	\$3,926	\$3,963	\$339	\$4,599	\$6,820	\$6,376
Indirect Expenses	\$4,948	\$4,406	\$3,048 ²	\$5,247	\$6,613	\$6,231
Net Income (loss) ³	(\$1,022)	(\$443)	(\$2,709)	(\$648)	\$207	\$145

City's Cash Flow - Fiscal Year Ending December 31st (000's)

	2022 Budget	2022 Actual	2021 Actual	2020 Actual	2019 Actual	2018 Actual
City Proceeds from Operations	\$50	\$50	\$50	\$50	\$184	\$118
City Proceeds from Ticket Sales	\$49	\$148	\$3	\$17	\$155	\$145
Total City Proceeds	\$99	\$198	\$53	\$67	\$339	\$263

¹ Other Income includes items such as Advertising, Naming/Pouring rights, Luxury Suites, etc.

² Note: Through review of 2021 financials, the partnership identified an accounting error for facility rent, whereby the 2021 actual was required to be restated. No impact to the City's Cash Flow.

³ Net Operating Income before depreciation to align with cash flow calculation to City.



Budweiser Gardens

2022 ANNUAL REPORT

Budweiser
GARDENS

STARS ON ICE

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Statement of Purpose

Budweiser Gardens opened in October of 2002 with a seating capacity of 9,036 for hockey and ice events and over 10,000 for concerts, family shows, and other events. The venue not only strives to meet the needs of the community through diverse programming, it also stands as a landmark of civic pride and community accessibility, promoting a sense of vibrancy and culture while also providing a wide range of public sports and entertainment.

Constructed in the heart of downtown London, the exterior design of Budweiser Gardens incorporates a replica of the facade of the old Talbot Inn, a 19th Century Inn originally located where the building now stands. With a reputation and standard of excellence in the industry, Budweiser Gardens is a top stop for fans and performers alike.

Managed by OVG360, a division of Oak View Group, which is a full-service venue management and hospitality company that helps client-partners reimagine the sports, live entertainment, and convention industries for the betterment of the venue, employees, artists, athletes, and surrounding communities. With a portfolio of more than 200 client partners spanning arenas, stadiums, convention centers, performing arts centers, cultural institutions, and state fairs around the globe, OVG360 provides a set of services, resources, and expertise designed to elevate every aspect of business that matters to venue operators. Service-oriented and driven by social responsibility, OVG360 helps facilities drive value through excellence and innovation in food services, booking and content development, sustainable operations, public health, public safety, and more.





Message from the General Manager



2021-22 was another rollercoaster year for the OVG360 team at Budweiser Gardens as we experienced the highs of hosting an incredible CCMA event as well as sold-out concerts including Imagine Dragons, The Glorious Sons, and James Taylor and his All-Star Band, while also working our way through the ever-changing COVID-19 restrictions and capacity changes. Through it all, I am very proud of the work that the team here did to ensure that the athletes, artists, and patrons were kept as safe as possible. Their ability to adapt and persevere was remarkable and they truly embraced the saying 'The Show Must Go On!'

The sports and entertainment industry has been one of the hardest hit during the pandemic, but the partnership with Maple Leaf Sports and Entertainment (MLSE) that brought the Toronto Raptors and Toronto Maple Leafs to London helped showcase how special our industry is and how sports can bring people together, especially during our most difficult times. The devastation caused by a hate crime in our city will not soon be forgotten but I am thankful that our venue and our team were able to play a small part in the healing process.

Our return to hosting live events - no matter the capacity - was greatly anticipated and did not disappoint! For us that work at Budweiser Gardens, there is nothing that compares to the

atmosphere of an event day and we are grateful to have been able to host 13 concerts, 37 hockey games, and various other events throughout the year.

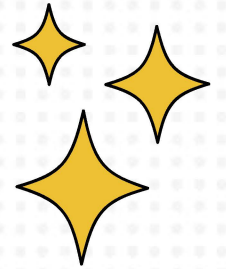
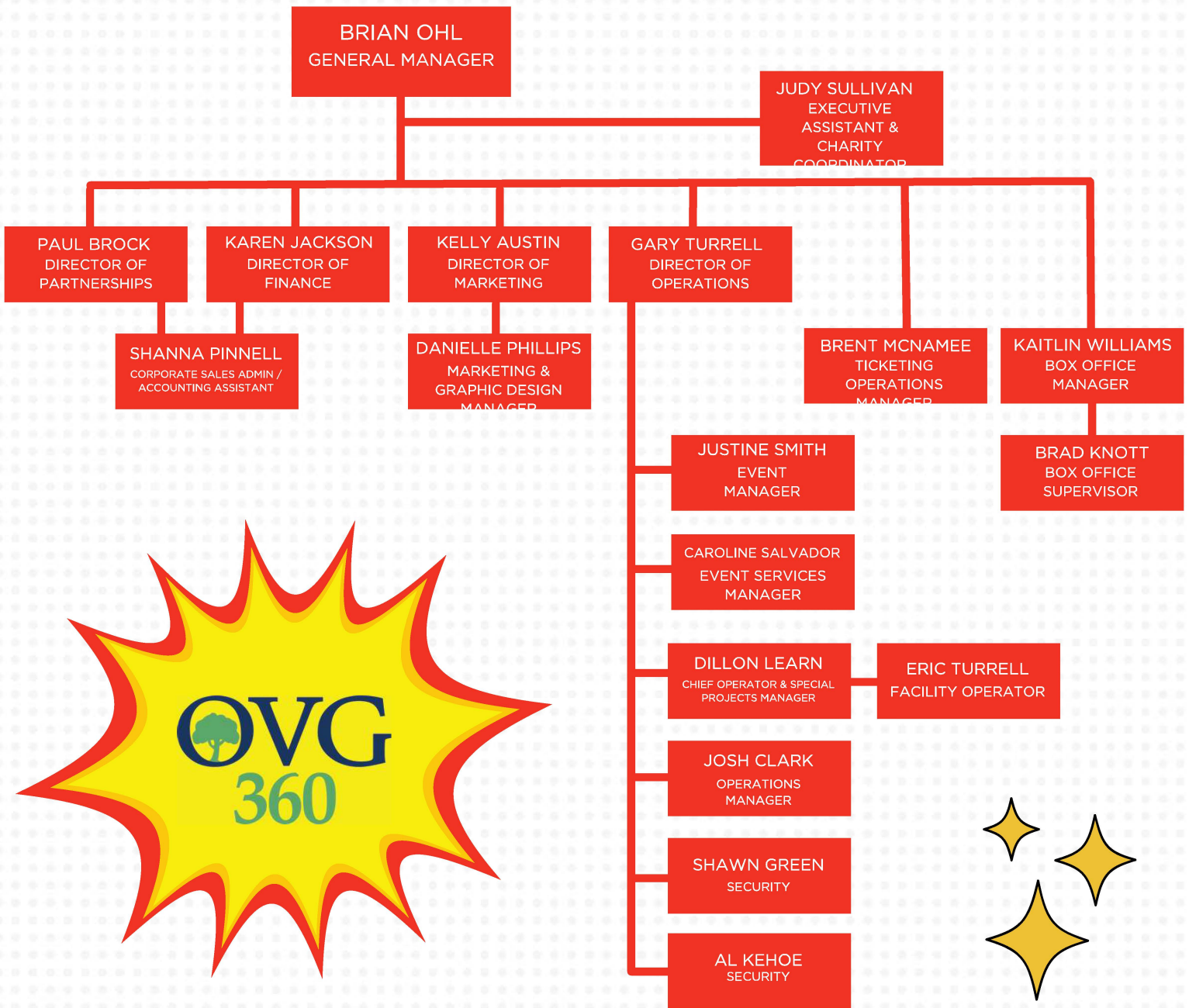
This October will mark the 20th anniversary of Budweiser Gardens, and as I reflect on all that we have accomplished over the last two decades, gratitude and pride are the two words that resonate most. I am grateful to the City for their continued support and thankful for our industry partners, the London Knights, media & community partners, suppliers, corporate partners, and former employees who have all contributed to the success of this venue. I am especially grateful to the London and Southwestern community and our fans who have cheered every artist and player over the last 20 years. We are extremely proud to be part of this community and I look forward to celebrating this milestone in the fall!

As we look towards the 2022-23 season, I am very optimistic that we will see the House of Green welcome sold-out crowds for a full season along with the return of Broadway in London and numerous concerts and family shows!

-Brian Ohl



Venue Team



Message from the *City of London*



On behalf of London City Council, let me commend you for your resiliency and perseverance during two of the most difficult years the live entertainment sector has ever been forced to endure.

The pandemic challenged individuals and industries in ways that were previously unimaginable, but no sector was as hard hit – nor as deeply impacted – as yours. In spite of that, I believed wholeheartedly that once Londoners were finally allowed to gather in large numbers, they would return to Budweiser Gardens with greater enthusiasm and greater appreciation than ever before. That’s exactly what we’ve seen over the last twelve months, and the reason is simple: when it comes to these types of gatherings, there is no better venue than Budweiser Gardens.

We look forward to sellout crowds for the London Knights and London Lightning. We love to sing along with the likes of Imagine Dragons, Avril Lavigne, and the Doobie Brothers. I’m reminded of other recent events like the Canadian Country Music Awards, the Toronto Maple Leafs alumni game, and the Toronto Raptors’ open practice for charity.

Budweiser Gardens has been a staple for entertainment in our downtown core, drawing hundreds of thousands of Londoners and visitors for 20 years. The work that goes into preparing, hosting, cleaning up, and transforming the venue for events is astounding.

Thank you for the memories and opportunities you provide to Londoners.

We look forward to creating more of both, together, in 2023 and beyond.

Ed Holder
Mayor
City of London

A handwritten signature in blue ink, appearing to read "Ed Holder".





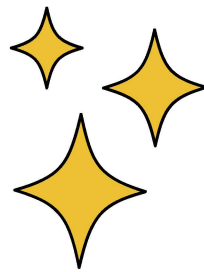
Message from the *City of London*

This past year saw the end of public health restrictions leading to the sustained return of live events once again, as well as the resumption of a regular London Knights season. As we begin to emerge from the COVID-19 pandemic, it is with excitement that we look forward to an entire year where Budweiser Gardens is able to continue to welcome people through the gates with world-class entertainment.

As always there was something at Budweiser Gardens that appealed to everyone, from concerts by artists such as Imagine Dragons, Avril Lavigne, and The Doobie Brothers, to MLSE events such as those put on by the Raptors and the Toronto Maple Leafs. London also saw the return of the Canadian Country Music Awards with great success as one of the first major entertainment events to be hosted in the City since the start of the pandemic.

Despite all the challenges faced over the past two years as a result of the worldwide pandemic and public health measures, the dedication and professionalism of the OVG360 Management Team continue to bring in high-quality entertainment and outstanding acts that maintain Budweiser Gardens as one of the top venues in the world in its class. We thank you for your resiliency, dedication, and ability to adapt over what has been an incredibly challenging time for an entertainment venue. Congratulations on your continued success.

Anna Lisa Barbon
Deputy City Manager
Finance Supports
City of London



London
CANADA

Event Summary

August

**Honour & Harmony: A
Celebration of Diversity &
Inclusion**

**AUGUST 7
Revive Live
AUGUST 14**

**Heatwave Hot Sauce Expo
AUGUST 28-29**

September

**Diva's & Dinner
SEPTEMBER 11**

**Bud's Brew Garden
AUGUST 17**

October

**Toronto Raptor's Open Practice
AUGUST 7**

**Toronto Maple Leafs
Alumni Game
AUGUST 14**

**Celebration of Will Graham
OCTOBER 24**

November

**Canadian Country Music
Awards
NOVEMBER 29**

December

**SHAD
DECEMBER 18**

February

**Disney on Ice presents
Mickey and Friends
FEBRUARY 24-27**

March

**The Harlem Globetrotters
MARCH 8**

April

**Brit Floyd
APRIL 2**

**Billy Talent & Rise Against
APRIL 7**

**Blue Rodeo
APRIL 9**

**Arkells
APRIL 15**

**The Glorious Sons
APRIL 20**

**Celtic Illusion
APRIL 23**

**Imagine Dragons
APRIL 24**

**James Taylor
APRIL 30**

May

**ZZ Top
MAY 7**

**Avril Lavigne
APRIL 7**

**Harry Potter and the Prisoner of
Azkaban in Concert
MAY 14**

**Jann Arden
MAY 28**

June

**Dallas Smith
JUNE 23**

**The Doobie Brothers
JUNE 30**



Event Highlights

MLSE Events

Toronto Raptors Open Practice
October 2nd, 2021

Toronto Maple Leafs Alumni Game
October 3rd, 2021

In the wake of the hate crime in June that devastated the London community, Maple Leaf Sports and Entertainment (MLSE) worked with the OVG360 team at Budweiser Gardens to host two events at the venue as a show of support to stand against hate anywhere and everywhere, and to use the power of sports to bring people together. Due to the COVID health restrictions in place, both events were limited to 1,000 fans, however, those that were inside Budweiser Gardens on Saturday, October 1st for the Toronto Raptors annual open practice provided an atmosphere that made it feel like a full house! The event showcased rookie and veteran players in an inter-squad scrimmage before ending with a dunk contest in which the players brought their A-game!

On Sunday, October 2nd, Toronto Maple Leaf Alumni faced off against each other in an exhibition game that featured Maple Leaf greats including Wendel Clark, Darryl Sittler, Darcy Tucker, Tomáš Kaberle, Nik Antropov, and Rick Vaive. Fans were elated to see that many of their favourite past Leafs still had the skills they were known for as the game included a number of highlight reel passes, goals and saves. Proceeds from both events went towards MLSE Foundation's Change the Game campaign, which will be used to develop a legacy project in the city in 2022!



Imagine Dragons April 24th, 2022

Multi platinum and Grammy award winning band, Imagine Dragons, brought their Mercury World tour to Budweiser Gardens on Sunday, April 24th where they played to a packed house! Led by their very charismatic and extremely energetic lead singer, Dan Reynolds, the band had the crowd on their feet and singing along from the first notes of My Life to the last chord of Walking the Wire. The bands ambitious 23 song set also included chart-topping hits; It's Time, Thunder, I Bet My Life, Enemy and Radioactive.

Event Highlights

James Taylor & His All-Star Band were joined by special guest Jackson Browne on a highly acclaimed cross-Canada tour that included a stop at Budweiser Gardens on April 30th. Jackson, who replaced the previously announced, Bonnie Raitt, opened his set with his classic hit *Somebody's Baby* which was followed up by *The Dreamer* and *Doctor My Eyes*. Browne was joined on stage by James Taylor for the final two songs, *The Pretender* and *Running on Empty*.

The Fire and Rain singer-songwriter then showcased many classics that built him into the platinum-selling artist he is today including *Up on the Roof*, *Carolina on My Mind*, and *How Sweet It Is (To Be Loved by You)*. Jackson Browne rejoined Taylor on stage for *Take It Easy* and *You've Got a Friend*. Taylor impressed the arena with his timeless voice and unique guitar playing as he sat on a stool and performed a great set accompanied by his All-Star band. Everyone who came out left with a smile on their face and a song stuck in their head.



James Taylor April 30th, 2022



Avril Lavigne May 10th, 2022

It was a celebration of sorts at Budweiser Gardens on May 10th complete with balloons, confetti, and streamers. The big party was the return of Canada's punk princess, Avril Lavigne, to London for her first visit to the city in ten years. It was well worth celebrating.

Avril's set list was a combination of fan favourites and a few songs from her new album, *Love Sux*, closing with her biggest hit *Sk8er Boi* followed by a two-song encore featuring the hits *Head Above Water* and *I'm With You*. During the night Avril's fiancé and opener for the show, Mod Sun, came on stage to perform the song *Flames* with her, a song that she helped write. The performance was outstanding and a night fans have been waiting for a decade for her return to London.

The Doobie Brothers 50th Anniversary Tour hit Budweiser Gardens on June 30th after a two-year postponement due to the pandemic, and they didn't disappoint! Original members Patrick Simmons and Tom Johnston as well as longtime member John McFee, with a reunited Michael McDonald, played a 24-song hit-filled extravaganza that covered the band's entire career from the opening song *Nobody* off their eponymous debut through their big hit days with McDonald.

Patrick Simmons introduced the song *Better Days* by talking about the challenges of the last couple of years, but telling the audience that these are better days and we can make this world a better place. The set ended very strongly with seven of their biggest hits, and the band encouraging fans to sing along.

The Doobie Brothers



Canadian Music Week & CCMA Awards



Following the tremendous success of the 2016 Country Music Week and CCMA Awards, the event returned to London with great anticipation in 2021. However, the on-going uncertainty surrounding COVID-19 restrictions and regulations forced the CCMA staff and local host committee to be flexible in their planning and execution of all aspects of the event.

Although the road to CCMA week and the CCMA Awards was an unconventional one, country music artists, industry executives, and fans alike took over the city from November 26th-29th for the first event of its size since the start of the pandemic. Streamed live on the Global TV app, the Awards show brought out the top Canadian performers and was co-hosted by country superstar, Lindsay Elle and Canada's Drag Race Season 1 winner, Priyanka.

OVG360 was well represented on the CCMA Host Committee with four Budweiser Gardens employees playing a role on the committee: Kelly Austin - Marketing & Communications, Brent McNamee - Ticketing Liaison, Andrew Kitt - Event Manager Awards Show, and Karen Jackson - Finance Chair.

With no true playbook to follow, the Host Committee worked hard to create a variety of event options - from indoors to outdoors, seated to standing - to try and meet the comfort level of all attendees. The team worked closely with the Middlesex London Health Unit to ensure proper health precautions were in place for all events, even as health mandates were constantly shifting. Traditional CCMA week events such as SIRIUS XM Top of the Country Finale, CCMA House, and the Songwriters Showcase were held with minimal modifications while other events such as FanFest had to be re-imagined entirely.

It is well known that the music and tourism industry are two of the hardest-hit sectors in the pandemic. The courage shown by the CCMA's and the Host Committee to be the first to host an event of this size in London should be applauded. We look forward to being part of future Country Music Week and CCMA Award shows.

November 26th - 29th, 2022



London Knights

The 2021-2022 season was a roller coaster ride for the team, staff, and fans alike. At the start of the season, the percentage of fan capacity allowed was uncertain with rumblings and rumors until the final hour. The home opener opened to a mandated 50% capacity and on the same day, it was announced that the next home game would open to a full crowd of 9,090. Of course, this would change over the next seven months more than once.

The Knights started their season with a 9-game win streak; the best start since the 2004-05 team of the century. They kept the pace throughout the season and went on to win the mid-west division title.

Team Captain, Luke Evangelista had a breakout season tallying 55 goals in 62 games played. This placed him fourth best behind Patrick Kane's leading 62 goals in the Hunter Era. Luke is under contract with the Nashville Predators.

Antonio Stranges was a skating sensation with multiple viral goals throughout the season. The Dallas Stars draft pick signed his entry-level contract and graduated at the end of the season to the professional ranks.

Goaltender, Brett Brochu, once again led the Knights to a division title. His 2.75 goals against average and 0.911 save percentage in 43 games played earned him the Ontario Hockey League Goaltender of the year. Brochu also participated in both the canceled and rescheduled 2022 World Junior Hockey Championship winning gold with Canada.

In the 2022 NHL entry draft, three London Knights were selected. Forward Landon Sim, now a St. Louis Blues prospect, defencemen Isaiah George (NYI), and Jackson Edward (BOS) heard their names called. The Knights extended their historic record of 53 consecutive years with at least one player drafted into the National Hockey League.

The Knights look forward to the 2022-2023 season with returning goaltender Brett Brochu leading the charge along with Montreal Canadiens first-round pick Logan Mailloux and many other NHL-drafted London Knights.





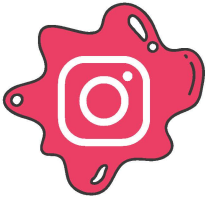
\$66,786

In revenue from social media



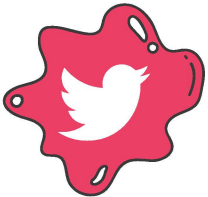
64,928

Facebook followers



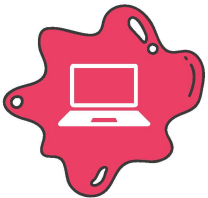
24,140

Instagram followers



47,117

Twitter followers



\$5,236,437

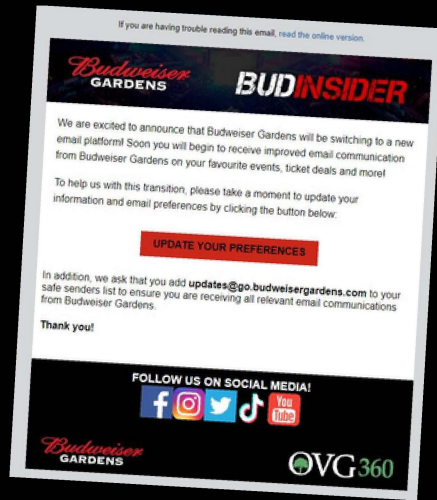
In revenue from our website



\$1,220,053

In revenue from emails to the Bud Insider database

Digital Initiatives

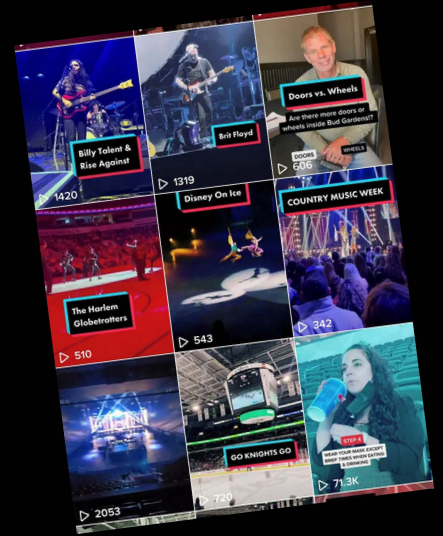


ORACLE ELOQUA

In February 2022, Budweiser Gardens transitioned to a new email marketing platform. As a best-in-class marketing automation solution, Oracle Eloqua offers sophisticated campaign design, advanced lead scoring, real-time account insights, advanced intelligence, and integrated sales tools. These new features will allow the marketing team to execute campaigns in an efficient manner and increase opportunities to engage the BudInsider database in a more effective way and drive revenue

TIKTOK & REELS

With TikTok and Instagram Reels becoming more prominent with social media, the marketing team at Budweiser Gardens started to focus on creating short video content for the platforms. The focus was not just to increase content but strategically keep an eye on trends that would benefit in the promotion of upcoming events in a unique way. In addition, the team was finding ways to showcase a behind the scenes look at the venue as well as incorporating staff in light-hearted and witty content.



12 DAYS OF GIVEAWAYS

Budweiser Gardens was able to launch the 12 Days of Giveaways campaign for the first time in 2 years during the holiday season. This year the marketing team chose to run the campaign on Instagram to keep the large increase in followers over the past fiscal year engaged. The campaign saw 2,501 entries collected over the twelve-day period with 46,218 in organic reach, 1,754 engagements and 2,231 of the contest entries opting in to the Bud Insider email database.



Facility Floor Plans



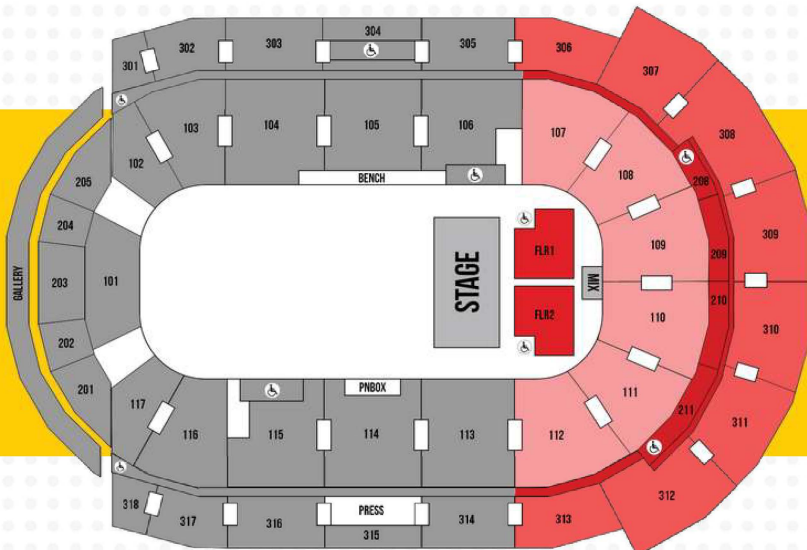
End Stage

CAPACITY: 8,000



Hybrid

CAPACITY: 6,654



Small Concert

CAPACITY: 3,933

start.ca
PERFORMANCE *Stage*

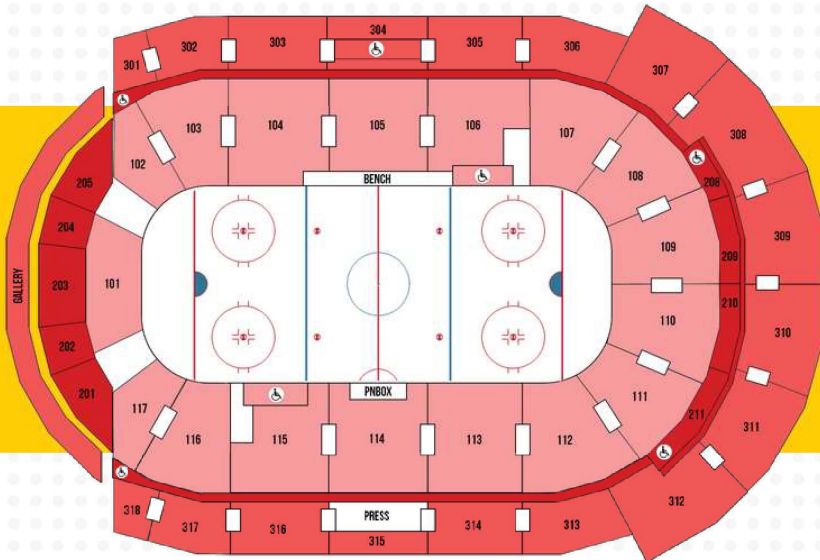
Facility Floor Plans



Theatre

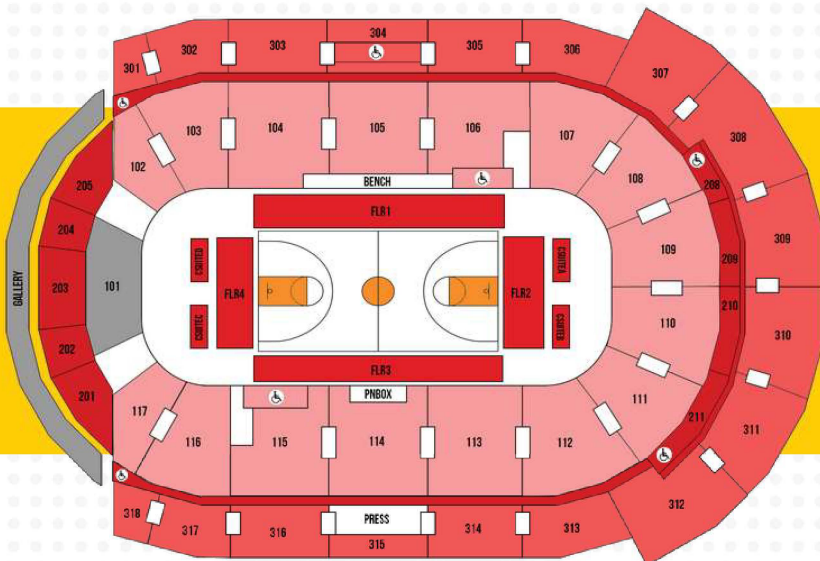
CAPACITY: 2,613

start.ca
PERFORMANCE *Stage*



Hockey

CAPACITY: 9,090



Basketball

CAPACITY: 8,910

Partnerships



OVG HOSPITALITY

OVG Hospitality's award-winning culinarians and food services & hospitality teams strive to deliver the best accommodations, highest-quality amenities, and premium food and beverages to guests across North America. We know that exciting, memorable experiences lead visitors to return time and time again. Our senior leadership, whose combined experience spans over a century, has been responsible for managing events like the Olympics, World Series, NCAA Championships, and catering for the President of the United States.

Directed by general manager, Doug Kinsella, and Executive Chef, Ryan Lerch, our team has the background and experience to successfully manage events of any size or complexity as well as creating unique experiences for our fans.

From the patron attending that evening's show, to the fan at the hockey game, to individuals or acts who perform at Budweiser Gardens, OVG Hospitality creates a memorable experience for each customer through attention to detail and unsurpassed quality.



TALBOT BAR & GRILLE

From dining in the Talbot Bar & Grille to booking a private function in the Cambria Lounge or King Club, OVG Hospitality offers you the opportunity to dine where the action is. Head Chef, Ryan Lerch, continues to make delicious improvements to the menus available throughout Budweiser Gardens. OVG Hospitality is committed to giving guests an exceptional experience each time they walk through the doors and continue to exceed expectations.



JOHNSON CONTROLS SYSTEMS

Johnson Controls Incorporated provides a widespread Service Plan Agreement which is part of a 25-year term. The agreement is founded on an extensive and comprehensive service plan which includes a full time operator at Budweiser Gardens. Johnson Controls Incorporated is charged with many tasks crucial to the day-to-day building operations, including a comprehensive operation and maintenance program for all Heating Ventilation and Air Conditioning (HVAC) equipment.



Partnerships



I.A.T.S.E

I.A.T.S.E. Local 105 provides skilled labour necessary to undertake those functions associated with the arrival, performance, and departure of concerts, speaking engagements and/or theatrical performances. Such skilled labour includes the movement and set up of lighting and sound equipment, set up of props, sets, wardrobe, and rigging of all show-related material/equipment. Labour force requirements are governed by the size and/or specifications associated with the event. The cost of this service is dependent on the staffing requirements for each event and the number of hours employed. OVG360 is extremely pleased with the relationship, effort, and quality of work provided by I.A.T.S.E.

BEE CLEAN

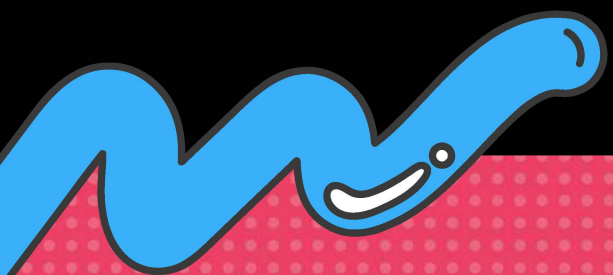
Janitorial Services throughout Budweiser Gardens are provided by Bee Clean Building Maintenance. Bee Clean provides three major components which comprise the cleaning requirements of the facility. The team is comprised of two full-time weekday cleaners who address the day-to-day and preparatory cleaning requirements of the venue. Event cleaning involves a cleaning crew which, dependent on the capacity, type and demographic of the event, addresses all ongoing cleaning requirements to ensure a hygienic and safe event environment. Post-Event cleaning involves a crew which cleans the venue in its entirety upon the completion of an event. The final component is Periodic Cleaning which will clean specific items in need of attention due to ongoing (i.e., cup holders in premium seating; bowl seats after a dirt event).



RPS & STAR SECURITY

Royal Protective Services provides licensed uniformed contracted security for the venue and its events. Security needs will vary depending on the nature of the event and may include a presence in the following positions: barricade, wings, dressing rooms/back of house, parking lot, moat, mix, roamer, smoking areas, and/or other static positions in the venue.

STAR security provides staffing for the venue's gates for pat downs. For the safety and security of our fans, entertainers, players, and staff, Budweiser Gardens employs the use of walkthrough metal detectors for all public events taking place at the venue. Qualified designated security personnel will be onsite to facilitate the screening as well as any secondary searches that may be required.



Financial Performance

	NUMBER OF EVENTS	EVENT INCOME	% OF TOTAL EVENT INCOME
LONDON KNIGHTS	37	\$769,187	44.4%
LONDON LIGHTNING	16	\$52,979	3.1%
CONCERTS	13	\$547,667	31.6%
FAMILY SHOWS	8	\$117,400	6.8%
MISC. SPORTS	1	\$42,832	2.5%
OTHER	12	\$201,376	11.6%
	87	\$1,731,442	

LONDON KNIGHTS

The London Knights played 37 games accounting for 64.3% of the total events.

LONDON LIGHTNING

The London Lightning appeared in 16 games making up for 5.5% of the total events.

CONCERTS

Budweiser Gardens hosted 13 concerts at the venue for 18.3% of the total.

FAMILY SHOWS

There were 8 family show events during the fiscal year for 7.3% of the total events.

*Family shows typically occupy the facility for multiple dates with anywhere from one to eight shows during that time. If there were three performances of the same show in one day, then this figure is calculated as three events.

MISC. SPORTS

Misc. sporting events accounted for 0.9% with 1 event.

OTHER

Other events accounted for 3.6% of the total events at Budweiser Gardens.

BUDWEISER GARDENS HOSTED A TOTAL OF 87 EVENTS DURING THE 2021-2022 FISCAL YEAR

Market Segment Results

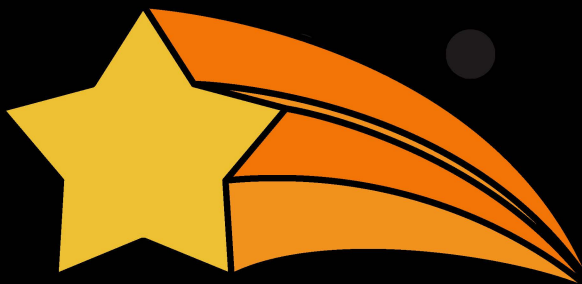




Awards

Congratulations to Brent McNamee, Ticketing Operations Manager at Budweiser Gardens for being named 1 of 6 recipients of the VenuesNow 2022 Ticketing Star Awards! The Ticketing Star Awards aim to shine a light on some of the hardest-working and highest-achieving members who are truly the frontlines of our business.

While 2020 was a dark year for all who work in the entertainment industry, COVID hit venue personnel with force in 2021. With largely no events to host and no tickets to sell, the focus turned to customer service and weathering the storm, ramping back up to business in 2021 as COVID restrictions eased. While many left the venue and ticketing businesses altogether over the last couple of years, others have thrived, proving themselves in what has been easily the most difficult period in the industry's history.





in the *Community*

Throughout the 2021-2022 fiscal year, the OVG360 team participated in several community initiatives that included the donation of time and tickets as well as other fundraising efforts. Donations, goods, and services went to numerous charities and community initiatives throughout Southwestern Ontario. Including tickets which gave members of the community the opportunity to experience hockey, basketball, and live entertainment at Budweiser Gardens.

To the delight of many Londoners, Bud's Brew Garden returned for another summer and provided diverse programming in addition to the Friday night tradition of Two Man Advantage. 'Honour & Harmony': A Celebration of Diversity and Inclusion took place on Saturday, August 7th where 100% of the proceeds were donated to Atlohosa Family Healing Services. Aimed at bridging the live music sector to the other side of the pandemic, Revive Live provided the safe presentation of music with support for artists, music venues, venue staff and production crews. Revive Live brought together a collective of organizations, including Budweiser Gardens, which focused on strategically kickstarting the safe re-opening of London music venues and public concerts with performances by favourite local musicians. The patio season wrapped up with Diva's and Dinners which celebrated the vibrant LGBTQ+ community and showcased some of London's favourite drag performers.



The Downtown Candy Crawl took place on Saturday, October 30th where families were able to participate in traditional trick-or-treating. The event was a collaboration with Budweiser Gardens, London Comicon Dundas Place and Downtown London giving participants an opportunity to explore the city's core with 15 participants while collecting some sweet treats.

The OVG360 team at Budweiser Gardens are look forward to continuing connecting with the community within the next fiscal year!

Future Outlook

Following the challenging 2020-2021 year, the OVG360 team at Budweiser Gardens is looking forward to continuing its exceptional reputation of hosting world-class artists and performances. We are excited to get back into the swing of things and provide the community with a great season of concerts and events. This fiscal year we will host 3ICE, a new, six-team, independent, three-on-three professional ice hockey league in North America. Budweiser Gardens is thrilled that it is one of eight cities to have the opportunity to host 3ICE's inaugural season.

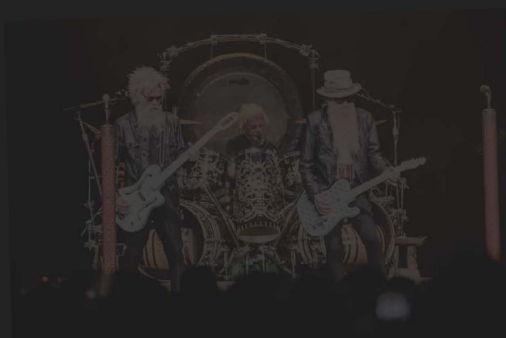
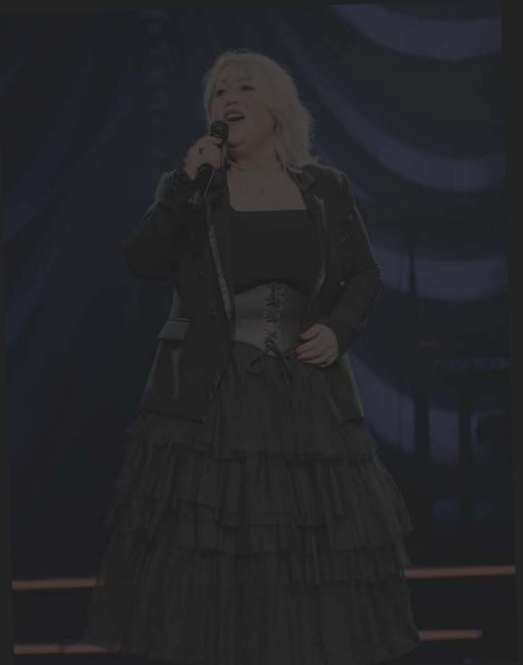
We are looking forward to hosting Canada's most celebrated musicians and songwriters, Randy Bachman and Burton Cummings, with their 'Together Again, Live in Concert' tour. Writing some of the greatest songs of the last 50 years, together theirs is without a doubt the Great Canadian Songbook. We are also excited to welcome back Sir Rod Stewart, the legendary two-time Rock & Roll Hall of Fame inducted singer-songwriter. This will be the fifth time Sir Rod Stewart will be playing at the venue and we know he will not disappoint!

The world's most famous national men's curling championship will be making a return to Budweiser Gardens in 2023! It is safe to say that the Tim Hortons Brier has been memorable here in the past, with Budweiser Gardens being known as a superb building in an ideal location. We cannot wait to welcome back the members and athletes of Curling Canada and put on another show you will not forget!

Budweiser Gardens will continue to raise the profile of the community and region within the industry through hosting a diverse blend of events throughout the next fiscal year. In addition to our roster of top-notch events, there will be a heavy emphasis on continuing to give back to the community and coming up with creative and progressive green initiatives. This winter, our venue will be hosting its Open House Skate for the first time since 2019, in support of the Children's Aid Society. This family-fun event will be part of Budweiser Gardens' toy drive this holiday season. We look forward to continuing this annual event for years to come! OVG360 will also strive to maintain our social media prowess and engage fans beyond our event dates inside the venue, for a well-rounded entertainment experience in a local facility.



The Glorious Sons



Budweiser
GARDENS

OVG360

99 DUNDAS ST.
LONDON, ON
N6A 6K1

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 Ontario Health (Trillium Gift of Life Network)
Date Proclamation Required April 1, 2023
Proclamation Name BeADonor Month
Proclamation Type (day, week or month) Month
Category (public awareness campaigns), (charitable fundraising campaigns), (arts and cultural celebrations) Public Awareness Campaign
Requester Name Rachel Levy
Requester Telephone Number 4166192285
Requester Email Address rachel.levy@ontariohealth.ca
Requester Address 483 Bay Street, South Tower, 4th Floor, Toronto, ON M5G 2C9
Provide details of your Organization's Connection to London Provincial Organization
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 Rachel Levy February 21, 2023
Signature Date
NOTICE OF COLLECTION OF PERSONAL INFORMATION Personal information collected on this form is collected under the authority of the <i>Municipal Act, 2001</i> , S.O. 2001, c. 25 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

Hi
Thank you for your email.
April 4 is fine.

Ontario Health (Trillium Gift of Life Network) is responsible for delivering and coordinating organ and tissue donation and transplantation services across the province, as well as for planning, promoting and supporting all health care and allied professionals, advocates and the Ontario public in fulfilling their shared and integrated responsibilities in saving the lives of Ontarians waiting for a life-saving transplant.

London Health Sciences Centre is one of 8 transplant hospitals across the province.

London has a donor registration rate of 43%.

There are almost 1,400 Ontarians waiting for a life-saving organ transplant and every three days someone dies while waiting.

One organ donor can save up to 8 lives and enhance the lives of 75 others through the gift of tissue.

The goal during BeADonor Month is to encourage Ontarians across the province to register consent to donate at www.beadonor.ca or in person at any ServiceOntario location.

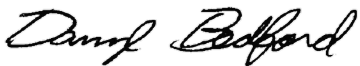
I hope that helps.

Thank you,
Rachel

Proclamation Request Form

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Request details

Name of Organization GBS-CIDP Foundation of Canada
Requester Address
Date Proclamation Required May 2023 London, ON N5Z 2C1
Proclamation Name Guillain-Barré Syndrome (GBS) and Chronic Inflammatory Demyelinating Polyneuropathy (CIDP) Awareness Month
Proclamation Type (day, week or month) Month
Category (public awareness campaigns), (charitable fundraising campaigns), (arts and cultural celebrations) Public awareness campaign
Requester Name Darryl Bedford
Provide details of your Organization's Connection to London See letter: Importance of University Hospital Department of Neurology and Western University in the diagnosis, treatment, and research into GBS, CIDP, and variants. Charity hockey game in support of Foundation being held at Western Rec Centre on March 4. Canadian Blood Services plasma donation centre located in London.
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 February 27, 2023
NOTICE OF COLLECTION OF PERSONAL INFORMATION
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GBS/CIDP Foundation of Canada

Guillain-Barré Syndrome/Chronic Inflammatory Demyelinating Polyneuropathy
Support, Education, Research, Advocacy

Honorary Board

Larry Brenneman (*deceased*)
Tom Feasby, MD
Angelika Hahn, MD
Susan Keast, *Founder*
Serge Payer
Kenneth Shonk, MD

Executive Director

Donna Hartlen

Officers

Darryl Bedford
President
Holly Gerlach
Vice President
Howard Huss
Treasurer

Board of Directors

Darryl Bedford
Holly Gerlach
Alexandre Grant
Akash Purewal
Howard Huss
Pamela Stoikopoulos
Demetrios Strongolos
Ron Van Holst

Medical Advisory Board

Steven Baker, MD
Brenda Banwell, MD
Timothy Benstead, MD
Pierre Bourque, MD
Vera Bril, MD
Colin Chalk, MD
Kristine Chapman, MD
Angela Genge, MD
Gillian Gibson, MD
Angelika Hahn, MD
Hans Katzberg, MD
Kurt Kimpinski, MD
Sandrine Larue, MD
Rami Massie, MD
Elizabeth Pringle, MD
Zaeem Siddiqi, MD
Jiri Vajsar, MD
Chris White, MD
Douglas Zochodne, MD

February 27, 2023

City Clerk
City of London
PO Box 5035
London, ON
N6A 4L9

Sent by e-mail: ClerksApprovalRequests@london.ca

This letter is in support of our application to proclaim May 2023 as GBS and CIDP Awareness Month in the City of London.

Connections to London

We express our appreciation for the proclamations that your Council issued in 2020, 2021, and 2022.

On March 4 students at two of Western's residences are holding a charity hockey game in support of our Foundation. I commend the students for their initiative in coming up with this event after learning about GBS and CIDP from one of their teammates. We hope to hold one of our **Walk and Roll** fundraising events in London as well later this year.

Last year, I noted the significant contributions of Dr. Angelika Hahn from Western University's Department of Neurology, to the diagnosis, treatment, and research into our conditions. I'm pleased to share that Dr. Hahn has been named to our Honorary Board, a well-earned recognition.

London is home to a Canadian Blood Services (CBS) plasma donation centre. London is also an important plasma donation site for Canadian Blood Services. Londoners should visit blood.ca for more information on how to donate. Blood plasma is needed to manufacture immunoglobulin (Ig), a primary treatment for these conditions. Depending on the quality of the plasma, it may require over a thousand donors just to manufacture enough Ig to treat one patient.

As a London resident, I am the President of the Board of Directors for the Foundation and a CIDP patient myself. We are grateful for the connections we have forged in London that have only strengthened over time. It is the support from across Canada that has helped us advance our support, education, research, and advocacy activities.

Canadian charity registration number: 887327906RR0001

3100 Garden Street, PO Box 80060 RPO Rossland Garden, Whitby, Ontario, L1R 0H1
PH:1-647-560-6842 gbscidp.ca

1) Detailed Information on the Organization

The GBS/CIDP Foundation of Canada is a national, not-for-profit patient organization that supports patients and families afflicted with Guillain-Barre Syndrome, Chronic Inflammatory Demyelinating Polyneuropathy, and variants such as Multifocal Motor Neuropathy. These are rare autoimmune disorders where the body's immune system attacks the myelin sheath that protects the periphery nerves.

GBS has a sudden onset of symptoms, which can cause complete paralysis within a day. With an early diagnosis and prompt treatment, patients can recover, but are generally left with varying residual effects. Recovery and rehabilitation can take months or longer. CIDP is the chronic form of the condition with a slower progression that requires long term treatment for patients to reduce the chances of permanent nerve damage.

The Foundation serves patients through support, education, research, and advocacy. Visit our website gbscidp.ca for further information.

Attached to this letter is sample language that you are welcome to adapt for your resolution.

2) Detailed information on the Event

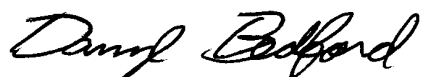
We are working to raise awareness of these rare conditions so that future patients get help sooner and will know that our organization is here to provide hope. We provide support and information through trained volunteers, our website, materials provided to hospitals, and organize local and online peer-to-peer support meetings. We provide patient educational events and build awareness within the medical community. We advocate for access to diagnosis and appropriate treatment. And we support Canadian researchers working to improve the quality of life of GBS, CIDP, and MMN patients.

3) Confirmation of Authorization to Submit the Request

As President of the Board of Directors, I am authorized to submit this application on behalf of the Foundation.

Once again, we wish to thank City Council for their previous proclamations. We look forward to the City's continued support of our activities.

Sincerely,



Darryl Bedford
President, Board of Directors (London, Ontario)
GBS-CIDP Foundation of Canada

Sample Resolution Language

You are welcome to use or adapt the following WHEREAS clauses in your motion:

WHEREAS, the Month of May has been internationally designated as "GBS and CIDP Awareness Month" to educate the public and to focus attention on Guillain-Barré Syndrome (GBS) and Chronic Inflammatory Demyelinating Polyneuropathy (CIDP), rare, paralyzing and potentially catastrophic disorders of the peripheral nerves; and

WHEREAS Guillain-Barré Syndrome (GBS), Chronic Inflammatory Demyelinating Polyneuropathy (CIDP), and their variants such as Multifocal Motor Neuropathy (MMN), are rare conditions which are paralyzing and potentially catastrophic inflammatory disorders of the peripheral nerves, which can be characterized by rapid onset of weakness and, often, paralysis of the legs, arms, breathing muscles and face, in some cases leading to complete paralysis and requiring life-sustaining hospital care, and

WHEREAS the cause of GBS, CIDP, and MMN is unknown, and these conditions can develop in any person, regardless of age, gender, or ethnic background, and

WHEREAS GBS, CIDP, and MMN have a slow and unpredictable recovery, patients, and their families face an uncertain future, usually requiring months of hospital care without knowing if or when they will recover, or whether they will face long-term disabilities. Earlier diagnosis, treatment, and access to rehabilitation services can improve the chances of avoiding permanent lifelong residual damage of the nerves, and

WHEREAS in 2003, GBS/CIDP Foundation of Canada, a patient organization was founded to provide support, education, research, and advocacy, was founded so that no patient or family would go through GBS, CIDP, MMN or their variants alone,

THEREFORE BE IT RESOLVED that...



ABOUT APRAXIA KIDS

Apraxia Kids is the leading non-profit that strengthens the support systems in the lives of children with apraxia of speech. Since our inception in 2000, Apraxia Kids has provided support to tens of thousands of families and professionals.

OUR VISION

A world where every child with apraxia of speech reaches their highest communication potential through accurate diagnosis and appropriate timely treatment. Every child deserves a voice

OUR MISSION

Apraxia Kids is the leading non-profit that strengthens the support systems in the lives of children with apraxia of speech by educating professionals and families; facilitating community engagement and outreach; and investing in the future through advocacy and research.

OUR IMPACT

Apraxia Kids is the leading organization in apraxia education and support for both families and speech-language professionals worldwide. We need to work across all regions to build awareness of our organization so that every family impacted by childhood apraxia of speech is supported.

MAY IS APRAXIA AWARENESS MONTH!


If you've been looking for an opportunity to raise awareness of childhood apraxia of speech in your community, here is your chance! File a proclamation for your state, county, or city!

A proclamation is a public or official announcement issued by your local government. 2022 marks the 10 year anniversary of the first proclamation that declared May 14th Apraxia Awareness Day. You can help us celebrate 10 years of Apraxia Awareness Day by filing a proclamation today!

Proclamation Request Form

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Request details

Name of Organization	BGC London
Date Proclamation Required	June, Ind. 2023
Proclamation Name	BGC Club Day
Proclamation Type (day, week or month)	Day
Category (public awareness campaigns), (charitable fundraising campaigns), (arts and cultural celebrations)	Public awareness campaign
Requester Name	Leana Martinez
Requester Telephone Number	519 434 9115 ext 225
Requester Email Address	smartinez@bgclondon.ca
Requester Address	1841 Horton St. E, London, ON. N6B 1K8
Provide details of your Organization's Connection to London	BGC London was Founded in London, ON in 1956. Today, we continue to enhance program offerings in London and neighbouring communities.
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 March 7 th , 2023
NOTICE OF COLLECTION OF PERSONAL INFORMATION	
Personal information collected on this form is collected under the authority of the <i>Municipal Act, 2001</i> , S.O. 2001, c. 25 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: csauder@london.ca	

March 7th, 2023

To whom it may concern,

BGC London is a community organization providing activities for children and youth during the evenings and the day for adults 55 years old and over.

By promoting physical health, mental health, and emotional well-being, our programs help young people succeed in school, form positive relationships, and mature into healthy, responsible, and caring adults. We are committed to helping children and youth reach their full potential.

Our programs are not limited to our London location. We have an outreach program to provide education support at the Family Centre Westmount and operate an after-school program in a neighbourhood in Pond Mills. Also we've created partnerships in communities like Ilderton and Thorndale to offer youth and families fun recreation programs and a drop-in youth program.

BGC London is part of a Federation, BGC Canada, and nationally we are celebrating BGC Club Day on June 2nd this year. This is a day we acknowledge BGC Clubs' work across the country.

For our Club in London, BGC Club Day is part of an awareness campaign we are launching, which will end on June 8th. The name of the campaign is "Opportunity Changes Everything." The goal is to tell everyone the impact our programs have on children, youth, and seniors who use our facility and participate in our programs and activities.

This proclamation request is for Friday, June 2nd, and as mentioned before, this will help raise awareness about the great work we do in London and neighbouring communities. We request that you raise BGC Club flag, and we will use the photos on our social media on June 2nd.

Thank you for considering our request. If you have any questions, don't hesitate to contact me,

Kind regards,

A handwritten signature in blue ink, appearing to read "Chris Harvey".

Chris Harvey
Chief Executive Officer

Proclamation Request Form

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Request details

Name of Organization
Lisa Yvonne Fisher
Date Proclamation Required
April 25, 2023
Proclamation Name
Parental Alienation Awareness Day
Proclamation Type (day, week or month)
Day
Category (public awareness campaigns), (charitable fundraising campaigns), (arts and cultural celebrations)
Public Awareness
Requester Name
Lisa Yvonne Fisher
Requester Telephone Number
Requester Email Address
<hr/>
Requester Address
London N6C 1T6
Provide details of your Organization's Connection to London
Awareness of this issue creates education and understanding to better the lives of the children in our community.
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 March 15, 2023
NOTICE OF COLLECTION OF PERSONAL INFORMATION
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From: **Lisa Fisher**

Date: Mon, Mar 6, 2023 at 12:08 PM

Subject: Proclamation Request - Parental Alienation Day April 25th

To: mayor@london.ca <mayor@london.ca>

Dear Mayor Josh Morgan,

Hello, I am an adult Mother affected by parental alienation. Parental alienation is a form of child abuse that occurs when one parent intentionally displays to a child/ren unjustified negativity aimed at the other parent for the purpose of damaging the child's relationship with that parent often during a divorce, separation, or remarriage.

April 25th is Parental Alienation Awareness Day and as a survivor/victim and on behalf of many victims, I am cordially asking for a proclamation to recognize Parental Alienation Awareness Day.

Thank you very much for your leadership.

Here's the proposed wording for the proclamation:

Proclamation

Whereas Behaviors such as speaking negatively about a parent to, or in front of, a child can destroy the bond between a loving parent and child; and

Whereas Parental Alienation deprives children of the right to love and be loved by their whole family, resulting in a psychological impact on children, and as such, it is considered a form of child abuse.

Whereas Awareness to this issue creates education and understanding to better the lives of the children in our community.

Therefore, I, Josh Morgan, Mayor of The City of London, in recognition thereof, do hereby proclaim April 25th to be "International Parental Alienation Awareness Day" In London, Ontario.

Sincerely,

Lisa Fisher