



TOWNSHIP OF NORTH HURON

REPORT

Item No.

REPORT TO: Reeve Vincent and Members of Council
PREPARED BY: Richard AI, Clerk / Manager of IT
DATE: 08/08/2017
SUBJECT: Department Update
ATTACHMENTS:

RECOMMENDATION:

THAT the Council of the Township of North Huron hereby receives the August 8, 2017 Clerk's Department Update Report for information purposes.

EXECUTIVE SUMMARY

The Clerk provides periodic updates to Council on the activities of the Clerk's Department.

DISCUSSION

Administration

Records Management

Records management has been an area of focus for Administration staff and commendable progress is being made. The previous structure in place a number of years ago was logistically inappropriate for the creation, classification, and retrieval of records due to the geographical layout of North Huron's various departments. Since that time a Records Management Team has been formed consisting of staff members from each department who act as Records Management Reps for their respective departments. Records Management Reps are tasked with assisting staff in their department regarding the creation, classification, and retrieval of records. In addition, the Records Management Reps are responsible for initiating the transfer of records which have reached their active use retention limit, to the Municipal Office for archiving or destruction depending on the type of retention schedule associated.

Customer Service

A review of content and updates to various pages throughout the North Huron website has recently begun. Maintaining current information on the municipal website is a key component to providing customer service to our residents and as such will receive increasing emphasis going forward. Additionally, a review of phone system greeting and auto attendant prompts will be conducted in the near future to strive for a positive experience for callers.

Cemetery

Staff from the Public Works and Administration departments met on August 1st to discuss the current processes surrounding cemetery operations and to brainstorm ideas for improvement. Several concepts were discussed which staff are investigating in an effort to create efficiency in cemetery operations and ensure that records are maintained and accessible in perpetuity. Further details will be presented to Council in future reports.

Municipal Night

Municipal Night at the Blyth Festival was held July 20, 2017. The Township of North Huron was host to 150 guests, 79 of which attended from twenty-nine neighbouring municipalities and the remaining 71 consisted of North Huron Council and staff members. The evening began with a reception in the theatre's lower hall where Reeve Vincent welcomed all guests. Gil Garret, Artistic Director presented an overview of the renovations of Memorial Hall and Theatre, referencing the slide presentation prepared for our guests. A very entertaining performance of "The Berlin Blues" completed the evening. Many thanks and expressions of appreciation were received from those in attendance.

Information Technology

Legend Recreation Software

With the launch date for the Recreation Department's new software platform now roughly one month away, numerous items are being completed in preparation for go live in early September. From an Information Technology perspective, the current focus is on preparing all required hardware and ensuring that the infrastructure to support the new software platform is in place. This includes items such as point of sale systems, payment terminals for each location processing sales and additional security access control devices.

Miscellaneous

Information technology support is an internal service provided to staff in which there are rarely two days alike. Time is typically divided between maintaining the Township's IT infrastructure, implementing new devices/technology to support organization/department initiatives, and providing support to users. Some recent items of note include:

1. Investigating options to connect Blyth Well 5 to the Wingham facilities and extend data protection services and enable offsite monitoring.
2. Preparation of new equipment for the North Huron Children's Centre.
3. Preparation and shuffling of equipment to support incoming hires.
4. Movement of equipment to support new employee seating layout.
5. Installation of updates to various software components.

Health and Safety

Policy Review

In January 2017 staff delivered a report to Council proposing that Public Services Health and Safety Association (PSHSA) be contracted to assist with the review of the Township's Health and Safety Management Systems. Since the completion of an initial review by PSHSA, Township staff have drafted revisions to current Health and Safety Policies to address identified deficiencies.

One area of focus and a fundamental building block to any effective Health and Safety Management System is the completion of a comprehensive Risk Assessment / Job Hazard Analysis. This component requires collaboration between all departments to complete and there is a significant time requirement associated. Staff from various departments have been meeting weekly to work on Risk Assessment / Job Hazard Analysis items and it is anticipated that this will continue for some time. Status updates regarding the progress on the revised Health and Safety Management System will continue to be provided to Council through the Clerk's Department Update reports.

Certain newly drafted policy items will be presented for Council's consideration at upcoming Council Meetings. These policy items will aim to address particular deficiencies prior to the presentation of a fully reviewed Health and Safety Policy Manual.

FINANCIAL IMPACT

No immediate financial impact at this time.

FUTURE CONSIDERATIONS

No future considerations at this time.

RELATIONSHIP TO STRATEGIC PLAN

Goal 4 – Our administration is fiscally responsible and strives for operational excellence.

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Richard AI, Clerk / Manager of IT

A handwritten signature in black ink, appearing to be 'Larry McGregor', written above a horizontal line.

Larry McGregor,
Interim CAO/Director of Public Works