

Reporting to the Public on Service Improvements and Barriers
County of Renfrew
2004 Service Improvements

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Transportation Services.

What we have done differently:

- Reconstruction of 16.8 lane kms of roads, rehabilitation of 30.4 lane kms of road; reconstruction or rehabilitation of 4 bridges and 3 major culverts.
- Roadside safety improvements including the installation or replacement of 4 sets of traffic signals; the installation of 938 metres of new guide rails and major road cut improvements.
- Initiated an infrastructure renewal study, which will set the tone for capital works for the next 10 years. Funding announcement received for \$45,000. Strong supporter of need for dedicated provincial and federal funding through the gas tax for municipal public works.
- Reconstruction of the Goshen Patrol Facility.
- Major update of County's emergency plan to bring it in line with the new provisions of the Emergency Management Act.
- Commence preparation of Salt Management Plan for County winter operations to meet Environment Canada Code of Practice for road salts.
- Negotiation of extension to our CERB contract with the OPP at very favourable terms.
- Negotiation of extension to our Fire Communications Contract with Ministry of Health and Long-Term Care for a Five-Year Term.
- Initiated a study to identify solutions to the County's septage problems. Recently announced that County will receive a grant for \$40,000 from the Community Futures Program to assist in the project.
- Application of pre-wetting technology to winter maintenance activities for 50% of plow routes resulting in reduction in salt use.

What barriers are there to further improvements?

- Inadequate funding for capital works which compromises the municipality's ability to sustain their public works infrastructure.
- Overly prescriptive or restrictive legislation, which stifles innovation.
- One size fits all approach to provincial legislation and regulation that unnecessarily complicates delivery of service for little or no real benefit to the taxpayer.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of General Government – Website Management.

In 2004, the County of Renfrew launched several initiatives with respect to the Corporate website.

- Creation of Emergency Services section of website for dissemination of information relating to the County of Renfrew taking the service over from the Pembroke Regional Hospital.
- Creation of Real Property Assets section of website to educate general public on the buildings/facilities owned by the County.
- Redevelopment of Bonnechere Manor website to provide a more informative and in depth look at the Long Term Care Facility.
- Provision of links to ease access to external services, such as "payfines.ca" - giving residents and visitors to Renfrew County an alternative means to pay tickets to the Provincial Offences Office via the Internet.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Emergency Measures – Fire Procedures – Long-Term Care.

What we have done differently:

We have updated our internal Fire Plan for Bonnechere Manor.

- Fire Plan Policies have been reviewed and updated
- Fire Drills continue three times per month to accommodate three shifts
- Detailed job duties during fire procedures has been produced and circulated

Improvement in efficiency:

Updating our policies and producing the “Job Task Lists” enables the employees to know their duties during a possible emergency situation. Practicing with fire drills creates a level of confidence for the employees.

Improvement in effectiveness:

The “Job Task Lists” ensures that each employee knows their duties and role during a fire/emergency situation, which provides our residents with safety.

What barriers are there to further improvements?

None noted at this time

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Health Services – Senior/Adult Day Program.

What we have done differently:

We have increased our community services by adding a third satellite site to our Senior/Adult Day Program Services.

Improvement in efficiency:

The new satellite site is efficiency, as we do not have to accommodate the financial burden of paying the transportation charge to bring clients from one community to another.

Improvement in effectiveness:

By increasing our satellite sites, we are able to provide a much needed services to under-service areas.

What barriers are there to further improvements?

Continued financial availability for these programs.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Health Services – Staffing of Registered Personal.

What we have done differently:

Bonnechere Manor is supporting the education of registered nursing by a \$5,000.00 bursary for the Algonquin College / Ottawa University Registered Nursing Degree Program.

Improvement in efficiency:

This initiative will create more qualified individuals, which will assist us in having a pool of registered nurses to hire, thus reducing overtime costs.

Improvement in effectiveness:

By providing financial assistance to this program, we are assisting in educating in the field that Bonnechere Manor residents will gain from.

What barriers are there to further improvements?

Continued financial availability to provide assistance to this program.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of the Ontario Works Program.

Improvement in efficiency:

- Fulfilling all Ontario Works legislative requirements.
- Achieved and exceeded program placement targets/benchmarks and requirements.
- Successful delivery of the “Community Forum” with over 30 agencies participating.
- 20 new employers working with us through our Employment Placement Incentive Program.
- Over 100 non-profit agencies are receiving volunteers through our Community Placement Program.
- Established an agreement with Quebec Social Services for sharing of information between both provinces.
- Built effective community relations with agencies to promote the Ontario Works Program.
- Continuation of the Annual Community Placement Recognition Awards.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of the Child Care Program.

Improvement in efficiency:

- Implementation of Ontario Child Care Management System for the Child Care Department.
- Implementation of a new Child Care Initiative – Federal Early Learning & Child Care.
- Received a successful Ministry compliance review regarding Needs Assessment for child care

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of the Renfrew County Housing Corporation.

Improvement in efficiency:

- Staff successfully completed the Task Analysis Process, which will be used as a Management Tool to enhance our day-to-day business procedures.
- Management and Union are working together to successfully achieve Pay Equity for the RCHC employees.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of the Emergency Services Program.

Improvements To Efficiency

1. Initial Capital Base Replacement Resolution Passed
2. Organizational Model Approved
3. Transfer Unit Pilot Program complete
4. Ministry of Health and Long Term Care One Year Ambulance Operator Certification Achieved
5. Automatic Vehicle Locating Program Integrated

Improvements To Effectiveness

1. Focus Groups with Internal Stakeholders Complete
2. Staff Communication Plan Established
3. Staff Education Program Complete
4. Ministry of Health and Long Term Care One-Year Ambulance Operator Certification Achieved
5. Automatic Vehicle Locating Program Integrated

Barriers To Achieving Further Improvements

1. Funding
2. Labour Relations
3. Rising Costs
4. Recruitment and Retention of qualified staff
5. Education costs related to advancements in training

The County of Renfrew continues to improve services for its local municipalities and citizens. This report outlines how we've improved services in the area of *Real Property owned by the County of Renfrew*.

What we have done differently:

- Implemented material recycling (paper) to reduce waste to landfill. The County Administration Building now diverts over 10 to 20 bags of paper, plastic and metal each week which normally went into landfill.
- Reduced utilities costs by direct management of systems. Diligent monitoring of heating and cooling systems as well as adjustments to set-back thermostat programming has shown a decrease in utility costs over the same period a year ago.

Reduce environmental impact by reducing use of salt to clear ice. Contractors and maintenance staff have been requested to minimize the use of salt and replace with environmentally friendly ice melters and sand whenever possible. The use of salt on the sidewalks is now zero with ongoing improvements focused towards roads and parking areas.

Improvements in efficiency:

- Direct management and staggered setbacks on thermostats has reduced the need for heating/cooling in non-office periods. The building systems are shut down, where possible, or set-back to minimal service when the areas are unoccupied.
- Improved timers on exterior lighting and baseboard heaters to eliminate non-critical usage. Timers with improved control are being installed to cycle electrical systems during non-occupied times.
- Improved insulation and vapour barriers in exterior walls. As the siding on the building was replaced the Contractors ensured that the exterior envelope of the building was weather tight. Many areas required significant work to seal the structure.

Improvements in effectiveness:

- Configuration of customer service counters to improve public accessibility.
- Improved signage to offices, to improve public accessibility. County offices are now identified with standard signage to improve the public's awareness of our locations and improve familiarity between sites.
- Reducing physical barriers to improve disability accessibility. Ramps, thresholds and door openers are being retrofitted as an ongoing process to remove barriers to the disabled.

What barriers are there to further improvements?

- No available recycle pick-up program available to commercial facilities. Materials are taken to private industries on our own initiative therefore diverting the material from landfill.