



DISTRICT OF HUDSON'S HOPE

AGENDA

Council Chambers

Tuesday, May 25, 2021

1. Call to Order:

2. Delegations:

D1 New Water Treatment Plant – L&M Engineering Page 1

3. Notice of New Business:

Mayor's List

Councillors Additions:

CAO's Additions:

4. Adoption of Agenda by Consensus:

5. Declaration of Conflict of Interest:

6. Adoption of Minutes:

M1 May 10, 2021 Regular Council Meeting Minutes Page 2

7. Business Arising from the Minutes:

8. Public Hearing:

9. Staff Reports:

SR1 Swimming Pool – Update Page 6

SR2 Modular Home – Building Permit Page 11

SR3 CAO - Monthly Report – May 2021 Page 18

SR4 Corporate - Monthly Report – May 2021 Page 20

SR5 Public Works - Monthly Report– May 2021 Page 22

SR6 Protective Services - Monthly Report– May 2021 Page 24

SR7 Special Projects - Monthly Report– May 2021 Page 25

SR8 Recreation Services – Monthly Report – May 2021 Page 26

10. Committee Meeting Reports:

11. Bylaws

12. Correspondence:

C1	Letter of Complaint re PSAs	Page 28
C2	North Peace Airport Society – AGM May 25, 2021	Page 38
C3	Ministerial Order No 192–FOI & Protection of Privacy	Page 39
C4	Ministers J. Osborne & L. Beare re May 2021 Regional Calls	Page 41
C5	Municipal Affairs Statute Amendment Act 2021	Page 46
C6	Northern Health - Primary and Community Care	Page 48
C7	BC Hydro – Water Agreement & Public Complaints	Page 50

13. Reports by Mayor & Council on Meetings and Liaison Responsibilities:

14. Old Business:

15. New Business:

16. Public Inquiries:

17. In-Camera Session

18. Adjournment

District of Hudson's Hope - May 2021 - Residents' Responses to PSA Regarding Water System Concerns

Date Received	Resident Name	Resident Address	Comments	Follow-up	Supplies Purchased
May 14, 2021	Mr. Cantlon	Next to the water treatment plant	Verbal to Matt; Passed to me by Gordon. Smelt h2s during shower. This was during production test		
May 11, 2021	Wally Harwood	9915 Dudley Drive	Objectionable smell coming from water. Not just chorine, water is suitable after boiling.		Bottled water
May 11, 2021	Nigel Tilson	3 houses down Dudley Drive from the water treatment plant	Sulphur smell coming from water treatment plant, Water has strong smell and taste of chlorine.		Carbon filtration system
May 11, 2021	Leon Beebe	10202 Turner Crescent	Water harsh chlorine taste, and has a"floaty" r clerity.		Bottled water, Brita water cooler and filters
May 11, 2021	Linda Siemens	Not provided	No specifics provided other than it bothers her more than her husband	request for specifics, reponded with "taste"	Drinking water
May 9, 2021	Juanita Poirier	4 houses down from the water treatment plant	Water tastes old and stale with occasional chlorine smell and taste. Strong smell of sewage/methane gas in the air.		Brita filters, considering buying water cooler
May 7, 2021	Nelson Fieber	Not provided	Pressure on finances from having to buy bottled water. Water is unsuitable for pets, Chorine		Drinking water
May 7, 2021	Robin Stuber	West end of Dudley Drive	Water has strong chlorine smell. No H2S smell from water.		Water softener, reverse osmosis filtration system
May 7, 2021	Brent Heiberg	Elis Crescent	Heavy chlorine odor for two and a half months.		Water cooler, bottled water
May 6, 2021	Juanita Joe Poirier	4 houses down from the water treatment plant	Flavor and odor chorine makes water undrinkable. Smell of sewage in the air.		Brita filter, considering buying bottled water and water cooler
May 6, 2021	Kelly Miller	9799 Freddette Avenue	Water has chlorine odor. Raw sewage odor from the water treatment plant.		Bottled water



REGULAR COUNCIL MEETING
District Office – Council Chambers
6:00 P.M.
May 10, 2021

Present: Mayor Dave Heiberg
Councillor Mattias Gibbs
Councillor Pat Markin
Councillor Kelly Miller
Councillor Valerie Paice
Councillor Travous Quibell
Councillor Leigh Summer

Staff: Chief Administrative Officer, Mokles Rahman
Corporate Officer, Jeanette McDougall
Director, Protective Services, Brad Milton

1. CALL TO ORDER

The meeting was called to order at 6:00 p.m. with Mayor Heiberg presiding.

RESOLUTION NO. 053/21

M/S Councillors Quibell / Markin

THAT Council approve an extension of the time allotted for the D1 – Housing Needs Assessment presentation and D2 – Hudson's Hope Library – Budget Review as per Bylaw 765, 2009, Section 30 (3) that requires a Council resolution to allow a Delegation an extension of time beyond 15 minutes.

CARRIED

2. DELEGATIONS

D1 HOUSING NEEDS ASSESSMENT PRESENTATION – URBAN MATTERS

Matt Thompson, Urban Matters, presented on the “Introduction to Housing Policy and Action Recommendations – Hudson's Hope, April 2021.” The Mayor identified the following concerns:

1. There should be a strong focus on supporting small communities to help seniors age in their own communities;
2. Different government agencies need to communicate more effectively with each other to identify gaps in support services; and
3. Provincial Task Force specifically designed to address aging in place in rural and remote communities and funding options to support services.

D2 HUDSON'S HOPE LIBRARY – BUDGET REVIEW

Amber Norton, Director of the Hudson's Hope Library, presented an overview on Library activities for 2020 and on the 2021 Library budget. The Director answered questions pertaining to staffing levels, wages, and volume of Library materials.

M1

3. NOTICE OF NEW BUSINESS

Mayor's Additions: NB2 Dust Control
NB3 Water Treatment Plant – PSA
NB4 Site C Contractors – COVID-19

Councillor's Additions:

CAO Additions:

4. ADOPTION OF AGENDA AS AMENDED

RESOLUTION NO. 054/21

M/S Councillors Miller / Summer

THAT the Agenda be adopted as amended to a) include a resolution to extend the timeline for the Delegation pertaining to the Housing Needs Assessment Report and for the Delegation pertaining to the Hudson's Hope Library - Budget Review; and c) to add the following under Mayor's Additions – NB2 – Dust Control; NB3 – Water Treatment Plant PSA; and NB4 - Site C Contractors – COVID-19.

CARRIED

5. DECLARATION OF CONFLICT OF INTEREST

6. ADOPTION OF MINUTES

M1 REGULAR COUNCIL MINUTES

RESOLUTION NO. 055/21

M/S Councillors Quibell / Miller

THAT the minutes of the May 10, 2021 Regular Council Meeting be adopted as amended to reflect that Councillor Quibell was absent for this meeting.

CARRIED

7. BUSINESS ARISING FROM THE MINUTES

8. PUBLIC HEARING

9. STAFF REPORTS

SR1 SWIMMING POOL - UPDATE

The Corporate Officer provided an overview and status update of the current hiring issues pertaining to the Swimming Pool for the 2021 season, noting the lack of available qualified Lifeguards and the difficulty this has presented.

10. COMMITTEE MEETING REPORTS

11. BYLAWS

B1 ANNUAL FINANCIAL PLAN BYLAW NO. 920, 2021

RESOLUTION NO. 056/21

M/S Councillors Miller / Markin

THAT the District of Hudson's Hope Bylaw No. 920, 2021 Annual Financial Plan 2021-2025 be adopted as of May 10, 2021.

CARRIED

B2 TAX RATES BYLAW NO. 921, 2021

RESOLUTION NO. 057/21

M/S Councillors Summer / Gibbs

THAT the District of Hudson's Hope Bylaw No. 921, 2021 Tax Rates be adopted as of May 10, 2021.

CARRIED

12. CORRESPONDENCE

C1 BC HYDRO RE DECOMMISSIONING EXISTING INTAKE & PUMPHOUSE

Received for Information.

C2 LOCAL ASSISTANT TO THE FIRE COMMISSIONER – NEW APPOINTMENT

Received for Information.

C3 NORTHEAST BC COMMUNITY FOUNDATION – NEBCCF BOARD

Received for Information.

C4 UBCM – COMMUNITY EXCELLENCE AWARDS 2021

Received for Information.

13. REPORTS BY MAYOR & COUNCIL ON MEETINGS AND LIAISON RESPONSIBILITIES

14. OLD BUSINESS

OB1 SIGN - PEACE VIEW PULLOUT

The Corporate Officer advised that preparations for opening the Swimming Pool have consumed a substantial amount of Staff time and, that once open, Staff will focus on having this sign replaced.

OB2 WELCOME SIGN – EAST ENTRANCE

Staff is continuing to work with the Contractor for replacement of the Welcome Sign at the east entrance.

15. NEW BUSINESS

NB1 LIVE-STREAMING – COUNCIL MEETINGS

RESOLUTION NO. 058/21

M/S Councillors Quibell / Paice

THAT Staff research options for live-streaming Council Meetings.

CARRIED

NB2 DUST CONTROL

The Mayor advised that the number of trucks hauling rip rap from the Portage Mountain Quarry is increasing and will trigger an increase in dust levels. The Mayor continues to work with BC Hydro to discuss dust control options and air quality monitoring concerns.

NB3 SITE C CONTRACTORS – COVID-19

The Mayor advised that the Contractors working at Farrell Creek, Lynx Creek and the Berm have COVID protocols and reporting processes in place for workers who travel to and from these sites from their homes.

NB4 WATER TREATMENT PLANT

The Mayor stated that it is important that the Consultants be made aware of the concerns pertaining to the water quality issues, including costs for bottled water, and encouraged concerns to be communicated via email and sent to BC Hydro on a weekly basis. The CAO advised that a certificate of substantial completion will have to be issued if the engineering specifications are completed. The Mayor advised Staff to communicate with the Council before issuing the Certificate of Substantial Completion.

16. PUBLIC INQUIRIES

17. NOTICE OF CLOSED MEETING

18. RISE AND REPORT

19. ADJOURNMENT

Mayor Heiberg declared the meeting adjourned at 7:53 pm.

DIARY

Conventions/Conferences/Holidays

*Commercial Water Rate Increase-annual budget
Consideration
Pool Year End Report 2020*

Diarized

*08/04/19
04/01/20*

Certified Correct:

Dave Heiberg, Mayor

Jeanette McDougall, Corporate Officer

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council
FROM: Jeanette McDougall, Corporate Officer
DATE: May 25, 2021
SUBJECT: POOL – 2021 HIRING UPDATE & RESERVATION SYSTEM

PURPOSE

To provide Council with a current update on hiring for the 2021 Swimming Pool Season and for Council discussion regarding the reservation system.

INFORMATION

The Swimming Pool is scheduled to open Sunday, May 23, 2021, with an orientation taking place on Saturday, May 22, 2021.

Staffing - Current Situation

The following positions have either been filled for the 2021 Pool Season or are in the process of being filled, pending successful re-certifications for some of the Lifeguard positions:

- Supervisor hired and started work on May 13, 2021
- A former Senior Lifeguard who worked during the 2020 Season was hired on May 14, 2021 to assist with preparations for opening the Pool and, if needed, may work occasionally over the summer;
- One of the District's Office Clerk's who was formerly a Pool Supervisor is also assisting with preparations for opening and orientation and, if needed, may work occasionally as a Senior Lifeguard over the summer;
- A Junior Lifeguard who worked during the 2020 Season is returning as a Senior Lifeguard for the 2021 Season; will attend the orientation on May 22nd and will work May 23rd, then returns to school and is available near the end of June 2021;
- Two Receptionists have been hired, both of whom worked in these positions during the 2020 Season;
- A Cleaner has been hired and will start work toward the end of June 2021, once school is finished.

SR1

- Junior & Senior Lifeguard Positions
 - The District arranged for a customized, intensive National Lifesavings course to be held in Fort St. John the week of May 17 – 21, 2021 (paid from the Pool Sustainability Fund) for 5 Lifeguard candidates. If successful, these candidates will be fully qualified as Lifeguards and employed for the 2021 Season, however the number of candidates who pass the course will not be known until late Friday, May 21, 2021.

A verbal update will be provided during the Council meeting being held Tuesday, May 25, 2021, as final hiring of Lifeguards will not be known until after May 21, 2021.

Reservation System

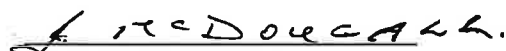
The District did not setup a reservation system for the 2020 Season as it was uncertain whether the Pool would open at all due to COVID-19, the Season was short (did not open until July 6, 2020) and the District was not able to accurately predict whether any problems would occur as result of not having a reservation system. Unfortunately, problems did occur as there were extensive first-come, first-serve lineups for the Pool which sometimes produced lengthy waits and local residents were sometimes unable to gain access because the Pool was at capacity (25) with out-of-town patrons (note that the Hudson's Hope Pool was one of the very few that opened in the Province in 2020).

The reservation system for the Pool for the 2021 season is based on the Chetwynd and Area Leisure Pool and the North Peace Leisure Pool reservations system. This reservation system could be modified, for example, to accommodate Hudson's Hope residents at certain times, to restrict to Hudson's Hope residents only, or the reservation system could be dispensed with entirely.

Attachments:

- Letter from J. Gammie re Swimming Pool dated August 2, 2020
- Swimming Pool Report dated May 10, 2021 (for reference)

PREPARED BY:

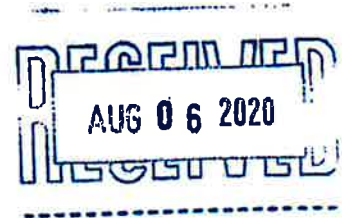

 Jeanette McDougall,
 Corporate Officer

REVIEWED BY:



Mokles Rahman, CAO

August 02, 2020
Hudson's Hope District Council
District of Hudson's Hope Municipal Office
9904 Dudley Drive
Hudson's Hope, B.C., V0C1V0



Re: Local Residents Access to Hudson's Hope Swimming Pool

Dear Mayor Heiberg, Chairpersons and Council Members:

Thank you for re-opening the Hudson's Hope Swimming Pool in the face of new challenges presented by Covid-19. This pool has always been a busy place during the summer.

Now, more than ever, Hudson's Hope residents and their children are confronted with incredible difficulty using our facility. We are made to wait upwards of 30 minutes outside with our children for a potential to swim. If we have already used the swimming pool, even for a portion of swimming time, during the day, we are made to leave if new faces are in line to swim, despite their spot in line. For example, I left public swim 45 minutes early in order to wait in line with my daughter for family swim, and was then told when we arrived at the desk that we must wait outside while 25 new swimmers gain access to the pool, despite their arrival in line much later than ourselves. This invalidates the "day pass" and also the fundamental rules of a "First Come-First Serve" line up.

My understanding is that HH local resident's property taxes are funding the HH Swimming Pool. Numerous Hudson's Hope residents have voiced their negative sentiment on this subject, both on social media and during local gatherings. It seems very unfair that the people who foot the bill for the pool, are so often the ones unable to use it. Many locals have given up on swimming at the pool and lately it is not unlikely to be the only local in the pool. My daughter and myself were the only HH residents swimming in Public Swim today, and the only HH residents who showed up for Family Swim, only to be turned away despite our place in line. Standing outside for 45 minutes near the front of the line just to be turned away is frustrating, as well as disheartening for the children involved.

While I understand that revenue from non-local swimmers is a great thing, and maybe necessary for the ongoing budget of the local pool, there needs to be a solution for the locals.

Here are a few ideas to consider:

1. Specific swimming times dedicated to locals only (this wouldn't be a difficult thing to accomplish)
2. Charging a premium for non-resident swimmers, such as in Trail where non-locals pay double (could be done in conjunction with the previous idea)
3. A reservation system in order to guarantee persons, **especially locals**, a swim time

Thank you for your consideration,

Kind Regards,

Justin Gammie

P.S. I reviewed the **Appendix A -Guidelines for Public Access to the Pool** and was unable to find anything resembling the directive to remove people from the "First Come First Serve" line based on having swam previously that day with a "Day Pass"

I've started an online petition regarding this which is gaining popularity.
I'll tag the District of Hudson's Hope

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council
FROM: Jeanette McDougall, Corporate Officer
DATE: May 10, 2021
SUBJECT: SWIMMING POOL – 2021 UPDATE

PURPOSE

To provide Council with an update on the Swimming Pool for the 2021 Season.

INFORMATION

Staffing Issues - History

Hiring and retaining qualified lifeguards for the swimming pool is an on-going issue in the community, with some years having the ability to fill the Supervisor, Senior and Junior Lifeguard positions fairly easily, and other years very difficult. In an effort to resolve for the cyclical nature of available, qualified Pool staff, a "Pool Sustainability" fund in the amount of \$10,000 was created for 2021 with the intention of providing financial assistance for Hudson's Hope students to acquire Lifeguarding qualifications, eg Bronze Star, Bronze Medallion, Bronze Cross, Standard First Aid, CPR-C, etc., with the ultimate objective of creating a steady stream of qualified Lifeguard candidates.

Staffing Issues - Current Situation

To date in 2021, there are 4 younger Hudson's Hope students who are currently taking a various combination of the Bronze Star, Bronze Medallion and Bronze Cross courses at the Chetwynd & Area Leisure Pool, and one candidate a few years older who is re-certifying the Bronze Cross designation that will qualify her for an Assistant (Junior) position. The minimum age for an Assistant (Junior) Lifeguard position is 15, and 16 for a Senior Lifeguard; these courses are being paid from the Pool Sustainability Fund upon proof of successful course completion. Some of these students will qualify as Assistant (Junior) Lifeguards for the 2022 Season, and it is hoped they continue acquiring qualifications for Senior Lifeguard positions and also return for subsequent seasons.

2021 has been a very difficult year for recruiting as the 2020 Supervisor and several Lifeguards are not returning. Two Pool Employees from 2021 are returning this year, one as a Senior Lifeguard and the other either as a Junior or Senior, depending on if and when Senior Lifeguard qualifications obtained; no other Lifeguards from 2020 are returning.

The District has interviewed and intends to hire 4 High School students for the 2021 season; all of these students meet the age requirements, but need to re-certify and / or upgrade. The District is supporting these students by providing financial assistance from the Pool Sustainability Fund to hold a 2-day Standard First Aid course here in Hudson's

Hope on May 15th & 16th; this course is a pre-requisite for the National LifeSaving course. The District has further arranged for a National LifeSaving course to be held in Fort St. John the week of May 17 – 21, 2021, which will also be paid from the Pool Sustainability Fund. Upon completion, these students will be fully qualified as Lifeguards and employed for the 2021 season.

Other

A verbal update will be provided during the Council meeting being held Monday, May 10, 2021, as arrangements for opening the Pool are evolving rapidly.

PREPARED BY:


Jeanette McDougall,
Corporate Officer

REVIEWED BY:



Mokles Rahman, CAO

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council
FROM: Jeanette McDougall, Corporate Officer
DATE: May 25, 2021
SUBJECT: MODULAR HOME – LETTER AGREEMENT

RECOMMENDATION

***THAT** Council approve the Agreement to permit the placement of a 2018 modular home on the lot located at 12314 Ferguson Street, Hudson's Hope prior to the demolition of an existing building that is defined as a primary residence in accordance with Bylaw No. 823, 2013, section 6.0; and*

***THAT** Council approve the Mayor and the Chief Administrative Officer to sign the Letter Agreement.*

BACKGROUND

The owners of the lot located at 12314 Ferguson Street applied for a building permit (Building Permit 2021.05 Foundation for Placement of a Modular Home) on March 3, 2021. The building that currently exists on the property, although formerly a house, is in poor condition, with water and power having been disconnected, and is being used as a shed. It was subsequently realized that the building, although being used as a shed, was large enough to be considered a principal residence in accordance with Bylaw No. 823, 2013, RU1 Zone: Rural Residential, 6.2 Zone Specific regulations, which allows only one principal building.

ISSUE

The Owners of the lot located at 12314 Ferguson Street had arranged delivery of the 2018 modular home prior to either themselves or the District becoming aware that the existing building met the definition of a principal residence, and because it does meet the definition, the Building Inspector will not approve Building Permit 2021.05 Foundation for Placement of a Modular Home until the existing building is demolished.

The Owners are not in a position to demolish the existing building prior to delivery of the 2018 modular home, and given that they had proceeded in good faith and that they incurred the cost of having arranged delivery prior to becoming aware that the existing building would be considered a principal residence, Staff is recommending that the District enter into an agreement with the Owners to provide a period of 8 months in which to have the existing building demolished. Should the Owners not demolish the existing building within the specified timeline, then the District will pursue enforcement in accordance with Bylaw No. 823, 2013, Schedule C, section 2.0 Land Use Non-compliance Offences – Exceed Minimum Home


SR2

Occupation Area. The penalty for this violation is \$100, however the District will specify in the Agreement that in the event that the District has to demolish the existing building, then the Owners are responsible for all associated costs. The Owners would also have to ensure that Building Permit 2021.05 Foundation for Placement of a Modular Home is issued within the 8 month timeframe.

Attachments:


- *Picture of the existing building located at 12314 Ferguson Street, Hudson's Hope*
- *Draft Letter Agreement re Modular Home at 12314 Ferguson Street, Hudson's Hope*

PREPARED BY:



Jeanette McDougall,
Corporate Officer

REVIEWED BY:



Mokles Rahman, CAO



From: [Brad Milton](#)
To: [Andrea Martin](#)
Subject: House
Date: April 30, 2021 8:37:13 AM

Andrea,

Hope this helps



MODULAR HOME - AGREEMENT

THIS AGREEMENT, dated for reference the 26th day of May, 2021, is

BETWEEN:

GRETA GODDARD and ROBERT FEQUET
P.O. Box 687
Hudson's Hope, British Columbia, V0C 1V0

(the "Owners")

OF THE FIRST PART

AND:

DISTRICT OF HUDSON'S HOPE
9904 – 100th Avenue
P.O. Box 330
Hudson's Hope, British Columbia, V0C 1V0

(the "Municipality")

OF THE SECOND PART

WHEREAS:

- (a) The Owners are the registered owners in fee simple of land within the District of Hudson's Hope, legally described as:

Parcel Identifier: 003-673-405
Lot 4, Block 3 Plan PGP16605 Section 19 Township 81 Range 25
Meridian Land District 44

(the "Land")

- (b) The Owners are in the process of placing a 2018 Modular Home on the Land and the Modular Home meets the definition of a principal building, and there is an existing single dwelling residential building (the "building") on the Land that also meets the definition of a principal building;
- (c) Bylaw No. 823, 2013, section 6.0 RU1 Zone: Rural Residential, subsection 6.2 Zone Specific Regulations permits only one principal building per lot;
- (d) The Owners and the Municipality wish to enter into an agreement to allow for the current building to remain on the property after the placement of the Modular Home for a period of time as specified in this Agreement.

NOW THEREFORE in consideration of \$1.00 paid by the Owners to the Municipality (the receipt and sufficiency whereof is acknowledged) and in consideration of the terms herein the Parties agree as follows:

1. The Municipality agrees that the Owners may place the 2018 Modular Home on the Land prior to the decommissioning and / or demolition of the existing building;
2. The Municipality grants the Owners a period of eight (8) months from the date of this agreement to decommission / demolish the existing building and bring the building(s) on the lot into compliance with Bylaw No. 823, 2013, section 6.0 RU1 Zone: Rural Residential, subsection 6.2 Zone Specific Regulations that permits only one principal building on the Land;
3. The Owners agree to obtain a Building Permit – Foundation for Placement of a Modular Home within eight (8) months from the date of this Agreement and agree to obtain any other permits that may be required that pertain to the placement of the 2018 Modular Home;
4. The Owners agree to keep the power and utilities services disconnected until the decommission of the existing building. And keep the doors and windows fully boarded to the satisfaction of the Municipality.
5. The Owners agree to obtain a demolition permit from the Municipality for the decommissioning / demolition of the existing building;
6. The Owners agree to obtain a moving permit from the Municipality for bringing the modular home to the land;
- 7.
8. Failure by the Owners to decommission / demolish the existing building within the eight (8) months timeframe will result in the Municipality:
 - (i) enforcing a penalty of \$100 as per Bylaw No. 823, 2013, Schedule C, Offences and Penalties, 2.0 Land Use Non-Compliance Offences – Exceed Minimum Home Occupation Area;
 - (ii) removing the existing building at the Owners expense;
 - (iii) no liability shall accrue to the Municipality for any damage to the Owners property during decommissioning / demolition of the existing building;
 - (iv) the cost for any damage incurred to Municipal property during the course of decommission / demolition / moving will be borne by the Owners; and

(v) the Owners will not attempt to block or knowingly permit anything to interfere with Municipal employees from entering the property for the purpose of decommissioning / demolishing the existing building.

9. If any section, subsection, clause or phrase in this Agreement is for any reason held to be invalid by the decision of a court of competent jurisdiction, the invalid portion shall be severed and the decision that it is invalid shall not affect the validity of the remainder of the Agreement.

10. This Agreement shall enure to the benefit of and be binding upon the parties and their respective heirs, administrators, executors, successors, and assigns.

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands and seals at Hudson's Hope, British Columbia, on the date noted below.

On the _____ day of May, 2021

Municipality

Owners

Mayor Dave Heiberg

Greta Goddard

Mokles Rahman,
Chief Administrative Officer

Robert Fequet

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council

SUBJECT: CAO Update

DATE: May 2021

FROM: Mokles Rahman, CAO

Below please find highlights of some of the major activities either done or underway in the Office of the CAO during the last month.

- Water Treatment Plant (WTP) Upgrade:
 - a. PSA:
 - i. PSA-6 was issued on May 6, 2021 on the WTP Upgrade Project with contact information of consultant (L & M Engineering).
 - ii. L&M received eleven (11) complaints related to water quality and odour outside the plant, and communicated back. Contractor, Consultant and District are working towards fixing the water quality and air quality issues.
 - iii. L&M has been compiling complaints received and data of testing performed. Issues identified are chlorine and hydrogen sulfide (H₂S) smell.
 - b. Chlorine concentration yet to be fully stabilized. In some areas, chlorine smell are more than the other areas even though chlorine residual reading is low.
 - c. To confirm absence of H₂S smell in water, L&M intends to perform gas analysis of water in the distribution system.
 - d. Odour outside the plant:
 - i. Unpleasant odour exists around the plant when Well #1 is in operation which has more H₂S.
 - ii. Proposals for mitigation received from the contractor. L&M is tasked to provide recommendations on mitigating measures. L&M is utilizing a sub-consultant to work on H₂S odour issues.
 - e. Water in distribution system:
 - i. Water pumping to the distribution system are safe.
 - ii. District is performing weekly bacteriological tests. A recent test of well #2 recently failed after passing multiple previously performed tests. Investigating this.
 - f. Contractor has identified a potential change in the source water chemistry (increased Iron Content) that may affect performance of the WTP as it has been built.
 - g. The issuance of Substantial Completion Certificate is pending because of some deficiencies.
- Swimming Pool:
 - a. All cleaning and repair work are done, and chemical testing of pool water going on.
 - b. Repair work was done in the week of April 26, 2021. There were weather related challenges during the 1st couple of days of repair work. Although last year we did not spend any money, this year we had to spend \$25,900 to repair the Pool.
 - c. Though repair work done, water loss this year is more than last year. This water loss and new well water is creating problems in stabilizing the chlorine and calcium concentration.

- The operating costs for chemicals, energy and person power would be more with respect to the last year.
- d. Increased water leak and operating costs with respect to previous years may remind us to re-think about the need of major rehabilitation or re-construction of the Pool.
- **Asset Management:**
 - a. MuniSight conducted a delegation presentation to Council on the MuniSight Asset Management system on April 26, 2021.
 - b. Like last 2 years, hired a summer employee for the Asset Management. As we could not find a full-time employee, we hired one with part time for May-June and full time for July-August.
 - **Land Administration:**
 - a. **Light Industrial:**
 - i. Awaiting final PLA (Preliminary Layout Approval) from the Ministry of Transportation for the subdivision.
 - ii. Received preliminary comments with respect to the stormwater management of the property and will respond formally once the PLA is provided.
 - iii. The Ministry provided a response to the closure of the Jamieson and Taylor road ROW's. Working towards road closure bylaws preparation.
 - b. Submitted a grant application for Local Government Development approval process.
 - BC Hydro replaced 13 hydro poles at Carter Street.
 - Pioneer Cemetery back side (north side) fence repaired in partnership with the West Moberly First Nation; 50/50 cost sharing.

HR

- Advertised Director of Public Works and Engineering position for the 4th time, the deadline is May 24, 2021. Planning for interviews in the week of May 25, 2021.
- In the process of Hiring Lead Hand and a General Trade. A General Trade position became available due to resignation.
- Summer employee hiring completed, and they joined on May 3, 2021 and orientation completed.
- All staff were reminded to follow the COVID safety guidelines at work.

Upcoming Activities:

- Substantial Completion Certificate (SCC) for Water Treatment Plant.
- Opening of Swimming Pool, Campgrounds and Visitor Information Centre during May long weekend.

Prepared by:



Mokles Rahman, CAO

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council
FROM: Jeanette McDougall, Corporate Officer
DATE: May 25, 2021
SUBJECT: CORPORATE DEPARTMENT – MONTHLY UPDATE

PURPOSE

To provide Council with an update for the Corporate Department.

GENERAL

- Agenda Preparations – May 10, 2021 & May 25, 2021 Council Meetings
- Bylaw 913, 2020 – Road Closure - Investigating relevant property boundary issues
- Light Industrial – participated in conference call with the CAO & Urban Systems
- IT / Cell Phones / Telephones - Problem-solving for various issues (on-going)
- UBCM 2021 – will be held virtually as in 2021 – September 13 – 17, 2021
- Vacation Planning for Office & ICBC Clerks

SWIMMING POOL

- Separate Report included in the Council Agenda, May 25, 2021

VISITOR CENTRE

- Interviewed and hired Supervisor and 2 Summer Students; guidance provided regarding preparations for opening, eg cleaning, technical, signage, swag, scheduling, working alone call-in number; safety orientation provided by the Director, Protective Services.

CONFERENCES / EDUCATION / TRAINING

➤ Planning

- A. Martin & J. McDougall - BCIT Planning online course @ \$336 per registrant – on-going

SR4

➤ **Corporate**

- *J. McDougall - LGMA Bylaw Drafting course, covered the following:*
 - Identification of the problem to be solved;
 - Legislative research; structure; drafting; spheres of authority;
 - Bylaw enforcement processes; and
 - “Grounds for Attack”, ie inconsistent with Provincial or Federal legislation, failure to follow procedure and conditions precedent, not enacted in good faith and failure to legislate.
- *B. Mercereau - LGMA Writing course:*
 - 5Cs of effective writing: correct information, clear, concise, coherent and consistent;
 - Writing process (prewriting, drafting, editing, and publishing);
 - Refresh on grammar, punctuation and sentence structure; and
 - Reviewed the process of writing recommendations.

➤ **ICBC**

- Training re new ICBC Enhanced Care – J. Dupuis, M. Heiberg, A. Martin, B. Mercereau
- General training ongoing for M. Heiberg; dates / times of training being tracked

➤ **LGMA Freedom of Information & Records Management Committee**

- Freedom of Information – Sub-Committee conference call held May 17, 2021 to review revisions needed for updating the FOI Toolkit Manual prior to providing to legal consultant for review.
- *Note:* a Freedom of information – Advanced webinar is being held September 2021 and will include a session on FOI in relation to release of information pertaining to property files, etc. with the focus being on small communities


Jeanette McDougall,
Corporate Officer

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council

SUBJECT: Public Works Department Update

DATE: May 2021

FROM: Mokles Rahman, CAO

Below please find highlights of some of the activities either done or underway in the Public Works Department during the last month.

A. OPERATIONS:

- Force main from Beatie Lift Station to Lagoon near the commercial water stand failed on April 30, 2021. Emergency repair contractor was brought in to fix the problem. We should plan for rehabilitation or replacement of this force main as it is very old and had failure few times.
- Performing work on groundskeeping, street sweeping, road grading etc.
- All campgrounds will start operations from the May long weekend.

B. Capital Projects:

1. MacDougall Street Rehab: Awarded Notice to Proceed and prepared contract document with Knappett Industries for the Rehabilitation of the MacDougall Street. Work will not be started before August 2021 but contractor committed to finish the work within the tender deadline of October 15, 2021. Northern Health construction permit received.
2. Lynx Creek Re-pavement (Ph-2): Awarded Notice to Proceed and prepared contract document with DGS Astro Paving for the Re-Pavement of the Lynx Creek Subdivision Road. We had pre-construction meeting with the contractor on May 14, 2021. Pulverization completed. Road base and asphalt will be done in June-July 2021.
3. Arena and Curling Rink condenser replacement: Yeti Refrigeration confirmed that they would start the work on June 14 and finish by July 2, 2021.
4. Water Mixers: RFP revision for water mixer going on.

C. Operating Projects:

1. East welcome sign: Reminded the contractor, ArcTech Welding and Machining, to start the work for the replacement of the East Welcome Sign. Contractor is still working on design with their engineer.
2. Street and Traffic Bylaw: Kick off meeting with the consultant held on May 17, 2021. Consultant was reminded regarding involvement of Council in the updating process.

SR5

UPCOMING ACTIVITIES:

- Tender remaining capital and operating projects of 2021.
- Installation of East welcome sign.

Prepared by:



Mokles Rahman, CAO

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council

SUBJECT: Protective Services Update

DATE: May 18, 2021

FROM: Brad Milton, Director of Protective Services

Below please find highlights of activities either done or underway in the Protective Services Departments during the last month.

- From April 19 – May 18, there were 4 calls for service. 1 – First Responder, 1 - Motor Vehicle Accident, 1 – Alarms Ringing and 1 – Brush Fire.
- Members did a fantastic job extinguishing the Canyon Dr Fire, the hard work and dedication of the members prevented the fire from entering the tree line. Our joint investigation with the RCMP continues.
- HHFR has resumed in person training as of May 11, while adhering to strict COVID-19 safety measures.
- HHFR has recommenced Building Fire Inspections within the District, 2 building have been completed to date.
- Chief Milton has successfully completed the Bylaw 1 course through JIBC.
- There have been 3 bylaw complaints.

It's a great day to be a Hudson's Hope Firefighter.

Prepared by:



Brad Milton, Director of Protective Services

SR6

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor Dave Heiberg and Council
SUBJECT: Special Projects – Update Report
DATE: May 2021
FROM: Chris Cvik

Some of the initiatives that I have been remotely working on or recently completed:

- Fourth Posting for the Director of Engineering and Public Works. Competition closes May 24, 2021.
- ATV Campground – Bat Survey Completed. No major issues identified. Findings submitted to the Province. Awaiting final approval on License of Occupation.
- Still working on responding to questions from the Province on the Gravel Pit land tenure renewal.

Upcoming

- Issue RFP for land clearing work at Dinosaur Lake ATV Campground.
- Finalize Annual Report. Draft will be issued by June 7th. Report will come to Council on June 21st.
- Complete Director of Engineering and Public Works Interviews.



Chris Cvik

SR7

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council

FROM: Kristina Coombs, Recreation and Special Events Coordinator

DATE: May 2021

SUBJECT: Recreation and Special Events Department – MONTHLY UPDATE

PURPOSE

To provide Council with an update for the Recreation and Special Events of the Public Works Department during the last month.

INFORMATION - Special Events

- **Pot of Gold Search, St Patrick's Day - March 21, 2021** A self-led community scavenger hunt, where residents follow clues to a pot of gold, submit a photo of themselves and are entered to win a prize.
March 21, 2021 – St. Patrick's Day Pot of Gold search was scheduled as a Covid appropriate activity for the community. A community member posted the clues in various places around town and set up the pot of gold in its hiding place. This community member was reimbursed \$50 for their time, and the RSEC did not bank extra flex time. Residents followed clues around town that eventually led them to a Pot of Gold where they took a selfie and sent it to the RSEC to be entered into a spin to win draw prize for \$100, in keeping with previous St. Patrick's Day prizes. proved to be popular, with many residents participating, feedback was very positive.
Community engagement- 46 participants sent selfies
Cost – \$167
- **Day of Mourning Event – April 28, 2021** –Due to the Covid-19 restrictions and Health BC advisories group gatherings were restricted. This event was held virtually via Facebook, with announcements made on PSA and the DOHH website. This event included:
 - Representatives Mayor Dave Heiberg, BCGEU Representative, John Vandenberg, and Pastor Luke Hughes – Bunker submitted video recordings (speeches lasting 1-2mins) addressing the community regarding the DOM.
 - Photos of the Worker's Memorial with representatives John Vandenberg, and Jamie Eastman placing helmets and boots.
 - A video clip of the lowering of the flags with RCMP salute by Constable Tim Hart, and moment of silence was also uploaded.**Cost – None**
- **Kid's Easter Eggstravaganza Camp- April 2, 2021** In consideration of the Covid-19 restrictions this event was hosted as a free children's camp only. Located at Beattie Park, this event allowed for children to participate in fun and safe, activities, games, easter egg hunt, and

SR8

crafts. Three Grads were hired to assist with set up, take down and activities. One of the grads hired dressed up as the Easter bunny, played with the children and handed out goodie bags.

- **Note:** Due to the current RSEC falling ill, this event was contracted to Greta Goddard. The RSEC had all the details prepared and ready, as well as three 2022 Grads hired, allowing for Greta to run the event successfully.
- **COVID-19** Safety regulations and restricts adhered to.

Total Attendance- 20 – Session 1 - 1:00-1:45pm (Ages 4-7) **Full – 12 children**
Session 2 - 2:00 -2:45pm (Ages 8-12) **8 Children**

Cost – \$140



UPCOMING EVENTS

- Participapcion Community Better Challenge – June 1-30
- Canada Day – July 1
- Kids summer day camps- July 5-30
- Summer Hike Series
- Fitness in the Park
- Community Farmers market

PROJECTS

- Pool employment sustainability-In progress

GRANTS

- Family Day - Successful
- Canada Summer Jobs – \$14,364
- Better Community Challenge – successful - \$900

NETWORKING

- Coordinating with community clubs, organizations, and volunteers for potential involvement in Participapcion and the DOHH Canada Day celebrations
- Coordination with regional Recreation Coordinators and Directors.

PROFESSIONAL DEVELOPMENT

- BCRPA virtual symposium - May 4- 6, 2021
- Participapcion Webinar – May 12, 2021
- EOC management training
- First Aid – May 16, 2021

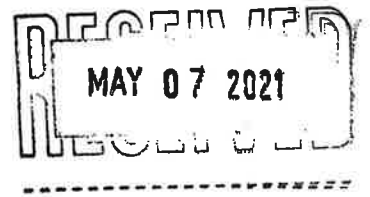
ADMINISTRATOR'S COMMENTS:



Mokles Rahman, Chief Administrative Officer



Kristina Coombs, Recreation and Special Events Coordinator



Council
District of Hudson's Hope
Hudson's Hope, BC

8 May 2021

RE: LACK OF ID AND CONTACT INFORMATION IN HHPsAs

I think it is important that submitters of PSAs to the HHPSA system should be identified with valid contact information. I have been in contact with the library administrator, Amber Norton, regarding this issue, but have not received any satisfactory responses.

I am elevating this to the DOHH. It is my opinion that the DOHH is responsible for ensuring that the HHPSA system is administered in a way that is in the best interests of the community.

In this complaint I will be referring to two specific PSAs that were published on 19 March and 22 March. Both had incorrect information. I will make the argument that if the submitter of the PSAs with incorrect information had been identified, it would have been possible to contact that person/organization for verification and/or suggest corrections. With the current system, as administered by the library, this is not possible.

I have enclosed copies of my Email discussions with Amber Norton regarding these PSAs.

The first PSA was published on Friday, 19 March. It contained the standard provincial information based on age range to be eligible for a vaccine on 25 or 26 March. In fact, anyone born in 1951 or earlier could get a vaccine (which means anyone 69 and turning 70 in 2021 was eligible), and that information was only available by checking the Northern Health Authority, as suggested by the provincial information.

I INFORMED HHPSA ADMIN ABOUT THIS ERROR. On Monday, 22 March, another PSA with updated information was published, but once again the criteria for eligibility were wrong, saying that you had to be 70+ years old to get a vaccine (it should have stated the 1951 criteria which could have been discovered after I pointed out the error).

I wrote to the library again on 24 March to again try to get this corrected, but to no avail. All that was needed was for the PSA admin to check the information I had provided, or simply check the Northern Health website about vaccines in Hudson's Hope, and the incorrect information could have been corrected while there was still time. I believe that there were likely people in Hudson's Hope who were eligible

but did not think they were - as some of my friends told me when I informed them of the error.

Amber Norton claims that users of the PSA system fall under the same privacy policies as library patrons. In my opinion, this should not be the case. Users of the PSA system do not have to be library patrons, they do not even need to live in Hudson's Hope, or the surrounding area. I have no problem with library policies for library patrons, but to extend the library privacy policy to others who are not necessarily library patrons is not justified in my opinion.

When clear identity and contact information is not provided with PSAs, the possibility always exists for false and misleading information to be mistakenly or intentionally published. I am not aware of intentionally false information ever being published in a PSA, but this certainly can happen; however, it only becomes a problem when there is no method to contact the original submitter to double check.

My recommendation is that a submitter of a PSA be required to provide a name and Email (phone number should remain optional), and the PSA heading should show the source of the EMail, not simply HHPSA Owner.

Steven W. Metzger
PO Box 113
Hudson's Hope, BC V0C 1V0
250-783-0790

Cc: Hudson's Hope Library Board
Enclosures (3): copies of Email threads

A handwritten signature in black ink, reading "Steven W. Metzger". The signature is fluid and cursive, with a long horizontal flourish extending from the bottom of the name.



Steve Metzger <stevengrace.om@gmail.com>

COVID Vaccines March 20/21

4 messages

HHPSA Owner <hhpsa@hudsonshope.ca>
Reply-To: HHPSA Owner <hhpsa@hudsonshope.ca>
To: "stevengrace.om" <stevengrace.om@gmail.com>

22 March 2021 at 10:35

There are still some spots available.

Vaccine bookings expanded for Fort St. John, Hudson's Hope seniors

21,040 vaccine doses had been given across northern B.C.

The clinic entrance at the Fort St John Health Unit - March 18, 2021

Northern Health says Fort St. John and Hudson's Hope residents older than 70, as well as indigenous residents older than 55 can now call to book an appointment for their COVID-19 vaccine.

The health authority says it is looking to fill open appointment slots for current clinics running until March 26.

The appointments are being opened on "a special, first-come first-serve" basis, Northern Health said.

As of Friday, 21,040 vaccine doses had been given across northern B.C.

Northern Health says 700 doses of the Pfizer vaccine have been planned for the current Fort St. John clinics.

The BC Centre for Disease Control reports 68 COVID cases in northeast B.C. between March 12 to 18.

The BCCDC also flagged three flights for exposures this week, including:

- Air Canada flight 8182, Fort St. John to Vancouver on March 17, affected rows 6 to 12
- Air Canada flight 8181, Vancouver to Fort St. John on March 15, affected rows 4 to 10
- WestJet flight 3307, Fort St. John to Calgary on March 15, affected rows 2 to 8

To book a vaccine appointment, call 1-844-255-7555.

[One-click Unsubscribe](#)

Steve Metzger <stevengrace.om@gmail.com>
To: HHPSA Owner <hhpsa@hudsonshope.ca>

22 March 2021 at 15:10

This is the reason I think the author of PSAs should be visible. The information is wrong. Anyone born in 1951 or earlier can book. That means that you can be turning 70 this year, and are still 69 now. We should be able to respond directly to creators of PSAs. Whoever wrote this should correct it!

Steve Metzger

[Quoted text hidden]

Power To the Peaceful...Work hard, but never hurry...
Hold your breath for a better day,
and you'll never learn how to breathe.

Hudson's Hope PSA <hhpsa@hudsonshope.ca>
To: "stevengrace.om" <stevengrace.om@gmail.com>

22 March 2021 at 17:12

Mr. Metzger,

The sender is protected as noted in the Additional Notes and may be inferred from the Privacy Respected portion of our HHPSA Acceptable Use Policy document. If a person wants to give contact information, that is up to them to determine how they would like to be contacted. HHPSA Admin will seek out this information if it is determined to be important to the content of the PSA being sent, in this case it was not.

HHPSA Admin double checked the PSA content prior to sending the PSA. The original sender sent this PSA on Saturday at 6:05 pm. This information was determined to be correct on the date and time that it was sent and was confirmed by the following news link which shows this update from Saturday March 20th at 1:52 pm. The news link uses age wording, rather than the year of birth as is written on the Northern Health website, so that is likely the source that you want to direct your complaint to with regard to content.

<https://www.alaskahighwaynews.ca/fort-st-john/vaccine-bookings-expanded-for-fort-st-john-hudsons-hope-seniors-3562052>

HHPSA Admin

[Quoted text hidden]



HHPSA Acceptable Use Policy CLIENT COPY.pdf
399K

Steve Metzger <stevengrace.om@gmail.com>
To: Hudson's Hope PSA <hhpsa@hudsonshope.ca>

22 March 2021 at 18:50

The problem is that you followed a news link, rather than the official information. You must know who the sender is, so you should contact them and have the correction made. The information sent out using ages instead of birth year was incorrect (and it was incorrect when sent to you) and should have been caught by someone - like HHPSA Admin - so why did you not catch it? Did you not see that the original PSA on Friday said to check your local health authority? Did you not follow that suggestion and check and discover that Hudson's Hope was different from the provincial plan? The answer to the next question is known: Did you not see that 1951 was the criterion? Were you not confused by the conflicting information

... from the provincial and the northern health sites? I was, so I called to see what the deal was, and discovered that I could book an appointment. So many of us were able to make bookings on the weekend.

This error on such an important topic should have been caught by HHPA Admin. To pawn it off on the media is only an "oh, not my fault" escape, only an attempt to deflect accountability for the error. The information is still wrong, and should be corrected because some who see this PSA will think they are not eligible when they are.

PRIVACY AND SENDER ID

There is no mention in the additional notes about protection. There is a comment about a technical issue, and that is all. So that part of your response is incorrect. Technical issues have solutions! You just leave the system open for trolling - although I do not believe that has ever happened - which is one of the common occurrences now when identification is not required.

And, I challenge you to show me specifically the reference in the Privacy Respected section that prohibits the senders names being public. Your response with it's "may be inferred" is obfuscation.

BTW - either call me by my first name, it's not like we don't know who is talking here - or at least get my last name correct!

Steve

[Quoted text hidden]



Steve Metzger <stevengrace.om@gmail.com>

Vaccines

1 message

Steve Metzger <stevengrace.om@gmail.com>
To: HHPsa <hhpsa@hudsonshope.ca>

23 March 2021 at 13:41

I don't see any change to the incorrect information that I have pointed out. Why has this not been corrected when it is such an important issue? There will be seniors who think that they can not get an appointment yet when, in fact, they can. But they need the correct information to know that they can book now.

Steve Metzger
Hudson's Hope.

Power To the Peaceful...Work hard, but never hurry...
Hold your breath for a better day,
and you'll never learn how to breathe.



Steve Metzger <stevengrace.om@gmail.com>

One More Try

4 messages

Steve Metzger <stevengrace.om@gmail.com>
To: HHPsa <hhpsa@hudsonshope.ca>

24 March 2021 at 12:38

I'm having trouble believing that the correction has not been made to the incorrect information that was sent out on Friday and then again on Monday about vaccines appointments. This is such an important issue, and you were informed that there were problems, yet as far as I can tell no action has been taken to make corrections. The public of Hudson's Hope now has wrong information about vaccine bookings. I think you have a responsibility to correct information that you know is wrong when such an important health issue is involved.

I am very disappointed in this lack of respect for our community and our community members.

Also, I assume you don't want to discuss privacy any more because you don't have a response to my comments on your comments about any privacy policies. It seems that if there is a response to my comments that explains what is wrong with my analysis, you would have made that response. Stonewalling, and that seems to me what you are doing by stopping the conversation, is a way out of these kinds of situations, just not a way to create positive outcomes.

Steve Metzger
Hudson's Hope

--
Power To the Peaceful...Work hard, but never hurry...
Hold your breath for a better day,
and you'll never learn how to breathe.

Hudson's Hope PSA <hhpsa@hudsonshope.ca>
To: "stevengrace.om" <stevengrace.om@gmail.com>

24 March 2021 at 18:10

Steve,

I have two apologies to make. Firstly, I am sorry for the mistake with your name. I have an uncle with the last name of Mezger and it is automatic for me to type that, and to not see it as a mistake when proof reading. I also tend to use a formal greeting when responding to a formal email, as is the case with a complaint but as you may note above I have used your first name as requested. Secondly, I am sorry for the delayed response. Had you driven past the library, you may have noted that my vehicle was not here yesterday as I was away for the day. In my absence, my staff are directed to leave complaints or technical issues, that they don't feel prepared to respond to, for me when I am away, and they were just following that protocol. When I arrived back to work this morning, I had seen your additional emails and that you had escalated your complaint beyond my expectations, even with a heads up from staff that you had sent additional emails that did not seem time sensitive to them or myself. I then chose to speak to my Library Board Chair regarding this matter, which did not happen until 4:00 this afternoon due to us both having other commitments to attend to. I regret that neither my staff nor I took the opportunity to let you know that there would be a delay in response, and for that I am sorry.

I assure you that your emails were not being ignored, and that I took time to double check that I felt that the information shared was correct within the context of the time and way it was shared. It is not normally our policy to do an in depth check of the "correctness" of a PSA, but in this circumstance I did because it is a sensitive issue. When I had concluded my fact checking to ensure that the information that was being shared was still up to date, it appeared to be so. I had used the headline to search the internet I thought that the easiest way to get directly to the original content, and the news blurb was the first link that came up. I looked at the news blurb to see if there were any edits or retractions noted, and there were not. I then followed through with looking directly at the Northern Health website to again confirm the information. The information shared was not intended to be a Health Authority posting, so to me it was correct in that it was relaying information from a press source but indirectly relaying an informational update from the Health Authority.

Another press source, discovered today, confirmed the information and further iterated that Northern Health had posted on their social media page. <https://energeticcity.ca/2021/03/20/81126/>

"Please note, this is a special, first-come, first-serve circumstance – anybody aged 70/55+ who doesn't get an appointment for March will have the opportunity to get vaccinated later, during Phase 3 of the immunization plan," read the Facebook post.

This is the exact wording used by the Health Authority but it is possible that they used different restrictions for their call centre. Once they had enough publicity on this matter, they removed the post from their Facebook page.

Your assumptions regarding the depth that I went in to when researching this PSA prior to sending it are all incorrect.

Please refer to **"It is HHPL policy to respect the privacy of its members in accordance the Freedom of Information and Protection of Privacy Act."** in the Privacy Respected section. It is Library policy and procedure to protect personal information of our patrons, and by extension, the users of the PSA system. You referenced the "technical issue" portion of our policy, and I just wanted to clarify that at first it was a technical issue that lead us to write our policy the way that you've seen it. We had a spam issue shortly after taking over the PSA system that made us turn to a different platform to send PSAs. This new platform now has us more consciously making the choice to allow PSA users to disclose their personal information on their own terms. A persons identity is known by the PSA team, it does not have to be disclosed to every PSA recipient in accordance to our internal procedure. If contact information is deemed by staff to be important to a PSA, please be assured that we do follow up with senders that may have inadvertently missed including their contact information in their PSA.

I hope this addresses all of your quieries, and again I am sorry for the name mix up and delayed response to your emails.

HHPSA Admin

Amber Norton

Library Director

[Quoted text hidden]

Steve Metzger <stevengrace.om@gmail.com>
To: Hudson's Hope PSA <hhpsa@hudsonshope.ca>

7 May 2021 at 10:50

THERE IS ONLY ONE MAJOR ISSUE IN MY MIND. PSA SUBMITTERS NEED TO BE IDENTIFIED SO THAT RAPID CLARIFICATION IS POSSIBLE IF NEEDED. ALL OF WHAT FOLLOWS WOULD BE MOOT IF THE SUBMITTERS COULD BE CONTACTED DIRECTLY.

Let me start by saying that I understand that general PSAs about things for sale, etc. will have contact information included (usually in the text). That's not the issue. The issue is about informational PSAs with no way to contact the submitter to verify or correct something in the PSA. THE SOLUTION TO THIS IS TO HAVE ALL SUBMITTERS IDENTIFIED AND CONTACTABLE.

THE BOTTOM LINE IS THAT YOU ALLOWED INCORRECT INFORMATION ABOUT VACCINE AVAILABILITY TO BE PUBLISHED, WITH NO WAY FOR USERS TO VERIFY THE INFORMATION. THAT CAN HAPPEN. BUT WHEN INFORMED THAT THE INFORMATION WAS INCORRECT YOU DID NOTHING. THAT SHOULD NEVER HAPPEN.

You have not addressed any of the issues I have raised in this and previous Email threads. You have only tried to provide convoluted justifications for your actions regarding the questions I have raised. I am going to briefly review two of your responses, and I will be filing a complaint with DOHH, under whose authority you administer the PSA system. I believe it is DOHH responsibility to determine what is in the best interests for the community regarding identifying PSA submitters, and for ensuring that the service is provided in a way that is best for the community. I will be using this case of wrong information about a critical issue as an example supporting my complaint. My Emails to you and your responses will be part of my complaint submission to DOHH.

Review of two of your previous comments:

"When I arrived back to work this morning, I had seen your additional emails and that you had escalated your complaint beyond my expectations, even with a heads up from staff that you had sent additional emails that did not seem time sensitive to them or myself." That you and your staff did not consider my comments time-sensitive is very hard to believe. COVID vaccinations are a time-sensitive issue! I had told you about the errors in both PSAs (Friday 19 April, and Monday 22 April). I wrote to you on 24 April and said: "This is such an important issue, and you were informed that there were problems, yet as far as I can tell no action has been taken to make corrections. The public of Hudson's Hope now has wrong information about vaccine bookings. I think you have a responsibility to correct information that you know is wrong when such an important health issue is involved." You still had a chance to get the correct information out, but you did nothing. THERE WOULD BE NO PROBLEM IF SUBMITTERS COULD BE CONTACTED DIRECTLY!

I assure you that your emails were not being ignored, and that I took time to double check that I felt that the information shared was correct within the context of the time and way it was shared. It is not normally our policy to do an in depth check of the "correctness" of a PSA, but in this circumstance I did because it is a sensitive issue. When I had concluded my fact checking to ensure that the information that was being shared was still up to date, it appeared to be so. I had used the headline to search the internet I thought that the easiest way to get directly to the original content, and the news blurb was the first link that came up. I looked at the news blurb to see if there were any edits or retractions noted, and there were not. I then followed through with looking directly at the Northern Health website to again confirm the information. The information shared was not intended to be a Health Authority posting, so to me it was correct in that it was relaying information from a press source but indirectly relaying an informational update from the Health Authority. The problem with all of this is that even after you were informed that the information in both Friday and Monday PSAs was incorrect, you did nothing to correct it. You also say you checked the Northern Health Authority website, but obviously not well enough because you did not find the information that I found quite easily and was then able to inform some friends that they could get vaccines. And you obviously did not contact the original sender to verify the posting after my questions had been raised, or the corrections would have been made.

THIS IS WHY SUBMITTERS OF PSAs SHOULD BE IDENTIFIED. IT ALLOWS FOR QUICK CORRECTION OF FALSE INFORMATION. YOU, AS THE ADMINISTRATOR SHOULD NOT BE HAVING TO CHECK ALL INCOMING PSAs FOR ACCURACY. IT SHOULD BE UP TO USERS TO VERIFY ACCURACY, BUT WE CAN'T DO THAT WITHOUT CONTACT INFORMATION. THE SIMPLE STEP OF REQUIRING ID AND CONTACT INFORMATION WITH A PSA SUBMISSION WOULD ALLOW USERS LIKE ME TO CONTACT A PERSON DIRECTLY WITH A QUESTION OR COMMENT. IN THIS PARTICULAR CASE, THIS WOULD HAVE LED TO A RESOLUTION OF THE PROBLEM, AND MORE PEOPLE WOULD HAVE BEEN AWARE THAT THEY WERE ELIGIBLE FOR A VACCINE.

Finally, you have not responded to my challenge to show me a direct quote from the privacy policies that allows a PSA submitter to remain anonymous. When you say that something in policy can be inferred, that's not policy, that's personal interpretation that you can spin any way you choose. I also do not accept your position that users of the HHPSA system fall under the same policies and procedures as library patrons. PSA users do not have to be library patrons to use the PSA system. They don't even have to live in Hudson's Hope. The HHPSA system is not part of the library. It is a service administered by the library for the DOHH. It's a stretch to try to describe this any differently.

Awaiting your response...

Steve Metzger

[Quoted text hidden]

Hudson's Hope PSA <hhpsa@hudsonshope.ca>
To: "stevengrace.om" <stevengrace.om@gmail.com>
Cc: "director.hhpl" <director.hhpl@pris.ca>

7 May 2021 at 11:21

Steve,

I have read and acknowledge your email. I will be speaking to my board chair and contacts at the District of Hudson's Hope (the contact that takes responsibility for following up with your complaint). I will follow up with this email in accordance to District of Hudson's Hope complaint procedures.

Since these email interactions have caused stress and anxiety for all of our staff who engage with administration of the PSA system, this will not be readdressed with staff until such a time that an inquiry deems it appropriate to do so,. For that reason, please direct any further emails with regard to this matter to director.hhpl@pris.ca, as all three of us have access to this email address and I do not wish to cause them any further distress.

Thank you,

Amber Norton

HHPSA Admin

[Quoted text hidden]



District of Hudson's Hope Council ('District')

904 Dudley Drive

Hudson's Hope, BC V0C 1V0

Dear Mayor Heiberg and the District of Hudson's Hope Council,

This letter serves as a notice of the Annual General Meeting for the North Peace Airport Society taking place on June 2, 2021 virtually. The District's Member Representative (Mayor Dave Heiberg) has indicated he will be present to represent the interests of the District.

Please feel free to reach out to me with any questions.

Thank you.

Regards,

Miranda V. Flury

Director of Strategy, Capital, and Planning

flurym@yxjairport.com

778-256-9117

PROVINCE OF BRITISH COLUMBIA

ORDER OF THE MINISTER OF
CITIZENS' SERVICES

Freedom of Information and Protection of Privacy Act

Ministerial Order No. M192

WHEREAS efficient and prompt collaboration and communication are required to protect the health, safety and welfare of the residents of British Columbia during the COVID-19 pandemic;

I, Lisa Beare, Minister of Citizens' Services, order that, effective May 31, 2021, Ministerial Order No. M0431, issued under section 33.1(3) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996, c.165, is extended to remain in effect until December 31, 2021 as set out in the attached Appendix.

May 10, 2021



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Date

Minister of Citizens' Services

(This part is for administrative purposes only and is not part of the Order.)

Authority under which Order is made:

Act and section: Freedom of Information and Protection of Privacy Act, section 33.1(3)

Other: _____

APPENDIX

1. A health care body as defined in the *Freedom of Information and Protection of Privacy Act*, or the Ministry of Health, the Ministry of Mental Health and Addictions, or the Provincial Health Services Authority may disclose personal information inside or outside of Canada in accordance with s. 33.2(a) and (c) of the *Freedom of Information and Protection of Privacy Act* on the condition that the disclosure is necessary:
 - a. for the purposes of communicating with individuals respecting COVID-19,
 - b. for the purposes of supporting a public health response to the COVID-19 pandemic, or
 - c. for the purposes of coordinating care during the COVID-19 pandemic.
2. A public body may disclose personal information inside or outside of Canada in accordance with s. 33.2(a) or (c) of *Freedom of Information and Protection of Privacy Act* through the use of third-party tools and applications on the condition that the disclosure is for the following purposes:
 - a. the third-party tools or applications are being used to support and maintain the operation of programs or activities of the public body or public bodies,
 - b. the third-party tools or applications support public health recommendations or requirements related to minimizing transmission of COVID-19 (e.g. social distancing, working from home, etc.), and
 - c. any disclosure of personal information is limited to the minimum amount reasonably necessary for the performance of duties by an employee, officer or minister of the public body.
3. A public body must not disclose information under sections 1 or 2 unless the head of the public body is satisfied that with respect to the information disclosed:
 - a. the third-party application is reasonably secure in compliance with s. 30 of the *Freedom of Information and Protection of Privacy Act*; and
 - b. the public body makes all reasonable efforts to remove personal information which is collected, used or disclosed using a third-party application from the third-party application as soon as is operationally reasonable and the public body retains and manages the information, as required by law.
4. For the purposes of this order “third-party tools and applications” includes any software developed and maintained by a third party and which is used to enable communication or collaboration between individuals.
5. This Order will remain in effect until December 31, 2021. The Minister may rescind or extend the effect of this Order in full or in part before December 31, 2021.



May 14, 2021

Ref: 267054

Mayors and Regional District Chairs of British Columbia
Attendees of May 2021 Regional Calls with Minister Josie Osborne and Minister Lisa Beare

Dear Mayors and Chairs:

Thank you for taking the time to join Minister Josie Osborne and Minister Lisa Beare for the May 2021 regional calls. As Minister Osborne and Minister Beare said, these conversations continue to be a great opportunity to hear from you about the key issues and opportunities that you are working on in your communities. This email answers some of your questions and details links and resources for some of the topics raised.

The May 2021 calls were focused on connectivity. Working to connect all people in BC – regardless of where they live – is a priority for our government. Communications technology in all its rapidly changing forms is embedded into all aspects of our day-to-day lives as it enables a broad spectrum of possibilities including access to healthcare, education, culture, public safety and economic activity, as well as day-to-day social interactions during the challenging times of the pandemic.

Building on the Province's most recent investments totalling \$180 million, Budget 2021 establishes stable **base funding** of \$40 million over the plan to further invest in the Province's connectivity strategy. This will provide better high-speed internet and cell coverage to help connect more people in rural areas and remote communities. (See more Budget 2021 highlights below.)

There were a number of themes that came up during the calls including inaccurate federal data on broadband internet speeds, cell coverage along highways, redundancy, and low earth orbit satellites (LEOS) as an alternative to ground infrastructure. Providing the same level of access, quality and affordability in rural and remote areas as in urban areas is a key priority for the provincial government and we are working towards that goal.

The [Connected Communities](#) team within the Ministry of Citizens' Services would be happy to answer any further questions regarding connectivity programs or planning, highway cellular, satellite services or any recent announcements pertaining to connectivity in your area. Please email ConnectedCommunitiesBC@gov.bc.ca.

Internet Speed Study

Communities have raised concerns that the federal data on broadband Internet speeds, which is used to determine eligibility for connectivity funding programs, may not accurately reflect the broadband Internet speeds experienced in homes, businesses, and other locations at the community level.

The Ministry of Citizens' Services, UBCM, and Northern Development Initiative Trust are responding collaboratively to these concerns with an [independent study](#) of differences between the broadband Internet speeds experienced in some BC communities, and the 50/10 Mbps speed identified on the federal government's National Broadband Internet Service Availability [Map](#). The study which is underway, will produce factual information on Internet speeds in rural and remote communities, supporting analysis and informing dialogue between the Northern Development Initiative Trust, Indigenous and local governments, Internet service providers, the Province, and the federal government. Data gathering and analysis will occur over the spring and summer months, with reporting of study results expected in fall 2021.

A **key step** in this process is to identify which communities in BC have noted inconsistencies between the 50/10 Mbps Internet speed that federal maps indicate should be available, versus actual Internet speeds currently experienced by residents and businesses in the area.

Local governments with reports of Internet speeds lower than the 50/10 Mbps speeds shown on federal maps, are invited to self-identify by contacting [Reiko Tagami](#), Policy Analyst, UBCM to request to be included in the study.

Local governments wishing to participate in the Internet speed study are encouraged to complete a [questionnaire](#), providing contextual and background information about Internet speeds experienced in their community. For the purpose of this study, local governments can improve the accuracy and depth of the Internet speed data for their area, by having their residents, businesses, and other community stakeholders complete the CIRA Internet speed test. More information on the Internet speed questionnaire & performance data can be found [here](#).

BC Budget 2021 Highlights

On April 20, 2021, Finance Minister Selina Robinson tabled the 2021 provincial budget in the legislature. Budget 2021 includes significant new funding commitments of interest to local governments, including those for mental health and substance use; housing affordability and homeless populations; economic recovery; childcare, and broadband connectivity. Due to COVID-19 pandemic impacts, the budget projects deficits of \$9.7 billion this year, \$5.5 billion next year, and \$4.3 billion in the year following. For more information see provincial government's [Budget 2021](#) or [UBCM BC Budget Highlights](#).

Mental Health Funding and Substance Use

The budget allocates \$3.1 billion over three years to improve health and mental health care, including \$500 million to continue to expand mental health and substance use services. \$330 million over the fiscal plan provide a full spectrum of substance-use treatment and recovery services, including \$152

million for opioid treatment. There will be 195 new substance use treatment and recovery beds in communities throughout the province to help more people get on a path to recovery.

Housing Affordability and Homeless Population

The budget provides additional funding to expand the HousingHub program to construct 9,000 more rental homes for middle-income house holds and families over the next 3-5 years.

In addition to continued investments in the Homes for B.C. Supportive Housing Fund, the Province is partnering with the federal government through the Rapid Housing Initiative to convert existing buildings into supportive housing, and to support development of modular housing to expedite housing solutions for homeless or other vulnerable populations.

The budget allocates funding to extend supports and services for people experiencing homelessness and includes funding to help maintain more than 3,000 temporary emergency shelter and hotel spaces that have been secured during the pandemic. Funding is also provided to extend the additional 650 urgent shelter spaces, rent supplements, and supportive housing sites used to support recent decampments efforts in Vancouver and Victoria, with on-site health and other supports.

Economic Recovery

Budget 2021 continues to prioritize investments that help BC respond to the pandemic and to prepare for a strong recovery. These investments build on the over \$10 billion that has been provided to support people, businesses and communities since the pandemic began. The budget provides a record \$26.4 billion in taxpayer-supported capital investments that are expected to create over 85,000 jobs over the three-year plan. These investments will ensure the right infrastructure is in place by making critical upgrades to hospitals, schools, and highway and transit projects.

Childcare

The budget included a \$233 million increase in base funding over three years for childcare to create new spaces. This will more than double the number of \$10-a-day childcare spaces and contribute to raising wages for early childhood educators. New federal funding will help BC to build on this commitment.

Infrastructure Funding

Public announcements for the Investing in Canada Infrastructure COVID-19 Infrastructure Resilience Stream are expected next month. We understand that you are all interested in finding out the decisions. Ministry staff are working with our partners at Infrastructure Canada to finalize approvals at this time. Please stay tuned for further announcements.

In addition, Budget 2021 includes provincial funding commitments of \$41 million over the fiscal plan, or \$247 million over the next six years to maximize federal contributions and continue to support local governments, not-for-profit entities and First Nations in accessing community infrastructure funding. **The ministry will be communicating further details on the Investing in Canada Infrastructure Program (ICIP) application process for new intakes in the fall of 2021.**

COVID-19 Update

The strengthened [province-wide restrictions](#) that came into effect on March 29 are still in place through to May 25, including that everyone should stay within their local communities. Travel restrictions for non-essential travel in BC are also in place until May 25. Read the travel restrictions [here](#).

Dr. Henry stresses that although a high number of people are being vaccinated every day, it will take some time before all of us can let our guard down and right now, we all need to continue doing the things that prevent transmission of the virus.

Please stay tuned for further announcements from Provincial Health Officer Dr. Bonnie Henry and check the [provincial government COVID-19 website](#) regularly for more information.

Vaccination Roll Out

Dr. Bonnie Henry and Minister of Health, Adrian Dix, urge everyone to [register](#) online or call 1-833-838-2323 for vaccination as soon as possible. Getting vaccinated will help stop transmission and infections in vaccinated people are generally milder compared to those in unvaccinated people.

Starting today at 7 p.m. (Pacific time), booking invitations will begin for people who are registered and are born in 1996 or earlier (25 and up). On Saturday at 7 p.m., booking invitations will begin for people who are registered and are born in 2001 or earlier (20 and up) and on Sunday at 7 p.m., booking invitations will begin for people who are registered and are born in 2003 or earlier (18 and up). We encourage you to share this information with your residents.

The latest vaccine information can be found at www.bccdc.ca.

Home Owner Grant Centralization

As a reminder, effective 2021 all home owner grant applications must be submitted directly to the BC provincial government through a secure online application. **Municipalities no longer need to and should not accept any applications.** There are no changes to program eligibility criteria.

Homeowners can apply for their current year or their retroactive home owner grants 24/7 online at gov.bc.ca/homeownergrant or they can call toll free: 1-888-355-2700 Monday to Friday from 8:30 am to 5 pm to speak with an agent. **We encourage you to share this information with your residents.**

The next regional calls will be in June. Ministry staff will be in touch with you about the June date, time, and meeting information. Our tentative plan after June is to take a summer break from these calls and restart them in September.

The more restrictive COVID-19 measures over the next few weeks are hard for all of us – for governments, for businesses, for individuals in communities throughout BC. Once again, I cannot thank you enough as local government leaders for your continued leadership and dedication during this difficult time.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Faganello', with a large, sweeping flourish at the end.

Tara Faganello
Assistant Deputy Minister

pc: Chief Administrative Officers
Gary MacIsaac, Executive Director, UBCM
Nancy Taylor, Executive Director, LGMA
Todd Pugh, Executive Director, CivicInfo



May 14, 2021

Ref: 266942

To: Chief Administrative Officers and Corporate Officers of British Columbia

Re: Municipal Affairs Statutes Amendment Act, 2021

Dear Chief Administrative Officers and Corporate Officers,

On May 13, 2021, Minister Josie Osborne introduced legislation ([Bill 10](#)) to provide necessary transition and continuity for local government matters which are currently covered under various Ministerial Orders that are part of the COVID-19 Related Measures Act. Based on learnings and experiences from the pandemic, the amendments have also added new permanent authorities, where appropriate, to ensure that local governments have the powers they need to effectively govern their communities.

For the foreseeable future, local governments will continue to rely on the temporary authorities provided by [Ministerial Order 192](#) (M192). This means that local governments can continue to operate as they have been without having to adjust to any new rules or processes. As described on the Ministry's [website](#), M192 continues to allow local governments (and other bodies such as the Islands Trust) to conduct meetings without the public present, conduct regular council meetings electronically, and conduct public hearings electronically.

For more information about the amendments please see the [news release](#). The proposed legislative amendments will:

- Provide new permanent authorities for local governments to be able to hold electronic meetings and electronic public hearings.
- Remove operational barriers for improvement districts that were highlighted by the pandemic.
- Provide continuity for local government financial authorities and repayment obligations that were authorized in 2020 due to the pandemic.
- Provide Ministerial regulation authorities to enable the Minister to address urgent and unique local government financial challenges and election related matters in special circumstances.
- Expand eligibility for mail ballot voting by removing legislated restrictions around who is permitted to vote by mail-ballot in local elections.

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- Provide legal continuity for local government financial authorities and repayment obligations that were authorized under [Ministerial Order 159](#) (M159) in 2020 due to the pandemic. *Note: the authorities are not being extended beyond the timelines specified under M159; rather the amendments simply carry over the existing obligations and extraordinary*
- *authorities into a more permanent legislative framework to ensure legal continuity once M159 expires on July 10, 2021.*

It is important to note that the electronic meetings and hearings amendments will be brought into force by regulation at a later date (i.e. once the pandemic has eased, and COVID emergency authorities for electronic meetings and public hearings are lifted) to allow councils time to consider the new authorities and consider amendments to their procedure bylaw after the legislation is in force.

Further work to update regulations to align electronic meeting rules for local government bodies and local governments (including the City of Vancouver, Regional Districts and the Islands Trust) is also anticipated. This will ensure the new, broader electronic meeting authorities for all local governments are implemented in a coordinated fashion.

The Ministry plans to develop an Information Circular and will also be working with our local government partners to develop additional guidance and information about the amendments in the coming months.

Any additional questions can be directed to: lggovernance@gov.bc.ca. We thank you for your continued hard work to conduct local government operations as you restart during the pandemic.

Sincerely,

A handwritten signature in black ink, appearing to read 'T Faganello', with a stylized flourish at the end.

Tara Faganello
Assistant Deputy Minister

May 19, 2021

Greetings,

We are delighted to share with you that since May 3, 2021, communities in Northern Health have access to the Northern Health Virtual Primary and Community Care Clinic. This builds on the successes of the COVID-19 Online Clinic, which was created last year to support patients during the pandemic. The Virtual Clinic will be a permanent virtual service available to support health needs in our communities beyond COVID-19.

The Virtual Clinic supports the delivery of in-person primary care by our family doctors and nurse practitioners, who remain the cornerstone of our regional health care system. The Virtual Clinic soft launched in Chetwynd and Fraser Lake on November 16, 2020, and since that time has been experiencing increasing demand across the region.

The Clinic provides virtually-enabled and culturally-safe primary and community care services for unattached and vulnerable patients, and for patients whose access to primary care is limited due to geography, business hours or seasonal weather. Telephone and video conference services are available from 10 am to 10 pm, 7 days a week, including holidays, reducing pressure on our acute care facilities. The clinic also provides additional support to rural physicians as they care for their patients.

The clinic aims to provide accessible and same-day health care service, using encrypted technology to ensure a secure experience. Northern Health aims to build a plan towards facilitating attachment and longitudinal care relationships for patients in their home community. A continued part of the service will be information-sharing with the patient's primary care provider and other members of the patient's primary care interprofessional team. This includes working with the person's primary care provider to arrange for in-person follow-up as required.

The clinic continues to integrate with the Substance Use Virtual Clinic to provide substance use services. The Virtual Clinic will continue to provide screening, assessment and coordination of testing for COVID-19. The name 'COVID-19 Online Clinic' has shifted to the 'Northern Health Virtual Primary and Community Care Clinic' to reflect the expanded service offering. The phone number remains the same: 1-844-645-7811.

As we launch this important and innovative service, we encourage you to, where appropriate, help us share information about it with your contacts, friends and family.

- Sharing information with people directly when you speak with them
- Sharing announcement details and social media posts from our campaign on social media – visit [northernhealth.ca](https://www.northernhealth.ca) for our social accounts
- If you have an opportunity, speak to members of the physician community to emphasize that this supplements the important work they do every day for our communities. They are the cornerstone of our health care program, but the Virtual Clinic is something that patients have had access to during the pandemic, and now expect. It will also help support unattached patients and underserved communities, and rural doctors working in isolated environments.
- Share the below summary in your next newsletter:
 - o Northern Health has launched the Northern Health Virtual Clinic, a permanent virtual clinic to replace the COVID-19 Online Clinic created earlier in the pandemic to serve patients. The Virtual Clinic is designed for:
 - Patients without a family doctor
 - Patients in rural communities for whom access to their family doctor may be limited due weather or other barriers
 - Patients needing after-hours health care
 - Patients experiencing COVID-19-like symptoms
 - Available from 10 am to 10 pm, 7 days a week, including holidays
 - Contact is 1-844-645-7811
 - Information is also available at <https://www.northernhealth.ca/locations/medical-clinics/virtual-clinic>

Please feel free to contact us anytime if you have any questions.

Thank you,

Kelly Gunn, Vice President, Primary and Community Care and Professional Practice

Jeff Hunter, Chief Information Officer

[Department]

[Street Address] [City],[Province] [Postal Code] Phone: [Your Phone]
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May 20, 2021

Mokles Rahman
CAO, District of Hudson's Hope
P.O. Box 330
9904 Dudley Drive
Hudson's Hope, B.C. V0C 1V0

Sent via email

RE: Water Agreement and Public Complaints

Dear Mr. Rahman,

Further to our recent discussions regarding decommissioning the existing intake, the purpose of this letter is to set out our common understanding on how BC Hydro proposes to assist the District in moving forward with the updated treatment plant.

BC Hydro understands that the District of Hudson's Hope is receiving public complaints related to the taste of the water being produced by the updated treatment plant and an H₂S smell from the venting of the gas separator at the treatment plant. Consistent with the District's role in the Water Agreement, the District has instructed their consultant to capture the public complaints, analyze the complaints to identify the root cause and propose reasonable options to address the root cause.

We also understand that the District has not yet issued the Substantial Completion Certificate as contemplated under the Water Agreement and it is uncertain if the remaining Work needed to reach issuance of the Total Completion Certificate will require additional draws on the approved contingency budget. Attachment 1 lists the total contingency approved for the Work and the draws to date against it based on notifications provided to BC Hydro by the District. Please advise BC Hydro if there are any inaccuracies.

Under the Water Agreement, BC Hydro agreed to provide funding to the District to implement their Preferred Solution and the District is responsible for key roles including making all decisions about the work, retaining qualified consultants and supervising their work. BC Hydro's role is to reimburse for the costs as approved in the budget for the Work. The current budget for the Work was approved by BC Hydro after the District council reviewed and approved the award of the contract to Industra Group on March 11, 2020 to complete the Work (Attachment 2).

BC Hydro wishes to work with the District under the Water Agreement to see the Work successfully completed. To support a discussion by the District and BC Hydro regarding BC Hydro providing funding for potential solutions to the public complaints, BC Hydro requests that the District:

1. Advance the Work sufficiently to provide certainty regarding any additional use of the approved contingency budget.
2. Confirm that the water leaving the treatment plant and going into the distribution system meets the standards required by the District in their contract with Industra.
3. Provide the following information in the report from the District's consultants regarding resolution of the public complaints:

- a. How many different types of complaints were received and how many for each type?
 - b. How did the consultant determine the root cause of the complaints?
 - c. If there is uncertainty about the root cause, is there any other investigation work that should be completed to confirm the root cause?
 - d. Reasonable options to resolve the types of complaints identified including an estimate for each option with supporting information and a description of any uncertainty regarding if the option will resolve the complaints.
4. Confirm that the District supports and endorses the complaint resolution report prepared by their consultants.

Once this information is available, BC Hydro looks forward to meeting with the District to look at the remaining contingency under the Water Agreement and solutions that the District may decide to implement to address the public concerns.

Sincerely,

A handwritten signature in blue ink that reads "Nancy E. Pepper". The signature is fluid and cursive, with the first name "Nancy" and last name "Pepper" clearly distinguishable.

Nancy Pepper
Community and Social Mitigation Manager
BC Hydro

Attachment 1 - Water Agreement Contingency

Table 1 - Water Agreement Contingency Budget and Authorizations to Date

Item	Amount
Approved Contingency Budget Mar 2020	348,615.82
Contingency Draw - Industra - Removal and abandonment of additional casing	2,012.05
Contingency Draw - Industra - BC Hydro Service Upgrade	11,304.00
Contingency Draw - Industra - Additional Door	4,993.87
Contingency Draw - L&M - WTP Reclassification Application to EOCP	3,000.00
Contingency Draw - Industra - Backflow valve installation	9,060.40
Contingency Draw - L&M Contract Increase	73,000
Authorized to Date	103,370.32
Remaining in Contingency	245,245.50

Note: Current as of May 20, 2021

Attachment 2 – Approved Budget for the Work

District of Hudson's Hope
 Water Treatment Facility

Project Number: 1022-35

5. Project Budget at Time of RFP Evaluation

The following is a summary of the overall Project Budget utilizing the Industra Groups bid.

Project Component		Cost (\$)
Costs to Date		
1.1	Installation and Production - 2 - 250mm Diameter Production Wells - Final Cost	443,421.00
1.2	Monitoring Well - Final Cost	33,919.84
1.3	Western Water - Agreement Value - Final Cost	60,000.00
1.4	L&M, NRS, Tetra Tech Engineering (to end of February) - Final Cost	215,155.90
	Section Total,	752,496.74
Pending Change Orders		
2.3	Western Water - Change Order Including Archeological	17,000.00
	Section Total,	17,000.00
W.T.P. Design-Build		
3.1	Design-Build Proposal - (Industra Group bid, excluding provisional items)	3,486,158.15
3.2	BC Hydro Service Connection Cash Allowance	10,000.00
3.3	Contingency Amount on Design-Build Proposal - Item 3.1 (10%)	348,615.82
3.4	Engineering - E.O.R., Owners Representative & QA Role	150,000.00
3.5	Staff time for inspections & communications during construction	10,000.00
3.6	Water License Application Fee	5,000.00
	Section Total,	4,009,773.97
Provisional Items		
4.1	Supply Only - Spare Parts (Schedule of Prices Item 7.5)	2,541.75
4.2	Day Rate for Training beyond the requirements of item 8.2 (Schedule of Prices Item 8.3)	5,262.54
	Section Total,	7,804.29
	Total Project	4,787,075.00

Values do not
 include GST.