



**BOARD OF DIRECTORS MEETING
MINUTES**

Meeting #78

Wednesday, March 25, 2020, 7:00 p.m.

TELECONFERENCE

In Attendance: Mayor Harold Muldowney
Mayor Danny Breen
Councillor Maggie Burton
Councillor Glenn Clarke
Councillor Wally Collins
Councillor Ian Froude
Councillor Sandy Hickman
Councillor Jamie Korab
Councillor Kevin McDonald
Deputy Mayor Sheilagh O’Leary
Councillor Peggy Roche
Councillor Deanne Stapleton
Councillor Lucy Stoyles
Deputy Mayor Sam Whalen
Councillor Sterling Willis

Regrets: Councillor Bill Bailey
Councillor Hope Jamieson
Councillor Dave Lane
Mayor Gerald Snook
Councillor Gerard Tilley

Other Attendees: Ms. Lynn Tucker
Mr. Craig Drover
Ms. Christie Dean
Ms. Holly Coles

1. **Call to Order**

Mr. Mullaney called the meeting to order at 7:06 p.m.

2. **Adoption of Agenda**

The Agenda was tabled for approval.

MOTION 2020-018

Moved By Ms. Stoyles

Seconded By Ms. Roche

BE IT RESOLVED that the Agenda be adopted as tabled.

Carried Unanimously

3. **Review of Minutes**

The Minutes from the previous meeting were tabled for review and approval.

MOTION 2020-019

Moved By Mr. Breen

Seconded By Mr. Whalen

BE IT RESOLVED that the Minutes of the meeting of Wednesday, February 26, 2020 be adopted as tabled.

Carried Unanimously

4. **Committee Reports**

a. **Finance & Audit Committee**

Mr. Hickman delivered the ERSB Finance and Audit Committee report.

1. Board Expenditures

Board expenditures for the month of February were tabled for review and approval.

MOTION 2020-020

Moved By Mr. Hickman

Seconded By Mr. Willis

BE IT RESOLVED that the ERSB adopt the Board's Expenditures for February as tabled.

Carried Unanimously

2. a) Incorporated Towns Payment Activity Report

An update on the Incorporated Towns Payment Activity was provided for February 2020.

3. Ratification of Motions by Email: Request Capital Funding for Bell Island WRF and Landfill Closure

MOTION 2020-021

Moved By Mr. Hickman

Seconded By Mr. McDonald

BE IT RESOLVED that the ERSB rescind Motion No. 2018-034 as adopted on April 25, 2018.

Carried Unanimously

MOTION 2020-022

Moved By Mr. Hickman

Seconded By Ms. Roche

BE IT RESOLVED that the ERSB make a request for capital funding to the Province in the amount of \$694,721.90 (including HST) to develop a waste recovery facility and close out the existing landfill for Bell Island.

Carried Unanimously

4. Award Tender for Household Hazardous Waste (HHW) Events 2020

Discussion took place regarding the planned 2020 Household Hazardous Waste (HHW) events scheduled for June and September. Members agreed that they should not award contract when there is no assurance that the June events will proceed due to the COVID-19 pandemic. Consensus at this time is to cancel the tender and reassess the need for HHW events for the fall at a future date.

MOTION 2020-023

Moved By Mr. Clarke

Seconded By Ms. Roche

BE IT RESOLVED that the ERSB cancel the tender for 2020 Household Hazardous Waste (HHW) events until further notice due to the COVID-19 pandemic. ERSB will reassess the need for future events and re-tender if necessary.

Carried Unanimously

b. **Strategy & Policy Committee**

Mr. Whalen delivered the ERSB Strategy and Policy Committee report.

1. 2019 Q4 Operations Report

Mr. Whalen provided an update to the Board on the 2019 operations with highlights from the last quarter. This was for information purposes and there were no questions or concerns on the report.

2. Update of Service Delivery Policy Following Ministerial Directives of 2019

The Board's *Service Delivery Policy* needs to be updated to ensure that the policy is in accordance with the agreement reached with the Minister of Municipal Affairs and Environment to implement the Ministerial Directives of 2019.

MOTION 2020-024

Moved By Mr. Whalen

Seconded By Mr. McDonald

BE IT RESOLVED that the Strategy and Policy Committee recommend that ERSB update its *Service Delivery Policy* as follows to ensure compliance with the agreement to implement the Ministerial Directives of 2019.

- Section 2.(2) The Board, or the Board's agent(s), shall provide Waste Management Services to all Property Owners in the Eastern Region on public roadways of a Class IV designation or higher providing those roads are not un-serviced roads in unincorporated areas as determined by the Department Transportation and Works.
- Section 2.(3) The Board shall provide Waste Management Services to Property Owners in the Eastern Region on those roads that are serviced as determined by the Department of Transportation and Works.

Carried Unanimously

3. Website Re-Design by NATIONAL Public Relations

Mr. Whalen notified the Board that staff has been working with NATIONAL Public Relations on the re-design of the ERSB websites. A quote has been provided for information purposes and the work is expected to take 12 to 14 weeks to complete.

4. Regional Water/Wastewater Program Update

Mr. Whalen provided an update to the Board on the Regional Water/Wastewater Program for the first quarter of 2020. It was noted that the Regional Water Systems Technician has recently accomplished the removal of two Boil Water Advisories in the Eastern region for the communities of Riverhead and Georgetown. This is great news and shows the value of the work being completed in this program.

A quarterly update will be provided on the Regional Water/Wastewater Program on a go-forward basis.

5. Board's Response to Provincial Waste Management Strategy (PWMS) Review Report

The Board's final response to the Provincial Waste Management Strategy (PWMS) Review Report was tabled for information purposes. There were no questions or concerns on this report.

6. Letter from Town of Come By Chance and Board's Response

A letter from the Town of Come By Chance and the Board's response was tabled for information purposes. All information was provided to the town and there were no questions or concerns.

7. Duration of Contracts

Mr. Gerald Snook, the Board's representative for the area of Trinity Bay South and Isthmus East, had questions regarding the Board's waste collection contracts and the duration of each. The Manager Waste Operations responded that she would provide the requested information by email.

8. Sold Property Still Invoiced

Mr. Snook enquired as to why a resident is still being invoiced for a property that they state they sold several years ago.

The Manager Waste Operations responded to the enquiry and provided the correct process to be followed when a property is sold. Because the Province does not have a mandatory property registry, there is no way for ERSB to track property ownership.

9. Bulk Collection in Isthmus Area

Mr. Snook enquired about the bulk collection dates for the Isthmus area for 2020 and asked if they could be spread further apart to allow for a longer timeframe between the spring and fall collections.

The Manager Waste Operations explained that bulk waste collection schedules have been published and distributed for 2020; however, she will look into this request for 2021.

10. Fire and Emergency Services for Local Service Districts

Mr. Snook requested information on the provision of fire and emergency services as several communities in his area have expressed an interest in provided this service to their surrounding local service districts and/or unincorporated areas.

It was explained that the Board would be happy to work with the Town's Fire Department providing the service to collect the fee for them; however, the Fire Department must be in agreement with providing the service to additional communities.

c. **Governance Committee**

Mr. Clarke delivered the ERSB Governance Committee report.

1. Payroll Remittance Statements

The Canada Revenue Agency payroll remittance statement to the end of 2019 was included in the meeting package. The Board remits on a bi-weekly and all remittances are up to date with no outstanding balance.

2. CAO's Report Against Annual Governance Calendar

Ms. Tucker confirmed that all necessary reports have been completed and tabled at the Committee level and that the business of the Board continues without any issues or delays.

3. Update on Collective Bargaining Process

To date, there is no update from the union on the collective bargaining process. Staff has requested a preliminary meeting and date for collective bargaining and will continue to wait until more information is provided.

4. Directors and Officers (D&O) Insurance Renewal 2020-2021

The renewal documents for the Board's Directors and Officers insurance policy were tabled for consideration. A short discussion took place and there were no questions or concerns regarding the renewal of this policy.

5. Plan for Dealing with COVID-19 Pandemic

A business continuity plan was tabled for consideration. It was noted in the plan that an effort to maintain the safety and well-being of staff, clients, and communities are top priority, and the Board will act in accordance to the public health guidelines to ensure it. Several actions have been implemented to limit the spread of the COVID-19 virus, and the Board agreed with this plan with no concerns. They will monitor the situation closely and respond accordingly.

It was noted that the City of St. John's has decided to close the Residential Drop-Off at the regional landfill located at Robin Hood Bay due to the COVID-19 pandemic.

Staff recommended that the Board consider closing its waste recovery facilities until further notice for the same reason. This would ensure the safety of our staff as they are experiencing issues of non-compliance at the sites. Members agreed.

MOTION 2020-025

Moved By Ms. Stoyles

Seconded By Mr. Willis

BE IT RESOLVED that the ERSB close all waste recovery facilities in the Eastern Region until future notice in response to the COVID-19 pandemic.

Carried Unanimously

All changes made because of the COVID-19 pandemic will be posted on the Board's websites to keep the public informed as the situation evolves.

Ms. Tucker noted that the Board has a COVID-19 information page on each of its websites.

5. **Correspondence**

There was no new correspondence for this meeting.

6. **New Business**

- a) Mr. Mullaney noted that all Board meetings and Committee meetings will be held by teleconference until further notice. The Board's legislation states that all resolutions/motions of the Board must be adopted in a public meeting. However, due to the COVID-19 pandemic, Provincial regulations does not allow public meetings. This is an issue for the Board and staff will follow up with the Minister of Municipal Affairs and Environment's office regarding direction on how to continue the business of the Board while meeting Provincial regulations.
- b) Mr. Clarke noted that the Conception Bay North Joint Council has organized a teleconference with Eastern Health to discuss COVID-19 protocols and measures put into place by Eastern Health and neighbouring communities to keep everyone informed.

The Board Clerk and Outreach Coordinator will correspond with Eastern Health to set up similar calls for all joint councils over the coming weeks and to report on efforts put in to place by the Eastern Regional Service Board.

- c) Mr. Breen informed the Board that the tipping fee increase that was scheduled for April 1, 2020 has now been postponed to August 1, 2020 due to the COVID-19 pandemic. This decision was made to ease the financial strain on commercial users and municipalities during this difficult time.

7. **Upcoming Meetings**

Board members are reminded of the following dates and times for future meetings to be held by teleconference:

- a. The next meeting of the Board of Directors will take place on Wednesday, April 29, 2020 at 7:00 p.m.
- b. The next meeting of the Finance & Audit Committee will take place on Thursday, April 9, 2020 at 12:30 p.m.

- c. The next meeting of the Strategy & Policy Committee will take place on Tuesday, April 7, 2020 at 10:30 a.m.
- d. The next meeting of the Governance Committee will take place on Tuesday, April 14, 2020 at 10:30 a.m.

8. **Adjournment**

MOTION 2020-26

Moved By Mr. Mullaney

Seconded By Ms. Roche

Seeing no further business to be discussed, BE IT RESOLVED that the meeting adjourned at 7:49 p.m.

Carried Unanimously

Ms. Holly Coles

Board Clerk and Outreach Coordinator

Mayor Harold Mullaney

Chairperson

Eastern Regional Service Board

BNK2 - Bank of Montreal - EW

Cheques from 000001 to 008878 dated between 02-01-2020 and 02-29-2020

CHEQUE REGISTER

Printed: 8:03:02AM 05/07/2020

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Number	Issued	Amount	SC	Status	Status Date
008643	02/05/2020 Advantage Personnel Ltd.	4,097.05	A/P	CLEARED	02/14/2020
008644	02/05/2020 Around The Bay Disposals Inc.	97,371.72	A/P	CLEARED	02/14/2020
008645	02/05/2020 Bell Aliant	1,978.76	A/P	CLEARED	02/21/2020
008646	02/05/2020 Blaketown Service Station	1,014.26	A/P	CLEARED	02/14/2020
008647	02/05/2020 Christie Dean	927.49	A/P	CLEARED	02/14/2020
008648	02/05/2020 Clarendville Rentals Ltd.	106.95	A/P	OUT-STD	02/05/2020
008649	02/05/2020 Concord Paving Limited	4,283.75	A/P	CLEARED	02/14/2020
008650	02/05/2020 Craig Drover	186.40	A/P	CLEARED	04/16/2020
008651	02/05/2020 D&L Russell Limited	348.44	A/P	CLEARED	02/21/2020
008652	02/05/2020 Dicks and Company Limited	90.37	A/P	CLEARED	02/14/2020
008653	02/05/2020 Dodd's Diesel Repair Ltd.	7,558.33	A/P	CLEARED	02/14/2020
008654	02/05/2020 Dodd's Diesel Repair Ltd.	2,050.56	A/P	CLEARED	02/14/2020
008655	02/05/2020 Eastern Machining & Welding Inc.	988.83	A/P	CLEARED	02/21/2020
008656	02/05/2020 eSCRIBE Software Ltd.	3,881.25	A/P	CLEARED	02/14/2020
008657	02/05/2020 Harbour ELECTRIC Ltd.	6,026.25	A/P	CLEARED	02/21/2020
008658	02/05/2020 Holly Coles	78.70	A/P	CLEARED	02/14/2020
008659	02/05/2020 Jenkins Anthony Inc.	3,996.11	A/P	CLEARED	02/14/2020
008660	02/05/2020 K.J.H. Dirtwork's Ltd.	1,551.35	A/P	CLEARED	03/09/2020
008661	02/05/2020 Kevin McDonald	115.41	A/P	CLEARED	03/09/2020
008662	02/05/2020 Lucy Stoyles	46.17	A/P	CLEARED	02/14/2020
008663	02/05/2020 Lynn Tucker	1,236.74	A/P	CLEARED	02/14/2020
008664	02/05/2020 McInnes Cooper	734.00	A/P	CLEARED	02/21/2020
008665	02/05/2020 Miller IT Limited	448.50	A/P	CLEARED	02/14/2020
008666	02/05/2020 Modern Business Equipment Limited	158.85	A/P	CLEARED	02/14/2020
008667	02/05/2020 NATIONAL Public Relations	4,924.99	A/P	CLEARED	02/21/2020
008668	02/05/2020 Nexgen Municipal Inc.	1,107.24	A/P	CLEARED	02/14/2020
008669	02/05/2020 OMB Parts & Industrial Ltd.	97.57	A/P	CLEARED	02/21/2020
008670	02/05/2020 Parts For Trucks Inc.	96.03	A/P	CLEARED	02/14/2020
008671	02/05/2020 Pitney Bowes	183.26	A/P	CLEARED	02/21/2020
008672	02/05/2020 Receiver General of Canada	196.67	A/P	CLEARED	02/21/2020
008673	02/05/2020 Sam Pike Masonry Ltd.	52.16	A/P	CLEARED	02/14/2020
008674	02/05/2020 Sam Whalen	158.07	A/P	CLEARED	02/14/2020
008675	02/05/2020 Scotia Recycling Inc	1,457.63	A/P	CLEARED	02/14/2020
008676	02/05/2020 T2 Ventures Inc.	229,243.78	A/P	CLEARED	02/14/2020
008677	02/05/2020 Tulk Tire & Service Ltd.	67.19	A/P	CLEARED	02/14/2020
008683	02/19/2020 62167 Newfoundland and Labrador Inc	7,380.30	A/P	CLEARED	03/18/2020
008684	02/19/2020 Advantage Personnel Ltd.	1,470.74	A/P	CLEARED	02/28/2020
008685	02/19/2020 Bell Mobility Inc.	1,546.40	A/P	CLEARED	02/28/2020
008686	02/19/2020 Blaketown Service Station	2,026.30	A/P	CLEARED	02/28/2020
008687	02/19/2020 Christie Dean	1,064.80	A/P	CLEARED	02/28/2020
008688	02/19/2020 City of St. John's	25,718.26	A/P	CLEARED	02/28/2020
008689	02/19/2020 Coish's Trucking & Excavating Ltd.	14,432.50	A/P	CLEARED	03/18/2020
008690	02/19/2020 Concord Paving Limited	4,283.75	A/P	CLEARED	02/28/2020
008691	02/19/2020 D&L Russell Limited	27.72	A/P	CLEARED	03/09/2020
008692	02/19/2020 Dicks and Company Limited	322.60	A/P	CLEARED	02/28/2020
008693	02/19/2020 Dodd's Diesel Repair Ltd.	6,757.81	A/P	CLEARED	02/28/2020

Eastern Regional Service Board

BNK2 - Bank of Montreal - EW

Cheques from 000001 to 008878 dated between 02-01-2020 and 02-29-2020

CHEQUE REGISTER

Printed: 8:03:02AM 05/07/2020

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Number	Issued	Amount	SC	Status	Status Date
008694	02/19/2020 Dodd's Diesel Repair Ltd.	5,598.97	A/P	CLEARED	02/28/2020
008695	02/19/2020 Eric Drover	95.34	A/P	CLEARED	03/09/2020
008696	02/19/2020 GCR Tires & Service	660.42	A/P	CLEARED	02/28/2020
008697	02/19/2020 Harbour Construction Limited	2,832.45	A/P	CLEARED	03/09/2020
008698	02/19/2020 Holly Coles	64.85	A/P	CLEARED	02/21/2020
008699	02/19/2020 Imperial Oil	11.49	A/P	CLEARED	03/09/2020
008700	02/19/2020 Kenneth Rollings	72.11	A/P	CLEARED	02/28/2020
008701	02/19/2020 Leslie Squires	330.00	A/P	CLEARED	02/28/2020
008702	02/19/2020 Madsen Construction Equipment	392.08	A/P	CLEARED	02/28/2020
008703	02/19/2020 McInnes Cooper	679.86	A/P	CLEARED	03/09/2020
008704	02/19/2020 Modern Business Equipment Limited	113.59	A/P	CLEARED	02/28/2020
008705	02/19/2020 Newfoundland Power Inc.	8,552.85	A/P	CLEARED	02/28/2020
008706	02/19/2020 Nexgen Municipal Inc.	3,507.80	A/P	CLEARED	02/28/2020
008707	02/19/2020 North Atlantic	17,330.75	A/P	CLEARED	02/28/2020
008708	02/19/2020 OMB Parts & Industrial Ltd.	50.76	A/P	CLEARED	02/28/2020
008709	02/19/2020 ORKIN Canada Corporation	388.70	A/P	CLEARED	03/09/2020
008710	02/19/2020 Parts For Trucks Inc.	62.33	A/P	CLEARED	02/28/2020
008711	02/19/2020 PBA Industrial Supplies Ltd.	401.99	A/P	CLEARED	02/28/2020
008712	02/19/2020 Quikprint Services Ltd.	927.07	A/P	CLEARED	02/28/2020
008713	02/19/2020 SaltWire Network Inc.	1,725.25	A/P	CLEARED	02/28/2020
008714	02/19/2020 Sam Pike Masonry Ltd.	42.01	A/P	CLEARED	03/18/2020
008715	02/19/2020 Scotia Recycling Inc	1,015.11	A/P	CLEARED	02/28/2020
008716	02/19/2020 Tulk Tire & Service Ltd.	1,677.83	A/P	CLEARED	02/28/2020
008717	02/19/2020 WAJAX (Power Systems)	251.85	A/P	CLEARED	02/28/2020
008718	02/19/2020 Wedgwood Insurance Limited	7,503.75	A/P	CLEARED	02/28/2020
Cheque Totals Issued:		496,181.22			
Void:		0.00			
Total Cheques Generated:		496,181.22			
Total # of Cheques Listed:		71			

EASTERN REGIONAL SERVICE BOARD

PAYROLL EXPENSE

FEBRUARY 2020

Payroll – Staff (<i>2 pay periods – 24 employees</i>).....	\$120,489.92
Payroll – Board (<i>19 members</i>)	<u>\$ 00,000.00</u>
Total Payroll (<i>25 employees</i>)	\$120,489.92
Payroll CRA Remittance	<u>\$47,860.65</u>
TOTAL GROSS PAYROLL	<u>\$168,350.57</u>

PREVIOUS MONTH

JANUARY 2020

Payroll – Staff (<i>2 pay periods – 25 employees</i>).....	\$118,900.82
Payroll – Board (<i>19 members</i>)	<u>\$ 00,000.00</u>
Total Payroll (<i>48 employees</i>)	\$118,900.82
Payroll CRA Remittance	<u>\$ 48,959.68</u>
TOTAL GROSS PAYROLL	<u>\$167,860.50</u>

TOWNS PAYMENT ACTIVITY 2020 - As of March 6, 2020

(Towns include all incorporated towns and those LSDs who pay collectively)

CustCode	Town/Local Service District	Number of Units	Number of Units x \$180.00	Prior Year (Credit) Arrears	Total Invoiced	Payments Received	Balance	Amount	
								Due by 29-Feb	Surplus (Arrears)
TOWN503	Town of Arnold's Cove	535	\$96,300.00		\$96,300.00	\$ 19,260.00	\$77,040.00	\$ 19,260.00	0.00
DALLE401	LSD of Mobile (E Dalley, Treasurer)	101	\$18,180.00		\$18,180.00	\$ -	\$18,180.00	\$ 3,636.00	-3,636.00
TOWN301	Town of Come by Chance	118	\$21,240.00		\$21,240.00	\$ -	\$0.00	\$21,240.00	0.00
TOWN302	Town of Norman's Cove-Long Cove	333	\$59,940.00		\$59,940.00	\$ 5,994.00	\$53,946.00	\$ 5,994.00	0.00
TOWN303	Town of Chapel Arm	256	\$46,080.00		\$46,080.00	\$ 4,626.00	\$41,454.00	\$ 9,216.00	-4,590.00
TOWN304	Town of Southern Harbour	184	\$33,120.00		\$33,120.00	\$ 6,624.00	\$26,496.00	\$ 6,624.00	0.00
TOWN305	Town of Sunnyside	205	\$36,900.00		\$36,900.00	\$ 7,380.00	\$29,520.00	\$ 7,380.00	0.00
TOWN502	Town of Chance Cove	148	\$26,640.00		\$26,640.00	\$ 5,328.00	\$21,312.00	\$ 5,328.00	0.00
TOWN0401	Town of Aquaforte	70	\$12,600.00	\$ 875.73	\$13,475.73	\$ 12,594.18	\$881.55	\$ 2,695.15	\$ 9,899.03
TOWN0402	Town of Bay Bulls	545	\$98,100.00		\$98,100.00	\$ 19,620.00	\$78,480.00	\$ 19,620.00	0.00
TOWN0403	Town of Cape Broyle	277	\$49,860.00		\$49,860.00	\$ 9,972.00	\$39,888.00	\$ 9,972.00	0.00
TOWN0404	Town of Fermeuse-Kingman's Cove	179	\$32,220.00	\$ (0.02)	\$32,219.98	\$ 8,055.00	\$24,164.98	\$ 16,109.99	-8,054.99
TOWN0405	Town of Ferryland	272	\$48,960.00		\$48,960.00	\$ 12,240.00	\$36,720.00	\$ 24,480.00	-12,240.00
TOWN0407	Town of Renew's-Cappahayden	234	\$42,120.00		\$42,120.00	\$ 8,424.00	\$33,696.00	\$ 8,424.00	0.00
TOWN0408	Town of St. Shott's	50	\$9,000.00		\$9,000.00	\$ 2,250.00	\$6,750.00	\$ 4,500.00	-2,250.00
TOWN0410	Town of Witless Bay	685	\$123,300.00		\$123,300.00	\$ 30,825.00	\$92,475.00	\$ 61,650.00	-30,825.00
TOWN0411	Town of Portugal Cove South	92	\$16,560.00		\$16,560.00	\$ 4,140.00	\$12,420.00	\$ 8,280.00	-4,140.00
TOWN0504	Town of Long Harbour-Mount Arlington Heights	196	\$35,280.00		\$35,280.00	\$ 7,056.00	\$28,224.00	\$ 7,056.00	0.00
TOWN0505	Town of Fox Harbour	134	\$24,120.00		\$24,120.00	\$ 4,824.00	\$19,296.00	\$ 4,824.00	0.00
TOWN0507	Town of St. Bride's	140	\$25,200.00		\$25,200.00	\$ 6,300.00	\$18,900.00	\$ 12,600.00	-6,300.00
TOWN0508	Town of Point Lance	47	\$8,460.00		\$8,460.00	\$ 2,115.00	\$6,345.00	\$ 4,230.00	\$ -2,115.00
TOWN0509	Town of Branch	161	\$28,980.00		\$28,980.00	\$ -	\$28,980.00	\$ 5,796.00	-5,796.00
TOWN0510	Town of Mount Carmel-Mitchell's Brook-St. Catherine's	299	\$53,820.00		\$53,820.00	\$ 13,455.00	\$40,365.00	\$ 26,910.00	-13,455.00
TOWN0511	Town of St. Joseph's	107	\$19,260.00		\$19,260.00	\$ 4,815.00	\$14,445.00	\$ 9,630.00	\$ -4,815.00
TOWN0512	Town of Admiral's Beach	82	\$14,760.00		\$14,760.00	\$ 2,952.00	\$11,808.00	\$ 2,952.00	0.00
TOWN0513	Town of Gaskiers-Point LaHaye	144	\$25,920.00		\$25,920.00	\$ 5,184.00	\$20,736.00	\$ 5,184.00	0.00
TOWN0514	Town of Collinet	75	\$13,500.00		\$13,500.00	\$ 2,700.00	\$10,800.00	\$ 2,700.00	0.00
TOWN0515	Town of Riverhead	116	\$20,880.00		\$20,880.00	\$ 2,088.00	\$18,792.00	\$ 4,176.00	-2,088.00
TOWN0516	Town of St. Mary's	222	\$39,960.00		\$39,960.00	\$ 7,992.00	\$31,968.00	\$ 7,992.00	0.00
TOWN0517	Town of St. Vincent's-St. Stephen's-Peter's River	213	\$38,340.00		\$38,340.00	\$ 7,668.00	\$30,672.00	\$ 7,668.00	0.00
TOWN0601	Town of Whiteway	163	\$29,340.00		\$29,340.00	\$ 5,868.00	\$23,472.00	\$ 5,868.00	0.00
TOWN0602	Town of Heart's Delight-Islington	409	\$73,620.00		\$73,620.00	\$ 14,724.00	\$58,896.00	\$ 14,724.00	0.00
TOWN0603	Town of Heart's Desire	125	\$22,500.00		\$22,500.00	\$ 4,500.00	\$18,000.00	\$ 4,500.00	0.00
TOWN0801	Town of Old Perlican	330	\$14,645.40		\$14,645.40	\$ 5,814.00	\$8,831.40	\$ 2,929.08	\$ 2,884.92
TOWN0802	Town of Bay de Verde	221	\$39,780.00	\$ 7,956.00	\$47,736.00	\$ 15,912.00	\$31,824.00	\$ 9,547.20	\$ 6,364.80
TOWN0804	Town of New Perlican	162	\$29,160.00		\$29,160.00	\$ 5,832.00	\$23,328.00	\$ 5,832.00	0.00
TOWN0805	Town of Hant's Harbour	193	\$34,740.00		\$34,740.00	\$ 2,895.00	\$31,845.00	\$ 5,790.00	-2,895.00
TOWN0806	Town of Heart's Content	239	\$43,020.00		\$43,020.00	\$ -	\$43,020.00	\$ 21,510.00	-21,510.00
TOWN0807	Town of Winterton	295	\$53,100.00		\$53,100.00	\$ 13,275.00	\$39,825.00	\$ 26,550.00	-13,275.00
TOWN0003	Town of Clarke's Beach	592	\$106,560.00		\$106,560.00	\$ 106,560.00	\$0.00	\$106,560.00	0.00
TOWN0809	Town of Wabana	1222	\$219,960.00		\$219,960.00	\$ 43,992.00	\$175,968.00	\$ 43,992.00	0.00

10171	1,786,025.40	8,831.71	1,794,857.11	465,093.18	1,329,763.93	583,929.42	-118,836.24
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TOWNS ACTIVITY - INVOICED MONTHLY (Jan - Dec 2020)

CustCode	Town/LSD	No. Properties	Prior Year Balance	Total Invoices 2020	Payments Received	Outstanding Balance	Surplus (Arrears)
TOWN0205	Town of Holyrood	1035	23,622.33	36,379.48	11,826.79	48,175.02	24,076.74
TOWN0203	Town of Colliers	285	3,432.20	10,631.64	7,047.99	7,015.85	-
LSD0F202	LSD of Marysvale	225	-	8,088.07	2,651.85	5,436.22	-
LSD0F201	LSD of Georgetown	135	1,571.50	4,984.06	3,326.74	3,228.82	-
TOWN0001	Town of Carbonear	2150	-	90,760.58	28,423.40	62,337.18	-
		3830	28,626.03	150,843.83	53,276.77	126,193.09	24,076.74

2020 TOTAL ARREARS - INCORPORATED TOWNS

\$ (106,978.25)

PAD* Set up for pre-authorized debit payments
 SPAR** Special Payment Arrangement in Place

BRIEFING NOTE

Landfill closure, development of waste recovery facility for Bell Island

BACKGROUND

On April 25, 2018, ERSB passed Motion No. 2018-034: “It is moved and seconded that the ERSB make a capital funding request to the Government of Newfoundland and Labrador in the amount of \$300,000 to develop a waste recovery facility for Bell Island and close out the existing landfill with the understanding that a more detailed project costing will be developed and it will be fully funded by the Provincial Government.”

On July 1, 2018 The Board started providing for the weekly curbside waste collection, biweekly recyclables collection and bulk events for the next three years.

On September 26, 2018 ERSB passed Motion No. 2018-058: “Be it moved and seconded that Eastern Regional Service Board award the Prime Consulting contract to Wood PLC for a total of \$40,421.00, including HST, for the landfill closure in the Town of Wabana, and for the design of the new Bell Island Waste Recovery Facility.” Since then work has continued in developing a waste recovery facility.

Since the initial motion Wabana continued to operate the landfill without a permit, alternate sites were investigated, provincial elections were held, many ministers and MAE staff held the files and the re-design of the waste recovery facility occurred. The initial project budget was estimated at \$300,000 (similar to all the Board’s other facilities) for development of the WRF and closure of the landfill. However, the latest project costing is now estimated at \$644,115.00 plus HST for a total of \$694,721.90.

The Province has asked that ERSB request this capital funding which requires a motion of the Board to do so. Staff recommends that the Board request funding from the Province in the amount of \$694,721.90 including HST with the understanding that this project is funded by the Province.

Staff have concerns regarding the amount of the request in that it is significantly higher than other similar requests for funding. The budget to close other landfills and develop waste recovery facilities was \$300,000; however, staff, WOOD Environment and Infrastructure (formerly AMEC) and MAE have worked together to ensure that all requirements for the facility for Bell Island has been taken into account including the unique design requirements, location, etc.

MOTION:

It is recommended that ERSB make a request for capital funding to the Province in the amount of \$694,721.90 (including HST) to develop a waste recovery facility and close out the existing landfill for Bell Island.



Wood Environment & Infrastructure Solutions,
a Division of Wood Canada Limited
36 Pippy Place
PO Box 13216
St. John's, NL A1B 4A5
Canada
T: 709-722-7023

24 January 2020

Ms. Christie Dean
Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL, A1A 0L5

Dear Ms. Dean,

**Re: Budget Requirement Summary
Project # 17-WSTM-19-00002: Bell Island Waste Disposal Site Closure and Waste Recovery Facility
Wood Project # TF1872728**

Please find below, the summary of the required funding for the Bell Island Waste Disposal Site closure and construction of the Waste Recovery Facility.

- | | |
|---|---------------------|
| • Engineering Budget: | \$40,420.20 |
| • Engineering Change Order: | \$10,186.70 |
| • Preliminary Construction Cost Estimate: | \$644,115.00 |
| • TOTAL (including HST): | \$694,721.90 |

Note that this cost estimate does not include full time construction monitoring. The engineering budget includes 50 hours of site inspection. It is recommended that the project have full time construction monitoring to ensure contract compliance and to closely monitor construction budget. Full time construction monitoring would be approximately \$34,000(excluding HST), assuming 8 weeks of construction at 10 hours per day, 5 days per week.

The engineering change order is to cover additional site visits and design revisions as discussed throughout the site selection and preliminary design phases. Please see attached PCA Amendment – Change Order Notice, Form #5A, for your review and approval.

If you have questions or concerns regarding the above, please do not hesitate to contact the undersigned.

Yours sincerely,

**Wood Environment & Infrastructure Solutions
a Division of Wood Canada Limited**

Clifford G. Smith, P. Eng.
Infrastructure Engineering Lead – NL

Attachments:

PCA Amendment – Change Order Notice, Form #5A
Preliminary Estimate – Bell Island Waste Disposal Site Closure and Waste Recovery Facility Construction



Government of Newfoundland & Labrador
Department of Municipal Affairs & Environment
PCA Amendment – Change Order Notice

Page 1 of 2

Form # 5A

February 2019

PROJECT NAME: Bell Island Waste Disposal Site Closure and WRF Construction DMAE PROJECT No.: 17-WSTM-19-00002

CHANGE ORDER NUMBER: 1 DATE: January 24, 2020

.1 NOTICE

A change to the Contract is contemplated as indicated herein.

.2 PROCEDURE

The Consultant shall stipulate the effect of the contemplated change of the contract amount in Item 4 below. Where the change increases the amount of the contract, a complete cost breakdown will be returned with each copy of the document. The Consultant shall return a signed copy of this document along with a revised Schedule II and III as per Item 7 below to the Regional Engineer for review and approval. Should it be decided to proceed with the work, an approved copy will be returned to the Consultant with Regional Engineers Signature. Work shall not proceed until the written authorization is received.

.3 DESCRIPTION OF CHANGE

- Return visits as a part of the site selection process, revisit drafting to review alternate sites. 10 hrs additional surveying/site review, 8 hrs of engineering/PM and 16 hrs of drafting.
- Revised preliminary coast estimate due to change in existing waste disposal site. 8 hrs of engineering/PM and 8.5 hours of drafting.
- Redesign and cost estimate for increase berm and wind fencing. 7 hrs of engineering and 8.5 hours of drafting.
- Redesign and cost estimate to reduce capital construction cost. 6 hrs of engineering and 8.5 hours of drafting. 0.5 hrs of review.

.4 EFFECT OF CHANGE ON CONTRACT

This change order (~~will~~ **will Not**) affect the approved completion date (**Circle correct statement**).

If the completion date will be affected, the requested increase in time to the approved completion date is:

WORKING DAYS: N/A REVISED COMPLETION DATE: N/A

The change described in Item 3 above will affect the current contract amount as follows:

AMOUNT

- () No Change
(X) Addition to Contract including HST payable by the Owner \$ 10,186.70
() Deduction from Contract including HST payable by the Owner \$ _____

CONSULTANT:  (Signature)

Government of Newfoundland & Labrador
Department of Municipal Affairs & Environment
PCA Amendment – Change Order Notice

Page 2 of 2

Form # 5A

February 2019

Authorized Contract Amount	\$ 35,148.00
Previous Change Orders	\$ 0
This Change Order	\$ 8,858.00
New Approved Contract Amount	\$ 44,006.00 (excluding HST)

.5 AUTHORIZATION TO PROCEED

The Consultant is authorized to proceed with the changes for the amounts stated in Item 4 above.

DATE: _____ Municipality/Owner: _____
DATE: _____ Regional Engineer: _____

.6 CANCELLATION OF CNOTEMPLATED CHANGE

It has been decided not to proceed with this change which is hereby cancelled.

DATE: _____ Municipality/Owner: _____

.7 ENCLOSED DOCUMENTS

To expedite the process please submit the following documents to the Regional Engineer for review and approval:

- 1) A copy of this document signed by Town and Consultant.
- 2) An up to date Schedule II and III of current approved Prime Consultant Agreement (PCA) including all previous approved change orders, include requested changes as per specific line items identified in Schedule II and III, and a revised PCA Schedule II and III based on requested changes as per applicable appendix “A” or “B” identified below. (This information is necessary for Project Representatives to update MSIS.)

“Appendix A” – Water, Sewer, and Municipal Roads

“Appendix B” – Building & Treatment Facilities

- 3) Any additional supporting documentation as necessary.

Note: upon Regional Engineer approval the document will be forwarded to Project Representative for processing in MSIS at which time a copy of the documents containing Regional Engineer signature will be returned to the Consultant for distribution to all applicable parties.

Include Appendix “A” and “B” Below

Appendix A
SCHEDULE II – Water, Sewer, & Municipal Roads
Basic and Other Additional Services Fees

Service Items	Current Approved PCA amount including all previous approved COs	New Requested Change order as per Service item (+ / -)	Revised PCA Amount as per Service Item
• Basic Service			
- Preliminary Engineering	3617	4795	8409
- Design and Contract Documents	15102	4063	19165
- Tendering and Contracts Award	2832	0	2832
- Contract Administration	1600	0	1600
• Project Completion Phase and Project Record Drawings	4275	0	4275
• Other Additional Services:			
- Resident Services during construction	5614	0	5614
o Enter Description			
o Enter Description			
• Prime Consultant Project Expenses for above services		1558	1558
Total Basic and Other Services Fees			
Total Additional Reimbursable Allowance (From Schedule III)	2558	-1558	1000
Total Service Fee (Less HST) (Total Schedules II + III)	35148	8858	44006
HST	5272.20	1328.70	6600.90
Total Service Fee (Including HST)	40,420.20	10186.70	50606.90

Appendix A
SCHEDULE III – Water, Sewer, & Municipal Roads
Additional Reimbursable Allowances

List below allowances for specific project expenses not included in Schedule II

Service Items	Current Approved PCA amount including all previous approved COs	New Requested Change order as per Service item (+ / -)	Revised PCA Amount as per Service Item
• Site Surveys			
• Geotechnical Investigations			
• Materials Testing			
- Asphalt Extractions			
- Concrete Testing	500		
- Compaction Testing	500		
- Enter Description travel expenses	1558	-1558	-1558
- Enter Description			
• Water Main Leakage Detection			
• Sewer main Infiltration Detection			
• Enter Description			
• Enter Description			
Total Additional Reimbursable Allowances	2558	-1558	1000

Appendix B
SCHEDULE II – Building & Treatment Facilities
Basic and Other Additional Services Fees

Service Items	Current Approved PCA amount including all previous approved COs	New Requested Change order as per Service item (+ / -)	Revised PCA Amount as per Service Item
• Programming Advisory Services			
• Basic Service			
- Concept Design			
- Design Development			
- Contract Documents			
- Proposal/Tendering & Contract Award			
- Contract Administration			
• Project Completion Phase and Project Record Drawings			
• Other Additional Services:			
- Commissioning			
o Enter Description			
o Enter Description			
- Resident Services during Construction			
o Enter Description			
o Enter Description			
- Design Services – Segregated Construction Contracts			
- Construction Management – Multiple Contracts			
• Prime Consultant Project Expenses for Above Services			
Total Basic and Other Services Fees			
Total Additional Reimbursable Allowance (From Schedule III)			
Total Service Fee (Less HST) (Total Schedules II + III)			
HST			
Total Service Fee (Including HST)			

Appendix B
SCHEDULE III – Building & Treatment Facilities
Additional Reimbursable Allowances

List below Allowances for specific project expenses not included in Schedule II

Service Items	Current Approved PCA amount including all previous approved COs	New Requested Change order as per Service item (+ / -)	Revised PCA Amount as per Service Item
• Site Surveys			
• Geotechnical Investigations			
• Materials Testing			
• Water Main Leakage Detection			
• Sewer main Infiltration Detection			
• Treatment Process Piloting			
• Enter Description			
• Enter Description			
Total Additional Reimbursable Allowances			



**PRELIMINARY ESTIMATE
BELL ISLAND WASTE DISPOSAL SITE CLOSURE
AND WASTE RECOVERY FACILITY CONSTRUCTION**

Preliminary Estimate

Bell Island Waste Disposal Site Closure and Waste Recovery Facility Construction

	Unit	Quant.	Cost	Total
01010				
Mob & Demob	LS	1	\$20,000.00	\$ 20,000.00
01580				
Project Signs	LS	1	\$1,000.00	\$ 1,000.00
01582				
Type A Sign - WDS Closure	Ea	4	\$250.00	\$ 1,000.00
Type A Sign - WRF Construction	Ea	8	\$250.00	\$ 2,000.00
Type D Signs - WDS Closure	Ea	1	\$1,000.00	\$ 1,000.00
Type D Signs - WRF Construction	Ea	1	\$1,000.00	\$ 1,000.00
02070				
Removal of Fuel Storage Tank	LS	1	\$5,000.00	\$ 5,000.00
02111 - WDS Closure				
Excavator	hrs	400	\$125.00	\$ 50,000.00
Dump Truck	hrs	200	\$85.00	\$ 17,000.00
Labourer	hrs	240	\$25.00	\$ 6,000.00
02215 - WRF Construction				
Excavator	hrs	100	\$125.00	\$ 12,500.00
Dump Truck	hrs	60	\$85.00	\$ 5,100.00
02233				
Type I Granular Base	m3	1000	\$40.00	\$ 40,000.00
Type III Imported Backfill - WRF Construction	m3	6500	\$17.00	\$ 110,500.00
Type III Imported Backfill - WDS Closure	m3	11000	\$15.00	\$ 165,000.00
02224				
Excavator - Site Ditching	hrs	12	\$125.00	\$ 1,500.00
02434				
Supply & Placement of 2 - 600 culvert	m	42	\$250.00	\$ 10,500.00
02831				
Supply and Erection of 2.8m Chain Link Gates	Ea	2	\$3,000.00	\$ 6,000.00
Supply and Erection of 2.8m Chain Link Fence	m	100	\$250.00	\$ 25,000.00
Supply and Erection of 1.8m Chain Link Fence	m	300	\$150.00	\$ 45,000.00
Building				
Construct Septic Field	LS	1	\$10,000.00	\$ 10,000.00
Construct Attendant's Building	LS	1	\$25,000.00	\$ 25,000.00
			Sub-total	\$ 560,100.00
			HST	\$ 84,015.00
			Total	\$ 644,115.00

From: [Lynn Tucker](#)
To: [Bill Bailey](#); [Danny Breen](#); [Dave Lane](#); [Deanne Stapleton](#); [Gerald Snook](#); [Gerard Tilley](#); [Glenn Clarke](#); [Harold Mallowney](#); [Hope Jamieson](#); [Ian Froude](#); [Jamie Korab](#); [Kevin McDonald](#); [Lucy Stoyles](#); [Maggie Burton](#); [Peggy Roche \(Small Metro\)](#); [Sam Whalen](#); [Sandy Hickman](#); [Sheilagh O'Leary](#); [Sterling Willis \(Paradise\)](#); [Wally Collins](#)
Cc: [Holly Coles](#); [Christie Dean](#); [Craig Drover](#)
Subject: Motions by Email: Request Capital Funding to Develop Bell Island WRF and Close Landfill
Date: Friday, March 13, 2020 11:43:36 AM

Good Afternoon,

As you may recall, the Board and the Department of Municipal Affairs and Environment (MAE) has been working on the design of the proposed Bell Island Waste Recovery Facility (WRF) as well as closing out the Bell Island landfill since 2018.

In April 2018 the Board adopted motion No. 2018-034, "It is moved and seconded that ERSB make a capital funding request to the Government of Newfoundland and Labrador in the amount of \$300,000 to develop a waste recovery facility for Bell Island and close out the existing landfill with the understanding that a more detailed project costing will be developed and it will be fully funded by the Provincial Government."

Since that motion passed, alternate sites have been investigated, many Ministers and MAE staff held the file and the re-design of the waste recovery facility occurred due to issues identified by the Town of Wabana as well as by the Board. The initial budget was estimated at \$300,000 (similar to all the Board's other facilities) for the development of the WRF and closure of the landfill. However, the latest project costing is now estimated at \$644,115.00 plus HST for a total of \$694,721.90. The Province has asked that ERSB request the capital funding. This requires a motion from the Board.

This item was discussed at the Finance & Audit Committee meeting today and committee members recommend that the initial motion, No. 2018-034, be rescinded and a new motion adopted to request this money as outlined below.

These motions are being sent by email to ensure that work on the Bell Island Waste Recovery Facility and landfill closure may begin in a timely manner, would you please respond to these motions by email by 4:30 p.m. on Tuesday, March 17th. These motions will be ratified at the March 25, 2020 Board meeting. You may respond to this email or to the Board's Clerk, Holly Coles, at hcoles@ersbnl.ca.

When responding please indicate your response to each of the motions below.

MOTION #1: "BE IT RESOLVED that ERSB rescind Motion No. 2018-034 as adopted on April 25, 2018"

MOTION #2: "BE IT RESOLVED that ERSB make a request for capital funding to the Government of Newfoundland and Labrador in the amount of \$694,721.90 (including HST) to develop a waste recovery facility and close out the existing landfill for Bell Island."

I would like to thank you in advance for your timely consideration.

Lynn

Lynn Tucker

Chief Administrative Officer

Eastern Regional Service Board

255 Majors Path, Suite 3

St. John's, NL A1A 0L5

Tel: 709-579-7960

www.easternregionalserviceboard.com

**THOSE WHO RESPONDED TO MOTION TO RESCIND MOTION
NO. 2018-034 AS ADOPTED ON APRIL 25, 2018.**

MOTION: “BE IT RESOLVED that ERSB rescind Motion No. 2018-034 as adopted on April 25, 2018”

(Motion sent by e-mail to the Board of Directors on Friday, March 13, 2020)

IN FAVOUR

(Alphabetical order)

Bill Bailey
Danny Breen
Maggie Burton
Glenn Clarke
Wally Collins
Ian Froude
Sandy Hickman
Hope Jamieson
Jamie Korab
Dave Lane
Kevin McDonald
Sheilagh O’Leary
Harold MULLOWNEY
Gerald Snook
Deanne Stapleton
Lucy Stoyles
Gerard Tilley
Sam Whalen
Sterling Willis

AGAINST

(Alphabetical order)

NO RESPONSE

(Alphabetical order)

Peggy Roche

THOSE WHO RESPONDED TO MOTION TO REQUEST CAPITAL FUNDING TO DEVELOP BELL ISLAND WRF AND CLOSE LANDFILL

MOTION: “BE IT RESOLVED that ERSB make a request for capital funding to the Government of Newfoundland and Labrador in the amount of \$694,721.90 (including HST) to develop a waste recovery facility and close out the existing landfill for Bell Island.”

(Motion sent by e-mail to the Board of Directors on Friday, March 13, 2020)

IN FAVOUR

(Alphabetical order)

Bill Bailey
Danny Breen
Maggie Burton
Glenn Clarke
Wally Collins
Ian Froude
Sandy Hickman
Hope Jamieson
Jamie Korab
Dave Lane
Kevin McDonald
Sheilagh O’Leary
Harold Mallowney
Gerald Snook
Deanne Stapleton
Lucy Stoyles
Gerard Tilley
Sam Whalen
Sterling Willis

AGAINST

(Alphabetical order)

NO RESPONSE

(Alphabetical order)

Peggy Roche

Officiated by: Holly Coles, Board Clerk and Outreach Coordinator
Date:

BRIEFING NOTE

Household Hazardous Waste Tender Award for Eastern Region

BACKGROUND

The tendering process closed on March 9, 2020 for 20 Household Hazardous Waste (HHW) collection events to be held in the Eastern Region in spring and fall of 2020.

One bid was received from Revolution Environmental Solutions LP in the amount of \$43,355.00 (Including HST). The cost per event is \$2,167.75 (including HST).

The 2019 cost per event rate was \$2,645.00 (including HST), also through Revolution Environmental Solutions.

MOTION:

BE IT RESOLVED that the Finance and Audit Committee recommend that the Board award the tender for 2020 Household Hazardous Waste (HHW) events to Revolution Environmental Solutions LP for \$43,355.00 (HST included).

Eastern Regional Service Board


SUPPLY OF Household Hazardous Water


Closing Date and Time: Monday, March 9, 2020 @ 11:00am

Tender Description: Household Hazardous Waste Collection, Transportation and Disposal Service

Project Number: _____

Name	Base Bid	HST	Tender Total
Revolution Environmental Solutions LP	37,700.00	5655.00	43,355.00


Witness


Witness


Witness

LYNNE TUCKER
A Commissioner for Oaths in and for
the Province of Newfoundland and Labrador.
My commission expires on December 31, 2023.

Waste Management Operations Summary Report 2019

Waste Recovery Facilities:

Waste recovery facilities received material from approximately 40,350 clients which is approximately a 4% decrease from 2018 and approximately 11% from 2017. Note 2017-2018 period was the first time a decrease in the years since visits started being tracked. Material received at the Waste Recovery Facilities included; household appliances, furniture, electronics, residential construction material, tires, metal, shingles, floor coverings, propane tanks (20 lbs or less), trees, and branches.

Waste diversion activities included:

- 1,020,260 Kg of metal was diverted to an approved metal recycler versus 1,013,350 in 2018, versus 977,630 Kg in 2017, versus 1,363,510 in 2016 and 249,770kgs in 2015;
- 12,924 tires, as accepted by the Used Tire Recycling Program of the MMSB, versus 12,863 in 2018, versus 12,237 in 2017, versus 12,885 in 2016 and 14,113 in 2015; and
- 246 pallets of electronic waste, (an approximate weight of 520,000 Kg) as accepted by the Recycle My Electronics Program of the Electronic Products Recycling Association (EPRA) versus 248 in 2018, versus 250 in 2017, versus 263 in 2016 and 192 in 2015.

In 2018, 7,908,400 Kg of waste was transferred from the WRFs to the Regional Waste Management Facility located at Robin Hood Bay for disposal in the landfill. In 2018, 9,961,889 Kg of waste was transferred. In 2017, 6,273,770 Kg of waste was transferred from the WRFs to the Regional Waste Management Facility located at Robin Hood Bay for disposal in the landfill. The decrease in removed material is partly due to a HTEO position being vacant for a portion of the year as well as the decreases in volumes being received at the facilities. The increase in removals between 2018 and 2017 is a direct result of the addition of a third grapple truck to remove waste from the facilities. In 2016, 6,226,318 Kg of waste was transferred from the WRFs to the Regional Waste Management Facility located at Robin Hood Bay for disposal in the landfill versus 5,781,784 Kg in 2015.

Please note that the Sunnyside location was closed from December 14, 2019 and reopened on April 4, 2020.

School collections:

The recycle @ school pilot program ended in June of 2017. Since then, services have been year to year with hopes that a region wide program could be implemented. The number of schools were reduced partway through 2019 as between the end of 2018 and start of 2019. In September of 2018 the ERSB was secured to provide garbage and recycling removal services to the following schools:

School	Community	School	Community
Dunne Memorial Academy	St. Mary's	St. Bernard's Elementary	Witless Bay
Crescent Collegiate	Blaketown	Baltimore School	Ferryland
Woodland Elementary	Dildo	Laval High School	Placentia
Stella Maris Academy	Trepassey	St. Anne's Academy	Placentia
Mobile Central High	Mobile	Random Island Academy	Hickman's Harbour

In September 2019 Stella Maris, Laval High and St. Anne's were not serviced by ERSB as WERS is no longer in the associated communities and expense in providing the service and participations levels were not deemed appropriate. As previously discussed, a meeting occurred and attendants are hopeful that recycling will soon occur in all school in the Eastern Region.

HHW events:

26 events were held in 2019, resulting in approximately 858 residents disposing of this HHW material. 10,099 of liquid household hazardous waste, 38 paint boxes (approximately 8,100 L of paint), 511 Kg of batteries and 488 compressed gas tanks and 618 200 fluorescent light bulbs were collected. Overall attendance was lower than in 2018 (950 residents) and waste collected per event was lower than in 2018.

Curbside Collections:

There has been no significant change in curbside diversion rates between 2019 and 2016.

In 2019 collections were no longer provided to 310 properties in areas identified as directed by the Minister of Municipal Affairs and Environment.

Summary of contracted properties within each region at the end of 2019.

	Area	Properties
BDGA	Bay de Grave (Clarke's Beach, Port de Grave, Bristol's Hope)	968
CBC	Conception Bay Center	2,041
CLAR	Clarenville Area	4,686
ISTHMUS	Isthmus & South West Arm	3,331
Internal	Salmonier line, HOOP etc.	2,787
SS	Southern Shore	3,954
TCNWM	Trinity Bay North	3,462
TBS&CWM	Trinity Bay South/Center	3,265
SWA	Southwest Avalon and St. Mary's Bay	2,588
BELL	Bell Island	1,441
Carbonear	Carbonear and Area	2,150
	total	30,673

Clarenville transfer station:

In 2019, 5,520,840 Kg of waste and 386,950 Kg of recycling was received at the commercial portion of the facility. This required approximately 267 trips to Regional Waste Management Facility located at Robin Hood Bay to transport this material for disposal. For comparison purposes in 2018, 5,426,310 Kg of waste and 372,460,460 Kg of recycling was received at the commercial portion of the facility. And in 2017 5,421,190 Kg of waste and 458,020 Kg of recycling was received at the commercial portion of the facility. For comparison purposes in 2016 - 5,106,250 Kg of waste and 273,210 Kg of recycling was received at the commercial portion of the facility. Please see WRF portion of this report for residential drop off information as it relates to the Clarenville Waste Recovery Facility, above.

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Update of Service Delivery Policy Following Ministerial Directives of 2019
MEETING DATE:	2020-03-10
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Lynn Tucker, Chief Administrative Officer
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the Board's *Service Delivery Policy* be updated to ensure that the policy is in accordance with the agreement reached with Minister of Municipal Affairs and Environment (MAE) to implement the Ministerial Directives of 2019.

MOTION:

BE IT RESOLVED that the Strategy and Policy Committee recommend that ERSB update its Service Delivery Policy as follows to ensure compliance with the agreement to implement the Ministerial Directives of 2019.

- *Section 2.(2) The Board, or the Board's agent(s), shall provide Waste Management Services to all Property Owners in the Eastern Region on public roadways of a Class IV designation or higher providing those roads are not un-serviced roads in unincorporated areas as determined by the Department Transportation and Works.*
- *Section 2.(3) The Board shall provide Waste Management Services to Property Owners in the Eastern Region on those roads that are serviced as determined by the Department of Transportation and Works.*

BACKGROUND/DISCUSSION:

- The plan to implement the Ministerial Directives of 2019 has resulted in the Board withdrawing services from un-serviced roads in unincorporated areas.
- This change in the Board's service delivery means that the current adopted service delivery policy is not in line with the Board's new service delivery model; therefore, revisions are required.
- Section 2.(2) outlines that waste services will be provided to all properties on public roadways of a Class IV designation or higher as determined by the Department of

Transportation and Works. Following the agreement with MAE the Board has withdrawn services from un-serviced roads in unincorporated areas; therefore, it is recommended to change this statement to: "The Board, or the Board's agent(s), shall provide Waste Management Services to all Property Owners in the Eastern Region on public roadways of a Class IV designation or higher providing those roads are not un-serviced roads in unincorporated areas as determined by the Department Transportation and Works."

- Section 2.(3) outlines that waste services will be provided to property owners on un-serviced roads. This has changed and the following revision is proposed: "The Board shall provide Waste Management Services to Property Owners in the Eastern Region on those roads that are serviced as determined by the Department of Transportation and Works."

ATTACHMENTS:

- Service Delivery Policy as adopted in 2013.

EASTERN REGIONAL SERVICES BOARD

SERVICE DELIVERY POLICY

WHEREAS section 4(1) of the *Eastern Regional Service Board Regulations*, Nfld. Reg. 92/11 (“Regulations”) provides the Eastern Regional Services Board with the power to charge user fees to a municipality in the Eastern Region, local service district in the Eastern Region, unincorporated area in the Eastern Region or other user of a facility or service provided by the Board;

AND WHEREAS section 4(2) of the Regulations deems an amount owing to the Eastern Regional Services Board to be a debt due to the Board and the Board may recover it by civil action in Court;

AND WHEREAS section 5 of the Regulations states that the Board may stop providing a service to a user of it where the user fails to comply with a policy of the Board respecting the service;

AND WHEREAS it is the consensus of the Eastern Regional Services Board to establish this policy to regulate the provision of waste management services, including the handling and collection of garbage and other waste materials, by the Board;

NOW THEREFORE the Eastern Regional Services Board establishes the following service delivery policy:

Definitions

1. In this policy,

(1) "Board" means the Eastern Regional Services Board established by the *Eastern Regional Services Board Order*, O.C. 2011-255 under the *Regional Service Boards Act*, RSNL 1990 c. R-89 (“Act”).

(2) “Bulk Waste” means the following discarded materials: Furniture, mattresses, box springs; Televisions, electronics, computers; Carpet, flooring, bathroom fixtures, and additional renovation debris (All loose materials must be packaged in bags or bundles that are less than 22 kg and less than 1.5 m in length). Metals are included.

(3) "Commercial Property" means a Developed Property used or capable of being used in whole or in part for small businesses, retail establishments, service establishments, recreational purposes, entertainment purposes, or offices.

(4) “Commercial Unit” means a Dwelling Unit or office space situated on Commercial Property.

(5) "Commercial User" means an owner of Commercial Property permitted by the Board to use a Transfer Station.

(6) "Eastern Region" is the geographic region defined in the *Eastern Regional Service Board Order*, O.C. 2011-255.

(7) "Developed Property" means property eligible for Waste Management Services as determined by the Board.

(8) "Dwelling Unit" means a building, apartment, cabin, or trailer that is habitable either seasonally or permanently, situated on Developed Property.

(9) "Garbage" means waste from private or public property, within the Eastern Region, but does not include the following as defined within this Policy or the Schedule hereto:

- (a) Recyclable Materials;
- (b) Compostable Materials;
- (c) Hazardous, Pathological and Hazardous Household Wastes;
- (d) Liquid Waste;
- (e) Building Materials; and
- (f) Unsuitable Items.

(10) "Garbage Collection Services" means those Services provided by the Board or its agent(s) for the removal of Garbage from public or private property.

(11) "Hazardous Waste" means those items which are or may be harmful to the environment, persons or property including, but not limited to, those items designated in Schedule 1 of this policy, and shall include Household Hazardous Waste.

(12) "Household Hazardous Waste" means hazardous waste that would normally be used and kept in a household, which may include toxic substances or poisons that can result in illness and death; acidic or caustic corrosives that can cause severe burns to skin or mucous membranes; flammable and combustible substances which can pose a significant fire and burn risk at ambient temperatures or when exposed to a heat source; and items that are potentially explosive, e.g. gas cylinders or aerosol containers, and including, but not limited to, those items set out in Schedule 1 of this Policy.

(13) "Institutional Property" means a federal, provincial or municipal government building, including, but not limited to, a hospital, library, school, town hall, or community center.

(16) "Liquid Waste" means any waste in liquid form.

(17) "Materials" means any Garbage, Recyclable Materials or Bulk Waste as defined in this Policy or the Schedule hereto.

(18) "Materials Recovery Facility" means a materials recovery facility approved by the Board.

(18) "Multiple-unit Complex" means a building used primarily for residential purposes which contains multiple Dwelling Units, and shall include a Personal Care Home, townhouse complex, and a home based business requiring a separate Service Unit.

(19) "Personal Care Home" means a premises, place or private residence in which personal care is provided, for remuneration.

(20) "Property Owner" means an owner of a Dwelling Unit, Commercial Property, Institutional Property, Multi-unit Complex or Personal Care Home.

(21) "Recyclable Materials" means all non-contaminated waste items which are recyclable or reusable, non-biodegradable and acceptable at the Materials Recovery Facility located at the Regional Integrated Facility at Robin Hood Bay.

(22) "Recycling Services" means those Services provided by the Board or its agent(s) for the collection of Recyclable Materials from public or private property.

(23) "Regulations" means the *Eastern Regional Service Board Regulations*, Nfld. Reg. 92/11.

(24) "Resident" means an occupant, lessee or tenant of a Dwelling Unit.

(25) "Roadside/curbside" means within the road right of way, at the edge of the property or no more than fifteen (15) feet from the edge of the paved roadway.

(26) "Service Unit" means a Dwelling Unit, Commercial Unit, Multi-unit Complex, Personal Care Home or Institutional Property or part thereof eligible to receive Waste Management Services and subject to the annual Waste Management Fee.

(27) "Tipping Fee" means the fee to be charged at a Regional Facility to dispose of waste as determined by the Board. This fee may vary by waste type, service offered, location of facility, volume, classification of users (commercial, residential, institutional) or any other means the Board determines in its structure of user fees for regional facilities and services.

(28) "Transfer Station" means a Regional Facility in the Eastern Region where waste may be disposed of or transferred from one waste disposal vehicle to another at such times and upon such terms and conditions as the Board may determine.

(29) "Unsuitable Items" means waste items unsuitable for collection by virtue of their size, shape, weight or because they are potentially dangerous to the safety of those persons providing Waste Management Services in the Eastern Region.

(30) "Waste Management Fee" is the annual user fee established by the Board to be charged to a Service Unit or Commercial Property for Waste Management Collection Services.

(31) "Waste Management Collection Services" means those services provided by the Board under this Policy, including, but not limited to, Garbage Collection Services, Recyclable Materials Collection and collection of Bulk Waste.

(32) "Waste Recovery Facility" means a Regional Facility where waste may be disposed of by Residents at such times and upon such terms and conditions as the Board may determine. No commercial or institutional users.

Waste Management Services

2. (1) The Board, or the Board's agent(s), shall provide Waste Management Services to all habitable properties in the Eastern Region including Dwelling Units, Commercial Property, Institutional Property, and Multi-unit Complexes.

(2) The Board, or the Board's agent(s), shall provide Waste Management Services to all Property Owners on public roadways of a Class IV designation or higher as determined by the Department of Transportation and Works in the Eastern Region.

(3) The Board shall provide Waste Management Services to Property Owners in the Eastern Region on unserviced roads. Property Owners on unserviced roads shall pay the the Waste Management Fee and bring their Materials to the roadside/curbside of a public roadway for collection.

(4) Collection of Bulk Waste shall be by special collection only at such times and upon such terms and conditions as the Board may determine.

(5) The Board shall provide Transfer Stations in locations to be determined by the Board. Transfer Stations may be used by Residents and Commercial Users. Commercial Users shall pay the Tipping Fee to use the Transfer Station and abide by all rules, guidelines and policies for use of the Transfer Station. Commercial Users that fail to keep their account current and in good standing will

be refused entry to the Transfer Station until they are in good standing as determined by the Board.

(6) The Board shall provide Waste Recovery Facilities in locations to be determined by the Board. Waste Recovery Facilities are for the exclusive use of Residents for the purpose of disposing of household bulk items generated under normal household conditions. Use of the Waste Recovery Facility is allowed under the rules, guidelines and policies for use of the Waste Recovery Facility and anyone failing to abide by the rules, guidelines or policies for use will be refused entry. Waste Recovery Facilities do not accept commercial or institutional waste.

Exemption

3. (1) Property Owners may request an exemption from the provision of Waste Management Services.

(2) In order to qualify for an exemption Property Owners must demonstrate to the Board that the property is vacant and is not habitable.

(3) Factors the Board may consider in determining whether a property is habitable include: a) it has no electrical connection, b) it has no water connection, c) it is boarded up, d) it is vacant, and e) it is not structurally sound.

Service Units

4. (1) Each Dwelling Unit situated on a Developed Property or in a Multiple-unit Complex is a Service Unit.

(2) Property Owners of more than one property in the Eastern Region will pay the Waste Management Fee for each Dwelling Unit situated on the Developed Property that they own that is provided Waste Management Services.

(3) Owners of Commercial Property in the Eastern Region will pay the Waste Management Fee for each Commercial Unit situated on the Commercial Property they own that is provided Waste Management Services.

Garbage Boxes

5. (1) Any Service Units sharing a garbage box must be adjoining properties and must have prior approval from the Board to share the garbage box.

(2) Permanent garbage boxes must be maintained in a state of good repair, kept clean, free of snow and located on the Home Owner's property a distance of no more than 4.75 m (15 ft.) off the road right of way as measured from the edge of the pavement of the public road.

(3) If the requirements of s.5(1) are not met then Materials will not be collected from the garbage box but must be placed for collection in accordance with section 6 of this policy.

Materials Collection

6. (1) Materials must be covered or enclosed. Residents may use nets, tarpaulins, blankets, bins or other covering or enclosure.

(2) All Materials contained in garbage bags, recycling bags, organic carts/bags, and/or contained in cardboard boxes or tied in bundles that are less than 22 kg (50 lbs.) and less than 1.5 m (4 ft.) in length and placed at roadside/curbside, or contained in a bin will be collected.

(3) All Materials must be set out by 7 am on the day of collection.

(4) Property Owners are responsible to clean up Materials from broken bags or animals.

(5) Standard size garbage bags as determined by the Board must be used. They must be securely tied or closed at the top. Kitchen catchers or shopping bags will not be collected.

(6) Standard size recycling bags as determined by the Board must be used. They must be securely tied or closed at the top, transparent blue bags, non-biodegradable and acceptable at a Materials Recovery Facility at the Regional Integrated Facility at Robin Hood Bay.

(7) Broken glass and sharps must be in a puncture-proof packaging marked as BROKEN GLASS or SHARPS.

(8) Household Hazardous Waste, Liquid Waste, animal carcasses, construction waste, tires, excrement or small items that are not in garbage bags or recycling bags shall not be placed for collection.

(9) Placement of Garbage or Recyclable Materials or Bulk Waste for collection not in a garbage box shall be within the right of way of the public road at roadside/curbside in a manner that is accessible and in conformity with the rules, guidelines and policies for materials collection as determined by the Board.

(10) Bulk Waste in excess of normal household volume as determined by the Board of no more than 500 lbs or one pick-up truck load will not be collected. Individual bulk items that an individual collector cannot load without the aid of mechanical means will not be collected.

(11) The Board shall establish limits for number or amount of bags, recyclables, organics, or bulk waste materials that it will collect from any service unit from time to time.

SCHEDULE 1 - WASTE PROHIBITED FOR COLLECTION

The following items shall not be placed for collection:

1. Hazardous Waste:

Hazardous waste chemicals;

Corrosive waste;

Hazardous Industrial waste;

Ignitable waste;

PCB waste;

Radioactive waste;

Reactive waste;

Toxic waste.

2. Pathological Waste:

- (a) bandages, poultices, dressings, drugs, vaccines, medicines, vials, vitamins. Other similar materials or substances which contain or could reasonably be expected to contain pathogenic bacteria or micro-organisms, or could reasonably be expected to be infectious, hazardous or dangerous.
- (b) Any part of the human body, including excrement, tissues and bodily fluids, but excluding extracted teeth, hair, nail clippings and the like that are not infectious.
- (c) Any part of the carcass of any animal infected with, or suspected to be infected with a communicable disease.
- (d) Non-anatomical waste infected with a communicable disease.

3. Household Hazardous Waste:

Any household product, material or item labeled as "corrosive", "toxic", "reactive" or "flammable" including, but not limited to, the following:

- (a) Chemicals: pool or photographic chemicals, laundry bleach, drain, oven, toilet and carpet cleaning solutions, paint thinner and paint remover;
- (b) Pesticides: rat and mouse poison, flea collars and powders, insect killers, moth balls;
- (c) Herbicides: weed killers, fungicides;
- (d) Cosmetics: hairspray or other aerosol sprays;
- (e) Paints: wood preservatives, acrylic and latex paints;
- (f) Oils & Grease: engine oil, brake and transmission fluid, anti-freeze;
- (g) Batteries: automotive batteries, nickel-cadmium rechargeable batteries;
- (h) Gas Tanks: propane tanks, other gas tanks, including lighters.

4. Building materials (including demolition debris) including, but not limited to the following:

soil, sod, earth, plaster, drywall, masonry and tile, bricks, concrete or cinder blocks, paving stones, asphalt, wood, windows and window glass (See Section 6 (7)), shingles, and insulation (such as fibreglass or styrofoam).

5. Liquid waste, hay, straw, manure or animal excrement.

6. Swill or other organic matter not properly drained and securely wrapped.

7. Any material which has become frozen to or otherwise attached to its garbage bag, recycling bag or garbage box which cannot be removed by shaking.

8. Industrial waste.

9. Manufacturer's or Trade Waste.

10. Unsuitable Items, except as otherwise may be designated by the Board from time to time.

11. Items which have been banned from disposal at landfill sites or for which reasonable alternative disposal methods are available, as determined by the Board.

12. Maggot infested garbage.

From: [Christie Dean](#)
To: [Lynn Tucker](#)
Subject: FW: getting ready for the board meeting next wed. any progress on the take aways from our Web site meeting?
Date: February 26, 2020 9:07:55 AM
Attachments: [ERSB Website Redevelopment Revised Scoping Memo Feb 25.docx](#)

This is an additional \$10,200. The additional costs are in the sections:
Content Audit, Recommendations, and Development – + \$2,900
Wireframing and Design - + \$800
Photoshoot – + \$5,000 (totally new line item I believe identified as a likely max.)
Hosting and Software Licenses – + \$500
Hard Costs Contingency – + \$1,000 – totally new line item

For your review and comment.

From: Jill Pitcher [mailto:jpitcher@national.ca]
Sent: Tuesday, February 25, 2020 5:37 PM
To: Christie Dean <cdean@ersbnl.ca>
Subject: RE: getting ready for the board meeting next wed. any progress on the take aways from our Web site meeting?

Hi Christie,

Please see revised website scope attached. We have attempted to plan for the maximum costs based on our conversations about the website needs. Please reach out if you have any questions!

Best,

Jill Pitcher

Senior Consultant

T +1 709-754-9614 ext. 8642

M +1 709-730-5333

From: Christie Dean <cdean@ersbnl.ca>
Sent: Friday, February 21, 2020 1:33 PM
To: Jill Pitcher <jpitcher@national.ca>
Subject: RE: getting ready for the board meeting next wed. any progress on the take aways from our Web site meeting?

Thanks we have something general for the package and will bring the specifics

From: Jill Pitcher [mailto:jpitcher@national.ca]
Sent: Friday, February 21, 2020 1:09 PM
To: Christie Dean <cdean@ersbnl.ca>
Subject: RE: getting ready for the board meeting next wed. any progress on the take aways from our

Web site meeting?

Hi Christie,

I have a revised draft of the scoping near completion, just confirming some of the digital costs. I will have these finalized and over to you on Monday.

Let me know if that works for you.

Best,

Jill Pitcher

Senior Consultant

T +1 709-754-9614 ext. 8642

M +1 709-730-5333

From: Christie Dean <cdean@ersbnl.ca>

Sent: Thursday, February 20, 2020 2:57 PM

To: Jill Pitcher <jpitcher@national.ca>

Subject: getting ready for the board meeting next wed. any progress on the take aways from our Web site meeting?

Thanks

Christie Dean, Manager Waste Operations

Eastern Regional Service Board

255 Majors Path, Suite 3

St. John's, NL, A1A 0L5

Tel: 709.579.7960

Cell: 709.699.1567

Fax: 709.579.5392

email: cdean@ersbnl.ca

www.easternwaste.ca

Everyone has a role in keeping our province clean and beautiful. At the Eastern Regional Service Board we're committed to delivering consistent, sustainable waste management services to thousands of people in eastern Newfoundland. Visit our website <https://fairwaste.ca/> for details.

N

ERSB

Website Redevelopment Estimate

February 25, 2020

N|A|T|I|O|N|A|L

NATIONAL Public Relations

10 Fort William Place

St. John's, NL A1C 1K4



OUR UNDERSTANDING

ERSB is seeking to consolidate their websites into one central property. The websites to be included are:

- <http://easternregionalserviceboard.com/>
- <http://easternwaste.ca/>
- <http://Fairwaste.ca>

The survey website: <http://goodneighbours.ca> will be retired but it is recommended to maintain ownership of the domain name.

The website will be updated with a design that provides a focused experience for visitors. The process will be to assess the current content on all websites and determine how this can be reworked to create a simplified solution that meets the needs of ERSB and their website audiences. There is also a benefit to update the website content management system (CMS) platform, as the current Expression Engine version is no longer supported. The Craft CMS offers a number of key benefits, including; flexibility and scalability, ease-of-use, multi-site capabilities, as well as ability to present content in a modern, clean, accessible design.

OUR APPROACH

Based on our understanding, we propose the following phased approach:

1. Engagement Session (to meet with you and identify website goals and audiences)
2. Content Audit, Recommendations, and Development
 - site scan
 - analytics review
 - assessment of content
 - review session with key internal team members
 - content development
3. Design
 - design mock-ups of primary pages
 - design of visuals and graphics for primary pages
4. Web photography
 - Photoshoot of facilities, teams, locations, etc.
5. Website Development (build of new site)
6. Testing and Launch

Our intention is to be as efficient as is feasible and we will assess the existing brand and content and make recommendations as to how this will transition into a new website build. We will work with the team at ERSB to determine requirements and then clearly define who will be responsible for what aspects of the new website. Our proposed approach is outlined below.

Engagement Session

NATIONAL will meet with your team to get a full understanding of your needs and priorities for the new website. We'll also discuss your audience groups, identify what's important to them, and what tasks they would perform when on the site. Other considerations in this meeting will be the technology platform, administrative needs, and meeting future requirements for updating the site.

Content Audit, Recommendations, and Development

NATIONAL will review all site content and make recommendations for the revised site structure and what content needs to be updated, removed, or identify where new content is required. If applicable, we will reference Google Analytics data to get an understanding of how users are currently interacting with the site and what content they are engaging with. The outcome from these steps will be a site map structure and content requirements and an understanding of how visitors will use the site.

Following this, we will review our findings and recommendations with identified ERSB team members to discuss and identify tone, language, and key content. At this time, we will begin the content development phase. Aligned with the findings from our review and informed by the input from the ERSB team, content will be updated and developed to provide key audiences with important information in a clear, friendly, and accessible way. Additionally, an FAQ will be created. Content will be reviewed by the ERSB team and final copy will be proofed prior to being entered on the website.

Wireframing and Design

With an approved site map and user flow we will move ahead with wireframing key pages for approval. This will likely include the homepage, and one or two secondary pages that have unique features. Once approved and with clear direction for brand and design standards we'll proceed with creative designs. For design we will provide key or unique pages for design approval. Wireframe and design views will show both desktop and responsive mobile views. The approach will take into consideration ERSB's brand identity and develop a complimentary look for the website and an improved, intuitive navigation will be a key feature of the new website design. In addition to the overall design of the pages, our creative team will also design graphics and visuals to be applied to the website, based on recommendations and findings.

Web Photography

To support the content and overall web design, we propose incorporating photos of key assets, team members, facility locations, etc. We have allowed for 1.5 days to capture pre-identified sites, individuals, etc. A clear schedule with communications to team members to be photographed and facility staff will be developed to ensure availability and efficiency during photoshoot.

Website Development

This stage involves the technical build, which includes setting up the CMS and building the template framework for the site. We work with Craft as our preferred CMS, but are able to work with other platforms, should you have a preference.

Front end development, styling, and content entry will also take place in this stage. The assumption is that all photography and content will be provided by ERSB, and will be copyediting, proofed, and entered by us. NATIONAL will keep you involved and updated with progress throughout the build and provide a demo for review.

Testing and Launch

We perform robust testing on all of our websites to ensure compatibility across current browser standards and devices. The ERSB team will get an opportunity to review and test the site. Once we receive approval, we'll prepare the site for launch. Any changes requested at this time may incur additional costs.

Other considerations for launch preparation will be training your team on the CMS and working with you to ensure a smooth transition from the existing site to the new one. Technical aspects will be taken into account, such as domain record changes and ensuring services such as your email are not affected. These items will be discussed and listed in our information gathering at the outset of the project.

Measurement and Ongoing Maintenance

As part of the development process we will add your Google Analytics code to the website for continued tracking. NATIONAL also offers tailored measurement planning and ongoing reporting as a service, if desired. With any website we highly recommend ongoing maintenance and support on a regular basis and, depending on requirements, we will recommend a structured approach to regular checks and updates to ensure your site is secure and technical issues are avoided.

Hosting and License Fees

If a change is required, NATIONAL will recommend a hosting provider for the new website. Our team can manage all aspects of host management and any software service fees for plugins or other licenses.

TIMELINE

We anticipate the project will take 14—16 weeks from start to finish but this will be contingent on what your internal stakeholder review and approval process is. We are flexible in our approach and will accommodate your preferred schedule to the best of our abilities. A full and detailed project plan will be developed once the project is approved to proceed.

Phase	Duration
Engagement and Planning	2 weeks
Content Audit, Recommendations, and Development	2 weeks
Content Development	2 weeks
Wireframing & Design & Photography	3 weeks
Development	4 weeks
Testing and Launch	2 weeks

BUDGET

In the table below we have outlined the project budget based on our proposed approach. Once we meet with you to determine the specific requirements, we'll provide a confirmed budget. As with all of our work, we will only charge for work completed.

Phase	Estimate
Engagement and Planning <ul style="list-style-type: none"> • Team onboarding and familiarization • Meeting to determine project requirements, website goals, and audience • Approach and recommendations summary 	\$2,000
Content Audit, Recommendations, and Development <ul style="list-style-type: none"> • Site review and recommendations • Sitemap • Review session with ERSB team members • Determine content responsibilities • Content update and development (includes two (2) rounds of revisions) • Proofing of content 	\$5,900
Wireframing and Design <ul style="list-style-type: none"> • Wireframes, includes one round of revisions • Design mock-ups of homepage and sub-page, includes one round of revisions • Design of visuals and graphics (assumes 3-4 visuals/graphics) 	\$5,800
Photoshoot <ul style="list-style-type: none"> • Coordination and planning with photographer • Identification of subjects, locations, facilities • One and a half (1.5) day photoshoot 	\$5,000*

* Includes hard costs 1.5-day shoot with photographer	
Development <ul style="list-style-type: none"> • CMS configuration • Design template implementation • Front end development • Content entry 	\$8,000
Testing and Launch <ul style="list-style-type: none"> • Browser and device testing • Client review and feedback/approval • Technical preparation for launch • Launch and monitoring 	\$3,000
Project Management <ul style="list-style-type: none"> • Overall project management, including client meetings, ongoing day-to-day liaison with the digital team and creative team • Development of timelines, reporting, managing edits, and careful review of budgets 	\$2,000
Measurement Planning <ul style="list-style-type: none"> • Analytics brief • Measurement plan • Tracking implementation 	\$2,000
Hosting and Software Licenses <i>(Note this is comparable to current costs of ~ \$1,000 annually)</i>	\$1,000/yr.
Hard Costs Contingency	\$1,000
TOTAL (excludes measurement, maintenance, and hard costs):	\$35,700
Ongoing Maintenance (Optional) <ul style="list-style-type: none"> • CMS and plugin updates • Quality assurance testing • Incorporate fixes • Monthly maintenance report 	\$500/mo.

Please note that there is an additional charge of 17.65% for any outsider supplier fees. Taxes are extra on all costs shown.

Communication continues with the 20 communities which have been assigned to the Eastern Region under the program.

Recent accomplishments include the removal of Boil Water Advisories (BWA's) in the Town of Riverhead and in the Town of Georgetown.

Riverhead was recently added to the program and were eager to learn the procedures and standards for chlorinating their water supply. In no time, Chlorine readings were acceptable. Service NL was contacted to check for microbiological activity in the water. Test results were negative and the BWA was lifted.

Georgetown got a new surface water supply last year which we helped facilitate. It took sometime, but Chlorine residuals were recently acceptable and the BWA was lifted.

Other work includes consultations with the Town of Marysvale. Marysvale has a new water treatment plant which was designed specifically to remove Iron and Manganese. Manganese levels became a health hazard after the last round of testing by the Department of Municipal Affairs and Environment. After a little research, some adjustments were made to Chlorine and pH levels at the treatment plant. It is hoped that the adjustments will allow for the filtration of the Manganese. A water sample was taken for Manganese testing at a home in the community and sent to a water quality testing laboratory (Maxxam Analytical). Results are pending. If the results are acceptable, we can further refine Chlorine delivery, and get this community off BWA.

Ken Rollings

Regional Water/Wastewater Systems Operator



EASTERN REGIONAL SERVICE BOARD

RESPONSE TO THE PROVINCIAL WASTE MANAGEMENT STRATEGY REVIEW REPORT

of December 31, 2019

RECOMMENDATIONS ERSB CAN SUPPORT

4.9 *Wherever feasible, a mandatory recycling program be implemented across the province, followed by enactment of a landfill ban after no later than one year's full implementation; further, that the order of priority of communities and regions to participate in the mandatory program ideally be determined according to the degree of waste diversion to be achieved or system efficiencies realized.*

4.10 *Appropriate mandatory recycling programs for the ICI sector...*

ERSB supports mandatory recycling, if feasible and viable. Any mandatory recycling program will require a public education strategy; an introduction period; enforcement policies; and, the development of appropriate legislation.

At this time there is no requirement to provide multi-stream waste collection such as recyclables, etc., by waste haulers. This does not provide a level playing field for all stakeholders. The regional service boards must divert waste from the regional landfill while communities may continue to opt out of the regional service and provide black bag waste collection only with no waste diversion (recyclables collection). This is unfair.

The Board has had communities opt out of the regional service to save \$1 to \$5 per property annually by not providing waste diversion services to its residents.

4.11 *The MMSB conduct consultations with appropriate regional waste management authorities and the construction, renovation and demolition (CRD) sector with a view to developing a provincial approach for the management of the CRD waste stream.*

ERSB supports consultations with appropriate authorities; however, we note that the regional landfill at Robin Hood Bay is not included in the recommendation.

In the Eastern Region, the regional landfill is owned and operated by the City of St. John's. The ERSB and St. John's have a MOU to govern regional access to Robin Hood Bay. The Board feels that any provincial approach should be developed in consultation that includes Robin Hood Bay.

4.13 *The use of waste diversion as a key performance indicator for the Provincial Waste Management Strategy be replaced with the indicator measuring waste disposal per capita in kilograms, with a target set once more is known about the details associated with implementation of the recommendations of this report.*

ERSB supports changing the key performance indicator from waste diversion to measuring waste disposal per capita in kilograms. However, we note that this performance indicator is recommended for residential waste only and the Board feels it should be applied to ALL waste including commercial waste.

The Eastern Region receives the majority of commercial waste for the Province. In addition, most of the Board's contracts provides for waste collection from businesses in the communities that we service. This would again provide for a more accurate reporting.

5.1 *Subject to further (and timely) regional consultation, legislative amendments be drafted to replace the existing eight (8) waste management regions on the island portion of the province with two newly defined waste management regions: (1) Region 1 (Western/Central Waste Management Region)...; and, (2) Region 2 (Eastern Waste Management Region) covering the geographic areas of the Eastern, Burin Peninsula and Discovery Regional Service Boards.*

ERSB supports re-defining waste management areas only where necessary and only when it makes sense financially, i.e. Bonavista Peninsula being included with Eastern region makes sense as it does not have an active board and the transfer station built at Clarenville was designed to accept waste from the Bonavista Peninsula.

The Clarenville Transfer Station is not equipped or designed to handle the waste volumes from the Burin Peninsula. Adding waste from the Burin area would double the volume of waste accepted at the Clarenville facility; therefore, major renovations would be required to modify the facility to handle the increased waste.

ERSB notes that the Waste Management Strategy Review report completed by Maclaren Municipal Consulting Inc. in the spring of 2019 recommends that the Province work with the Burin regional service board with a view to developing an equivalent-to-lined landfill with a leachate treatment system that meets modern environmental requirements. In addition, the Burin Peninsula Regional Waste Management Study completed by Edwards and Associates Limited found that this approach could be financially viable. As well, it is our understanding that the Burin RSB is financially stable and addressing local needs.

ERSB would like the province to study this recommendation in more detail to ensure that the merging of any regions is viable and affordable for all stakeholders involved.

6.1 *More substantive and regular dialogue occur between regional service boards, and other waste management authorities to maximize opportunities from sharing best operating practices, establishing consistent customer service standards, and the identification and execution of collaboration opportunities.*

6.2 *Regional service boards and major waste management authorities, MMSB and MAE work together to develop measurable operational service standards covering all major components of modern waste management system.*

ERSB strongly supports a provincial 'standard' for waste management services, i.e. regional service boards must adhere to the tenets of the Provincial Waste Management Strategy by collecting regular garbage as well as recyclables while towns (or others who may opt out) may choose to contract the services of an independent waste hauler who may provide a better price to the them by collecting black bag garbage only (no waste diversion).

Without service standards, ERSB has seen several communities in the Eastern region opt out of the regional service to save a little money by not offering recyclables collection. In addition to incorporated towns having the ability to opt out of the regional system, apartment buildings, condominiums, businesses, government buildings, schools, unincorporated areas outside the regional service, etc., may opt out of waste diversion programs. This is unfair. Why have a provincial waste strategy if those entities outlined previously may opt out of diversion programs.

The Province must provide a level playing field for all waste haulers.

The report discusses environmental standards developed by CCME (Canadian Council of Ministers of the Environment). It would be prudent to ensure that any standards approved by the Province are in line with current waste management practices, standards, and/or initiatives as provided by other authorities, provinces, CCME, etc. In other words, we should learn from these groups by studying their policies, practices and experiences so as to avoid pitfalls and to implement the best system possible for the province.

6.5 *The Departments of Service NL and MAE jointly develop and implement an online central registry for all waste management related authorizations and enforcement activity.*

ERSB supports this recommendation. In addition, the Board would like to see:

1. An online registry for all registered waste haulers in the Province; and,
2. ERSB strongly supports the need for a mandatory property registry for NL.

6.6 *C&D landfills be authorized to accept benign or inert waste materials only*

ERSB does not currently operate a C&D landfill but could operate a C&D landfill at our Clarenville Transfer Station site as well as at Robin Hood Bay.

6.7 *All landfills approved to operate in the province (municipal and industrial) be required to track all waste volumes entering the site and undertake appropriate environmental monitoring, as approved by government.*

The ERSB's regional landfill as well as our transfer station at Clarenville tracks all waste volumes at the site and is compliant with environmental legislation.

6.8 Service NL increase its use of technology, such as camera and video, to enhance its enforcement efforts related to indiscriminate dumping.

6.10 Service NL in consultation with MAE review the merits of adopting summary offence ticketing under the Environmental Protection Act, commencing with a review of ticketing for indiscriminate dumping.

6.11 (A) Concerning littering and indiscriminate dumping: Fines for offences under the Highway Traffic Act be increased to align with the Environmental Protection Act;

8.1 The Dept. of Education and Early Childhood Development consider adding waste management to the school curricula for all grades, kindergarten through high school.

ERSB fully supports adding waste management to the school curricula. In addition, ERSB would like to see recycling offered at all schools. ERSB notes that the NL English School District does not provide universal recycling in its schools. This is unacceptable and not in accordance with the PWMS.

8.2 The MMSB (lead), in collaboration with appropriate regional and local waste management authorities, indigenous groups, provincial government departments, and stakeholder groups representing key target audiences, develop a comprehensive, integrated provincial education and awareness strategy along the lines discussed in chapter 8.

10.1(1) MAE conduct a review of the RSB Act, Municipalities Act, and the various cities' statutes (St. John's, Mount Pearl, and Corner Brook) to: (a) address any unwarranted legislative inconsistencies in the authorities granted municipalities and cities versus the RSBs; and (b) ensure any legislative changes required to support the implementation of this report, if and as accepted, are incorporated.

ERSB has been requesting legislative changes and supports a review and is focused on the following three areas:

1. Tools to create incentives to pay service fees and strengthen the collection process (application of interest on overdue accounts; options for collection, i.e. lien a property or Provincial Court; and, sale of an indebted property);
2. Tools to facilitate administration of the service (Certificates of Good Standing – tax certificates, notification of sale, ability to correct errors, ability to collect fees for past service); and,
3. Tools to attract Board members and incentives to be active Board members (control over Board remuneration).

The tools in these three areas are considered the highest priority for the ERSB; however, we have identified changes in other areas such as roles of staff similar to that in the *Municipalities Act* that require clerk and managers; ability to issue bonds for financing; ability to adopt by-laws such as a by-law that forbids illegal dumping in unincorporated areas or to set fines; etc.

ERSB again notes that the Province does not have a mandatory central property registry. Without this registry, the identification of all property owners is not possible. Newfoundland Power

maintains a comprehensive database of property ownership; however, ERSB is unable to access that database despite legislation in place to allow for the sharing of that information.

10.1(4) *Service NL afford the same consideration to RSBs as municipalities and exempt them from paying Provincial vehicle licensing and registration fees.*

RECOMMENDATIONS OF CONCERN

5.5 *Regional service boards and waste management authorities be eligible to apply for cost-shared funding in support of capital needs beyond the initial core infrastructure requirements, the latter of which the provincial government should continue to fund fully as appropriate.*

Because the City of St. John's owns and operates the regional landfill, the ERSB would not be eligible to apply for cost-shared funding.

Both the City of St. John's and ERSB budgets to fund capital and operational reserve accounts. ERSB must ensure it can continue to operate in the event of unforeseen circumstances as municipal services must be delivered. ERSB operates in a fiscally responsible manner and has reserves for regional capital replacement as well as an operational reserve.

6.3 *Municipalities NL and Workplace NL, in consultation with other groups as appropriate, work together on occupational health and safety issues specific to the waste management sector.*

ERSB has concerns regarding Municipalities NL input on occupational health and safety when there is an existing agreement between Service NL and Workplace NL to ensure all workers have a fundamental right to a workplace that neither impairs their health or imperils their safety. The Occupational Health and Safety Division of Service NL works with employers and Workplace NL.

6.4 *The Department of MAE develop and execute a regular schedule of review for all legislation, regulations and standards related to the establishment and operation of waste management facilities, prioritizing, in the first instance, those most critical to the protection of public health and environment.*

Great proposed process but should include input from the regional service boards who have been mandated to implement and oversee the modernization of waste management in the Province.

6.9 *The Environment Protection Act and the Regional Service Boards Act be amended to enable regional service boards to use technology, conduct investigations and lay charges related to the illegal dumping of waste, with board's staff to undertake mandatory training to ensure proper and safe execution of his new role?*

6.11 (B) Concerning littering and indiscriminate dumping: Amendments to both Acts be made to include a mandatory requirement for the cleanup of discarded materials and restoration of the affected area, or the payment of equivalent costs in lieu into a government cleanup fund as part of Court judgments for violations.

Who determines the standards for restoration and who will determine if the level of restoration has been met? Who has the expertise? Will jurisdiction lie with Service NL?

6.11 (C) Concerning littering and indiscriminate dumping: Regional service boards allocate funds annually for cleanups

Regional Service Boards operate as not-for-profit; therefore, any monies allocated for cleanups has to come from waste fees collected from property owners or from the tipping fee at the regional landfill. Either way this drives costs up for ERSB. The Board no longer has a waste collection division and, therefore, does not have any waste collection equipment.

The proposed annual cleanups would have to be contracted and the costs passed on to our customers. This is unfair to the Board's customers as most illegal dumpsites are located in unincorporated areas where services are most likely not provided by ERSB. In addition, who pays for these cleanups in communities that have opted out of the regional program i.e. Trepassey, Spaniard's Bay, etc.? Who pays for cleanups on un-serviced roads in unincorporated areas such as Placentia Junction, Mahers, etc.? Who will be responsible for cleanups on Crown Lands?

To expect those who participate in the regional system to clean up areas that do not contribute is unfair.

ERSB does support communities in our region by allowing community-based volunteer groups an annual opportunity to access and dispose of waste collected during community clean-up events at the Board's network of waste recovery facilities. Community groups are encouraged to clean up public spaces such as parks, ditches, green spaces, beaches, walking trails, etc.

6.12 Regional service boards and waste management authorities develop and implement a comprehensive waste diversion enforcement regime and report on the effectiveness of same at their annual public reporting.

ERSB would support waste diversion enforcement but any such plan would have to be supported by all stakeholders including communities, Service NL, MAE, etc.

7.1 *The Dept. Tourism, Culture, Industry and Innovation and the MMSB co-lead the development of a provincial economic development and innovation strategy along the lines discussed in Chapter 7.*

ERSB would support an economic development and innovation strategy; however, we note that data provided in Chapter 7 of the report does not outline the true scope of economic benefit for the Eastern region. ERSB has concern with the statement from Chapter 7, pg. 121, 3rd para., that, *“The five active regional services boards on the island report a combined 114 permanent jobs and 66 part-time and contractual jobs. The MMSB reports over 250 persons are directly employed at 56 Green Depots.”*

This statement compares two different things. MMSB does not directly employ 250 persons but their contractor does. If the author had included the Board’s employees and the employees of our contractors, the number of persons benefitting from employment by the implementation of the PWMS for the Eastern Region would include not only the Board’s 24 direct employees but the employees of the Board’s contractors. ERSB estimates that the waste contractors employ an additional 50 - 60 persons. The Board engaged the services of 62 contractors in 2019, whose employees provided goods and/or services to the Board. Over and above that, the regional landfill at Robin Hood Bay employs another 50 persons.

ERSB has always taken this part of its mandate seriously. The Board provides employment to 15 persons in the rural areas of the Eastern region. Prior to the Ministerial Directives an additional 5 positions existed in the Eastern region, 4 of those in the rural areas.

ERSB spends \$1.6 million annually on payroll and approximately \$9.5 million annually on goods and services. These jobs along with the purchase of goods and services through local businesses provides a great benefit to our local economy.

10.1(2) *MAE develop a Code of Conduct and Conflict of Interest Policy for all its RSBs and ensure the boards incorporate said policies as part of their governance procedures.*

ERSB has developed and adopted a set of by-laws and procedures for Board meetings that addresses items such as conduct of members, conflict of interest, etc.

RECOMMENDATIONS ERSB CANNOT SUPPORT

4.7 *The Multi-Materials Stewardship Board lead the development of a provincial organic waste management strategy along the lines discussed in Chapter 4.*

4.8 *Further to Recommendation 4.7, the organic waste management strategy be developed against the backdrop of implementing an appropriate provincial landfill ban for organic waste in five years.*

ERSB supports engaging technical expertise to study new technologies and/or processes used in other jurisdictions so as to determine the best organic waste management strategy for the Eastern region and the Province.

It has been demonstrated in other provinces that composting of organics is not necessarily the best way to divert organics from landfilling. ERSB conducted a study tour of organics processing several years ago and found in Nova Scotia and New Brunswick that they had processed tonnes of compost from their organics waste. However, the compost was useless for the commercial sector (farming) as it may contain plastics or other foreign waste. They could not sell the compost or give it away.

Furthermore, any strategy to remove organics from the regional landfill cannot be prescriptive and limit regions to one sort of technology, in this case composting. Doing so will not provide regions the option to come up with the best solution(s) or use the most current technology minimizing environmental impacts, costs, desirable end product, etc.

Once organics collection is implemented, ERSB would like to ensure that ALL organics including IC&I organics is included. This will ensure greater volume of material and should lead to better efficiencies when processing.

5.2 *Legislative amendments be drafted to support the new regional waste management and governance model for the island portion of the province, said framework to include a Regional Service Board consisting up to 18 members and Regional Advisory Committees being established for designated sub-regions.*

ERSB does NOT support legislative amendments supporting a Board consisting of up to only 18 members.

The current Board structure of 20 members plus 1 position for an independent Chairperson was adopted by the Board following the development of the Eastern Waste Management Plan (regional plan). The current Board structure provides for 50 percent representation for the City of St. John's as they have approximately one half of the population of the Eastern Region as well as owning and managing the regional landfill. Each of the remaining 10 members (see Addendum, pg. 14) represents a sub-region/ward of the Eastern region. In accordance with the *Regional Service Boards Act (2012)*, the Chair will be appointed by the Lieutenant Governor In-Council.

For a time, the Act provided the Board authority to determine its own Chairperson; however, in 2019 the Chairperson position was returned to an appointment position.

ERSB supports determining its own Chairperson either independently or from its ward (sub-regional) representatives. ERSB would like to retain the current Board structure with modifications to ensure inclusion of representation for any additional wards/areas.

Furthermore, we note that the report outlines a recommendation for a maximum number of Board members; however, there is no indication as to the size of the recommended regional advisory committees or even how many of those should exist in the Eastern Region. This will again increase costs to the Board.

Currently, ERSB works closely with five (5) joint council groups throughout the Eastern region to ensure that we are in regular consultation with local councils', LSD committees, community leaders, community groups, etc.

5.7 Amendments be made to the Municipalities Act and the Regional Service Boards Act (and any other affected legislation) to clarify that the order of authority for waste management lies firstly with municipalities and local service districts and then with regional service boards; further, that regional service boards have appropriate authority for waste management in unincorporated areas.

ERSB cannot support Recommendation 5.7 as written. Why have regional service boards if their authority will be for unincorporated areas only. ERSB supports the order of authority for waste management lies firstly with municipalities and secondly with the regional service boards. Many local service districts do not maintain an office, do not have staff and are loosely organized; therefore, ERSB feels the authority for municipal services should be provided through the regional service boards outside of municipalities.

That is not to say that ERSB does not recognize the authority of local service districts – ERSB always has and will continue to work with local service district committees to seek their participation before implementing any new contract in their area.

The recent agreement addressing the Ministerial Directives resulted in ERSB withdrawing waste services from 46% of properties in unincorporated areas of the Eastern region. At the beginning of 2019, ERSB serviced approximately 5,600 properties in unincorporated areas. Following December 31, 2019 ERSB continues to service about 3,000 properties located in unincorporated areas.

5.8 *Notwithstanding Recommendation 5.7, the Regional Service Boards Act (and Municipalities Act as necessary) be amended to permit the Minister of Municipal Affairs and Environment to issue directives on waste management matters to regional service boards, municipalities, and local service districts and any community should it be in the public interest to do so.*

ERSB does not support this recommendation as it seems to undermine the Board's authority (elected members) or the authority of an elected Town Council. Ministerial directives are typically used to articulate policy, not to change policy.

RSBs consists of elected municipal leaders from municipalities, local service districts and band councils, where applicable. ERSB supports this model and feels the level of expertise at the Board table is appropriate to deliver municipal services for all communities in the Eastern region.

5.9 *The Department of Municipal Affairs and Environment finalize a Provincial Policy Guideline respecting residential properties situated on unserviced roads in unincorporated areas along the lines described in Section 5.4.2, with the Minister to issue said Guideline to all regional service boards for consideration pursuant to the new legislative authority recommended above in Recommendation 5.8*

ERSB does not support this recommendation; however, ERSB will continue to respect the agreement resulting from the Ministerial Directives of 2019.

ERSB notes that the Ministerial Directives of 2019 were directed at the Eastern region only. However, if recommendation No. 5.1 to include the Burin and Bonavista Peninsulas is implemented, the directives would be applicable to those areas as well. This will require the property owners on un-serviced roads in unincorporated areas in those regions to self-deliver their garbage to Robin Hood Bay. This will generate a lot of concern.

On Page 103, para. 1 of the report, *"...In the Eastern Region, for example, some communities are opting out of the regional collection services because recycling is not mandatory and single stream collections less expensive to deliver. Designating minimum levels of service like the proposal for mandatory recycling, will be important moving forward"*. ERSB, again, would like to see a 'waste management standard'/set of minimum standards for all licensed waste haulers that ensures the Provincial Waste Management Strategy is being followed.

On Page 103, Sect. 5.4.2, para. 1 of the report, *"In public consultations, no clear consensus emerged on how owners of properties situated on un-serviced roads in unincorporated areas (i.e. cabin owners) should be treated in terms of services they should or should not receive and fees they should pay."* ERSB would like to point out that properties located on un-serviced roads in unincorporated areas include more than "cabin owners". In some of these areas, 15 to 20 percent of the properties are permanent residences in need of services.

ERSB supports all property owners contributing to the services provided to them similar to other jurisdictions across the country. NL continues to be one of only two provinces without a provincial property tax system. In other jurisdictions there are no "tax-free zones" so that all property owners contribute to road maintenance, snow clearing, street lighting, etc.

ERSB supports a mandatory registry of real property for the Province.

9.1 *The MMSB be designated the lead agency with responsibility for overseeing, promoting, monitoring and public reporting on the PWMS.*

ERSB does not support or see the need for an additional agency to oversee, promote or monitor public reporting on the PWMS. Each regional service board reports directly to the Minister and to the public.

9.2 *The current interdepartmental Waste Management Technical Committee be re-constituted as the Waste Management Committee and chaired by the MMSB, and the mandate of the committee expanded to include provincial waste management strategy, planning and policy, and assessments of major program and funding proposals.*

ERSB does not support another level of governance for waste management. The Board feels that another level of governance does not promote fiscal responsibility as the additional costs would have to be borne by the users of the regional system.

ERSB is not in favour of raising fees to support another level of governance.

Furthermore, what representation would be provided to the regional service boards, Robin Hood Bay, etc.

9.3 *Each regional board or waste management authority, as appropriate, submit for the approval of the Minister of MAE via MMSB a comprehensive waste management strategy at five-year intervals, inclusive of key performance indicators, supported by annual implementation plans.*

ERSB submits for the approval of the Minister of MAE directly a strategic plan every five years as required under the RSB Act.

Again, ERSB does not see the need for (1) another level of governance, (2) additional costs it will require; and (3) the report linked to the Board's funding requests and subsequent funding support (as outlined on page 129).

ERSB operates in a fiscally responsible manner.

9.4 *The MMSB review the current financial and data collection and reporting requirements by regional service boards and other waste management authorities with a view to standardizing same wherever possible.*

ERSB has implemented a professional financial system and adopted a process for data collection and reporting. ERSB employs staff with financial expertise and is independently audited annually in accordance with the RSB Act. Again ERSB does not see the need for another level of governance and the additional costs.

9.5 In light of the proposed expanded mandate of MMSB a corporate name change for the entity be considered, and the skills competency profile for its Board of Directors reviewed for continued relevance.

9.6 The interdepartmental Waste Management Committee lead development of an integrated provincial waste management systems plan, working in concert with other key stakeholders.

ERSB does not support an integrated provincial plan as each region has its own unique strengths and challenges. In addition, each region has adopted a regional plan based on the specific needs of their area. A major element of the PWMS was establishing a regional approach to waste management.

Adopting an integrated plan may actually undermine decisions already made by the Board and how the Board's work is completed, i.e. management of the regional landfill, service delivery policies, etc.

10.1(3) MAE include consideration of this matter as part of its municipal review, given that the governance framework prescribed in the RSB Act is modelled on the Municipalities Act.

ERSB supports the RSB governance as provided in the current RSB Act. Those elected to serve in a municipality, local service district or on a band council, where applicable, may then be elected to serve on a regional service board. How can any regional service board fairly determine who would serve from an unincorporated area? Unincorporated areas are those without any organization or governance.

ERSB works closely with five (5) joint council groups throughout the Eastern region to ensure that we are in regular consultation with local councils', LSD committees, community leaders, community groups, etc.

Page 97, Para. 4, "...Further, aligning regions and operations by final disposal location can be implemented readily, and would be the operational path followed under a one region system in any event. Importantly, this model provides opportunity for each of the two regions to offer a suite of waste management programs and services at relatively consistent household fees for all.

This statement implies a province-wide waste management fee. ERSB is not in support of a 'one fee fits all' approach.

Each region should be able to focus their spending in areas that will improve the achievement of the goals outlined in the PWMS. As noted in the Maclaren report of 2019, *"There is concern in Newfoundland and Labrador concerning the differences in costs between regions, with pressure for an approach that equalizes waste disposal costs and/or fees between regions, perhaps across the island. The jurisdictional review found that responsibility for solid waste is generally with the regions and/or municipalities across all provinces reviewed. In each case the responsible region or municipality sets its own fees and determines how to charge those fees (e.g. as part of municipal taxes, as landfill tipping fees, or other user charges)."*

ERSB supports each region being responsible to set its own fees and manage its own costs. ERSB is strongly opposed to any region subsidizing another region. Each region should operate in a fiscally responsible way while meeting the objectives of the PWMS.

Page 111, Para. 2, "...Common service standards also enable the fair evaluation and comparison of the performance of all waste authorities."

ERSB does not support this statement as, again, it seems to support a 'one fee fits all' fee schedule.

The Board does not see how this will help in the Eastern Region where demographics, geography, etc. is quite different than the other regions. In addition, the Eastern Region has the most properties located on un-serviced roads in unincorporated areas. How will these properties fit into a common service standard? ERSB estimates that there were 7,000 secondary properties located in the Eastern Region in 2019. This is not an insignificant number of properties and this number will increase if the Burin and Bonavista Peninsulas are added to the Eastern Region. Again, how will these properties fit into a common service standard?

NOT APPLICABLE

ERSB notes the following as not necessarily applicable.

- 4.1 *MMSB related*
- 4.2 *MMSB related*
- 4.3 *MMSB related*
- 4.4 *MMSB related*
- 4.5 *MMSB related*
- 4.6 *MMSB related*
- 4.12 *Government related*
- 5.3 *Labrador related*
- 5.4 *Labrador related*
- 5.6 *Labrador related*
- 6.13 *Guidance document GD-PPD-073...*

ADDENDUM

Wards/Sub-regions of the Eastern Region:

The ERSB consists of the following wards/sub-regions and membership:

Sub-Region/Ward	Communities Included	No. Representatives
St. John's	St. John's	10
Mount Pearl	Mount Pearl	1
Paradise	Paradise	1
Conception Bay South	Conception Bay South	1
Metro Area		1
Bay Roberts Area		1
Trinity Conception North		1
Trinity Bay South and Isthmus East		1
Smith Sound and Area		1
Southern Shore		1
Southwest Avalon		1
Total		20

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	Board Response to Letter from Town of Come By Chance
MEETING DATE:	2020-03-10
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Lynn Tucker, Chief Administrative Officer
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

No recommended action. Letter from Town of Come By Chance and the Board's response included for information.

MOTION:

No Motion Required

BACKGROUND/DISCUSSION:

- On February 11, 2020 the Board received the attached letter from Mayor Giles, Town of Come By Chance regarding (1) 2020 Isthmus Waste Management Fees; and, (2) Access to Sunnyside Waste Recovery Facility.
- Firstly, the Town had concerns regarding the application of interest if they choose not to settle their annual fees in one payment. This is a misunderstanding as no interest is applied to any customer account, including incorporated towns, if payments are received in accordance with the dates outlined on the invoice. For example, any customer may choose to settle their fees by making one payment, quarterly payments (January, April, July, and October), or by making 10 equal payments from January through October.
- Staff notes that the Town had paid its waste fees for 2016, 2017 and 2018 in quarterly payments and no interest was applied to their account.
- Regarding the second item, members may recall that a motion was adopted in September 2019 to close the Sunnyside WRF over the winter months due to the very low historical usage, high costs of snow clearing, etc.

- Staff reviewed the experience at the Sunnyside WRF for January through March 2019 and found the following:
 - Average of 36 visits per month – this equates to one visit every 2¼ hours.
 - Snow clearing costs equates to \$80.11 plus HST (\$92.13) per client visit.
 - When ALL expenses are included, each client visit costs \$170.95.
 - This is untenable and fiscally irresponsible.
- For the same period of 2019 (January through March) cost per client visit at other facilities is as follows:
 - Bay Bulls = \$55.13
 - Cavendish = \$123.20
 - Harbour Grace = \$55.43
 - Placentia = \$79.45
 - Renewes-Cappahayden = \$105.65
 - St. Joseph's = \$97.50
 - Old Perlican (contracted facility) = \$78.15
 - Clarenville = \$26.85
 - Whitbourne = \$39.90
- Since opening the Clarenville facility the annual usage at the Sunnyside WRF has continued to drop. The most significant drops are observed in the winter months. The significant reduction in usage is likely due to the extended hours available to the public at the Clarenville site. The Clarenville facility is open to the public 40 hours a week while the Sunnyside WRF is open 16 hours weekly.
- In addition to the Clarenville facility, the Whitbourne WRF is operational an in close proximity for the public.

ATTACHMENTS:

- Board response to the letter from the Town of Come By Chance
- Letter from Town of Come By Chance
- Briefing Note from the Strategy & Policy Committee meeting of September 12, 2019 Regarding Winter Closure 2019-2020



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townofcbc@eastlink.ca*

January 27, 2020

Mr. Harold Mallowney, Chair
Eastern Regional Services Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5

Dear Mr. Mallowney:

**Re: 1. 2020 Isthmus Waste Management Fee
2. Access to Sunnyside Waste Disposal Site**

As Mayor of the Town of Come By Chance, I am writing to express two issues of concern on behalf of my Town Council.

1. 2020 Isthmus Waste Management Fee

During our regular January meeting, the Town Council discussed the 2020 Isthmus Waste Management Fee invoice.

In reviewing the invoice, we see that there are three options for payment: (1) payment in full; (2) payment in 4 equal installments (plus applicable interest after January 31); or (3) payment in 10 equal installments (plus applicable interest after January 31).

In the past, the Town Council has approved the annual invoice to be paid in one full payment. However, we find it a little challenging that should we chose to take the 4 equal payment option, applicable interest would be applied to the final invoice. As you can appreciate, most small municipalities give residents until June 30 to pay their tax bill in full before applicable interest can be applied.

The Town Council would recommend that the Eastern Regional Services Board consider moving its interest applicable date from January 31 to June 30 which will provide more flexibility to small municipalities similar.

2. Limited Access to the Sunnyside Waste Disposal Site

Recently, the Town Council also discussed the Sunnyside Waste Disposal Site and that it is closed three months during the year. As you can appreciate this is troublesome for our residents who regularly require access to transport waste for personal use. When the Sunnyside Site is not available, residents must transport waste to Clarendville or Whitbourne. In doing so, these individuals are incurring additional personal costs (e.g., fuel).

Based on our analysis, it appears that the Town's annual invoice provides for full-year access to waste management services at all facilities including the Sunnyside Site. As a result, the Town Council questions why a reduction in fees is not applied given the limited access to this area?

Perhaps you can provide some clarification on this matter which I can share with the Town Council and our residents.

Thank you for your attention to this correspondence. I look forward to hearing from you soon.

Sincerely,



Mr. Chad Giles, Mayor
Town of Come By Chance

c.c. Town Council

Mr. Gerald Snook, Mayor of Town of Sunnyside/Isthmus East-Ward 10 Representative
Mr. Colin Holloway, Town Manager

February 28, 2020

Mr. Chad Giles, Mayor
Town of Come By Chance
P.O. Box 89
Come By Chance, NL A0B 1N0

Dear Mayor Giles:

Thank you for your letter dated January 27, 2020 regarding concerns pertaining to the annual billing of waste fees and the operations of the Sunnyside Waste Recovery Facility (WRF).

Invoice No. 2020139940 for the 2020 waste management fees for the Town of Come By Chance was mailed in early January. The payment policies are outlined on the reverse of the invoice and the first payment is due to the Eastern Regional Service Board (ERSB) by January 31. If the Town chooses to make quarterly payments, as long as the payments are made prior to the dates outlined on the invoice, no interest will accrue on the account. I note that the Town of Come By Chance settled its waste fees in quarterly payments for 2016, 2017 and 2018 and no interest was applied to the Town's account. For 2019 and current year the Town has paid the full amount owing in one payment.

Interest is applied to all accounts that have not paid or set up a payment arrangement prior to January 31. As ERSB must make regular monthly payments to contractors for services provided across the Eastern Region, it is unreasonable for the Board to wait until June 30 to apply interest while paying the contractor to provide service for six months.

Section 24 of the *Regional Service Boards Act, 2012*, grants the ERSB the authority to charge user fees. Please note this initiative operates as a not-for-profit and the waste management fees charged to property owners and municipalities will cover the cost of providing waste management services only. The Board has worked hard to manage its costs and has maintained a per unit rate of \$180 annually for the past eight years.

The operation of the ERSB's waste recovery facilities is not provided for in the annual invoice that is issued by the Board. The ERSB was put in place by the provincial government to oversee the implementation of the Provincial Waste Management Strategy (PWMS) in the Eastern Region. The ERSB is mandated to advance waste management planning and to assist communities to implement the *PWMS*.

.../2

Mr. Chad Giles, Mayor
Town of Come By Chance
Page 2
February 28, 2020

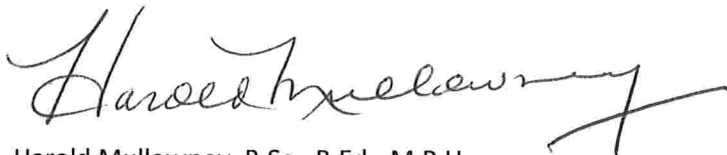
When determining where to locate the waste recovery facilities in the Eastern Region, the Board, based on industry practice, determined that the public should not have to drive more than 100 km to dispose of bulk type materials. The Waste Recovery Facility at Sunnyside was opened before the opening of the Clarenville Transfer Station (36 km away) and the Whitbourne Waste Recovery Facility (66 km away). Both these facilities are well within the acceptable travel distance for the public to drop off bulk type materials. Commercial clients would not be impacted as they would have to bring commercial waste to the Clarenville Transfer Station or to the Robin Hood Bay regional landfill.

The Board will operate, or temporarily close, a regional waste recovery facility based upon factors such as seasonal usage and the costs to maintain the facility. The average site visits to the Sunnyside Waste Recovery Facility from January to March in 2019 was 36 visits per month. This equates to a visit every 2¼ hours. When all costs are included (operating costs; cost of snow clearing; payroll costs; waste removal costs; etc.) along with the low usage of the facility, the resulting expense to the Board for each client visit is \$170.95 for the period of January through end of March 2019. The cost of snow clearing for 2019 was \$80.11 plus HST or \$92.13 per client visit at the Sunnyside WRF. Given the proximity of the Sunnyside WRF to both Clarenville and Whitbourne, these costs are untenable and fiscally irresponsible.

The Board will continue to monitor expenses and make decisions that continue to establish a waste management system that is affordable and that provides a tremendous service to all our communities.

We would like to thank the Town for bringing your concerns forward so that we may continuously assess our operations for quality control and improvements.

Sincerely yours,
EASTERN REGIONAL SERVICE BOARD



Harold Mallowney, B.Sc., B.Ed., M.P.H.
Chairperson

- c Colin Holloway, Town Manager, Come By Chance
- Gerald Snook, ERSB Representative for Trinity Bay South & Isthmus East and
Mayor, Town of Sunnyside
- Lynn Tucker, Chief Administrative Officer, ERSB

EASTERN REGIONAL SERVICE BOARD

BRIEFING NOTE / REPORT

TITLE:	SUNNYSIDE WASTE RECOVERY FACILITY – Winter Closure 2019-2020
MEETING DATE:	2019-09-12
TO:	Board / Finance & Audit / Strategy & Policy / Governance
PREPARED BY:	Christie Dean, Manager Waste Operations
REVIEWED BY:	Lynn Tucker, Chief Administrative Officer
APPROVED BY:	Lynn Tucker, Chief Administrative Officer

RECOMMENDED ACTION:

It is recommended that the ERSB close the Sunnyside Waste Recovery Facility over the winter months. Date of closure would be from Monday, December 16, 2019 to re-opening on Saturday, April 4, 2020. Closure would be communicated by site signage, a letter being sent to the potentially impacted communities as well as ads in the local papers.

MOTION:

BE IT RESOLVED that the Strategy & Policy Committee recommend that ERSB close the Sunnyside Waste Recovery Facility over the winter months from Monday, December 16, 2019 to re-open on Saturday, April 4, 2020.

BACKGROUND:

The Sunnyside Waste Recovery Facility (WRF) has very low historical winter usage. Before the opening of the Clarendville Transfer Station the Sunnyside WRF would see about 60 to 74 visits a month for the months of January, February and March.

Since the opening of the Clarendville Transfer Station the annual usage at the Sunnyside WRF has continued to drop. The most significant drops are observed in the winter months of January through March. In 2019 the average number of visits for January through March was 36 visits a month. This equates to an average of one visit every two hours.

The significant reduction in usage is likely due to the extended hours available to the public at the Clarendville Transfer Station. The transfer station is open to the public 40 hours a week rather than the 16 hours weekly that the Sunnyside WRF is open.

In addition to the Clarendville Transfer Station, the Whitbourne Waste Recovery Facility is now operational and in close proximity for the public that historically used the Sunnyside facility.

Another very important consideration for the Sunnyside WRF is the high cost of snow clearing at the facility. For the winter of 2018 – 2019, the Sunnyside WRF snow clearing contract was the highest snow clearing contract awarded. The high cost of snow clearing and very low public usage resulted in a snow clearing cost of \$80.11 per client visit. This is not sustainable or fiscally responsible.

OTHER CONSIDERATIONS:

The Board may want to consider permanent closure of the Sunnyside Waste Recovery Facility as the public in the area has access to either the Clarendville Transfer Station and/or the Whitbourne Waste Recovery Facility.

When the Board determined where to locate its waste recovery facilities it was decided that the public should not have to drive more than 70 to 100 km to dispose of their bulk type materials. The decision to locate a waste recovery facility at Sunnyside was made before the opening of the Clarendville Transfer Station or the Whitbourne Waste Recovery Facility.

The Towns of Come-by-Chance and Sunnyside are located 22 kilometers from the Clarendville Transfer Station; therefore, they are well within the travel distance deemed acceptable. In addition the public in the areas between Whitbourne and Clarendville are within acceptable travel distances.

In addition the extended hours provided at the Clarendville Transfer Station makes this location much more accessible and appealing for the public.

The continuation of operations at Sunnyside Waste Recovery Facility is not fiscally responsible as:

- The cost to staff the site equates to \$35.00 per customer visit;
- The cost of snow clearing equates to an additional \$80.11 (plus HST) per customer visit during the winter months;
- These costs do not include the cost to maintain the road to the facility; the cost to maintain the waste recovery site; the cost to remove waste from the facility; etc.

Statement details

Eastern Regional Service Board
3-255 MAJORS PATH
ST JOHN'S NL A1A 0L5

Account number	[REDACTED]
Date issued	Jan 21, 2020

Account summary

This statement shows transactions posted to your account since your last statement. To view all transactions related to your account, go to canada.ca/my-cra-business-account.

The **Remittance account balances** section below includes paid and unpaid amounts for 2020. For more information on withholding requirements and calculating your deduction and remittance amounts, go to canada.ca/payroll.

Remittance account balances

Date posted	Description	Date received	\$ Amount	CR/DR
	Previous balance		0.00	
Oct 30, 2019	Payment Oct 2019	Oct 25, 2019	18,089.99	CR
Nov 15, 2019	Payment Oct 2019	Nov 12, 2019	20,952.90	CR
Nov 28, 2019	Payment Nov 2019	Nov 25, 2019	16,927.21	CR
Dec 13, 2019	Payment Nov 2019	Dec 10, 2019	18,726.57	CR
Jan 02, 2020	Payment Dec 2019	Dec 27, 2019	14,964.19	CR
Jan 15, 2020	Payment Dec 2019	Jan 10, 2020	14,686.24	CR
	Current balance		0.00	

Explanation of changes and other important information

This filing season, we are introducing a new Payment on Filing option. This new option will use a new remittance voucher - Form PD7R, Payment on Filing Source Deductions Remittance Voucher. For more information about the eligibility criteria and how to make a payment, please go to canada.ca/payment-on-filing.

Did you know you can submit payroll documents online? The "Submit documents" service lets you or your representative securely send documents electronically to the CRA. You can access this service directly through My Business Account or Represent a Client. If you have not already registered for My Business Account or Represent a Client, go to canada.ca/taxes-business-online.

Your 2019 remittance account balance is \$573,573.18.

OVERALL CALENDAR OF AGENDA EVENTS FOR 2020

MEETING DATE	GOVERNANCE ITEM	STATUS
January	WorkplaceNL Report (Incidents/Issues) Payroll Remittance for ERSB CRA Payroll Remittance Quarterly Report Annual Board Member Development Plan Review Bank Reconciliation	Completed Completed Completed Completed Completed
February	Unaudited Financial Report of Previous Year Waste Operations Report of Previous Year Payroll Remittance for ERSB Corporate Strategic Plan Review Motions Log Review Bank Reconciliation	Completed Completed Completed Ongoing Completed Completed
March	ATIPP Report and Review Annual Occupational Health and Safety Plan Payroll Remittance for ERSB Review Bank Reconciliation	Ongoing Ongoing Ongoing
April	Financial Report First Quarter of Current Year Waste Operations Report for First Quarter of Current Year Payroll Remittance for ERSB CRA Payroll Remittance Quarterly Report Payment of Quarterly Board Per Diem Review Bank Reconciliation Draft Annual Report	
May	Draft Financial Statements Insurance Review (policy expires in September) Payroll Remittance for ERSB Review Motions Log Review Bank Reconciliation	
June	Final Financial Statements Employee Benefits Review Payroll Remittance for ERSB WorkplaceNL Report (Incidents/Issues) Review Bank Reconciliation Annual Report	
July	Payroll Remittance for ERSB CRA Payroll Remittance Quarterly Report Payment of Quarterly Board Per Diem Review Bank Reconciliation	
August	Financial Report Second Quarter Waste Operations Report Second Quarter Corporate and Business Line Work Plans for Next Year WorkplaceNL Report (Incidents/Issues) Review Bank Reconciliation	
September	Draft of Budget Review Motions Log Review Bank Reconciliation	
October	Financial Report Third Quarter Fees for Next Year Established Waste Operations Report Third Quarter Fees Established and Announced CRA Payroll Remittance Quarterly Report Payment of Quarterly Board Per Diem Review Bank Reconciliation	
November	WorkplaceNL Report (Incidents/Issues) Performance Reviews of CAO and Staff ATIPP Report and Review Confirm Employee Benefit Program Board/Committee/Member Annual Assessment Review Bank Reconciliation	
December	Review Motions Log Payment of Quarterly Board Per Diem Review Bank Reconciliation	

Wedgwood Insurance Limited

85 Thorburn Road
Suite 102
St. John's NL A1B 3M2

Phone: (709) 753-3210
Fax: (709) 753-4406
Email: info@wedgwoodinsurance.com

Eastern Regional Service Board
255 Majors Path, Suite 3
St. John's, NL A1A 0L5

Invoice #21858		Page 1 of
Account Number	Date	
EASTREG-01	2/17/2020	
BALANCE DUE ON		
3/30/2020		
AMOUNT PAID	Amount Due	
	\$4,197.50	

Directors and Officers	PolicyNumber: HDO1001101	Effective: 3/30/2020	to 3/30/2022
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Item #	Trans Eff Date	Due DateTrans	Description	Amount
152996	3/30/2020	3/30/2020 RENB	D&O Renewal - Mar 30/20-Mar 30/21	\$3,650.00
152997	3/30/2020	3/30/2020 PSTP	Premium Sales Tax Payable	\$547.50
Total Invoice Balance:				\$4,197.50

To make payment using Online Banking please add Wedgwood Insurance as a bill payee and use your account code found above.



CLIENT INVOICE

March 22, 2019

Client Address: Eastern Regional Service Board o/a Eastern Waste
255 Major's Path Suite 3
St. John's NL A1A 0L5
Canada

Invoice No.: HDO1001101-1

Policy / Bond No.: HDO1001101

From: March 30, 2019

To: March 30, 2022

Product Type: Directors and Officers Liability - Non Profit

Limit: \$5,000,000.00 per Claim
\$5,000,000.00 in the Aggregate

Total Premium: \$10,950.00

Premium Schedules:	March 30, 2019	\$3,650.00
	March 30, 2020	\$3,650.00
	March 30, 2021	\$3,650.00

Billing Currency: Canadian Dollars

Purpose: Renewal

Broker Details: Wedgwood Insurance Limited
85 Thorburn Road
St. John's NL A1B 4B7
Canada

a step above

Vancouver Office
1055 West Georgia St., Suite 3020
Vancouver, BC V6E 3R5
Tel: (604) 688-5641
Fax: (604) 688-5826

Calgary Office
421 - 7th Ave SW, Suite 3360
Calgary, AB T2P 4K9
Tel: (403) 663-3343
Fax: (403) 214-9597

Toronto Office
333 Bay St., Suite 1610
Toronto, ON M5H 2R2
Tel:(416) 214-2555
Fax:(416) 214-9597

Montreal Office
1501 McGill College Ave, Suite 1620
Montreal, QC H3A 3M8
Tel: (514) 845-4555
Fax: (514) 845-6876

Halifax Office
201 Brownlow Ave, Suite 4
Dartmouth, NS B3B 1W2
Tel: (902) 468-6889
Fax: (416) 214-9597

ERSB Business Continuity Plan

March 18, 2020

In an effort to maintain the safety and well-being of our staff, clients and our communities, and in alignment with public health guidelines, we are proposing the following social distancing actions to limit the spread of the COVID-19 virus:

1. ERSB will operate at a reduced capacity going forward. As a result, access to the main office and internal processing times will be affected.
2. Effective _____, ERSB office at Majors Path will be closed to the public and front counter service will be offered by appointment only. Those individuals who are not feeling well or exhibiting signs of illness will be asked to refrain from making an appointment. To request an appointment, please call 579-7960. This should facilitate social distancing and avoid line-ups.

(Customers may make payments by cheque, money order, credit card by telephone, pay online or pay at their bank)

3. The Provincial government has recommended limiting groups/staff to 10-person limit. Below are the Board's work sites:
 - a. ERSB Majors Path – 9 staff
 - b. Whitbourne site – 5 staff plus 1 part-time site attendant
 - c. Clarendville Transfer Station – 4 staff
 - d. Waste recovery facilities – 1 staff person at each facility
4. Majors Path staff are unable to work from home. They would not have access to our financial system; they do not have laptop computers; we could not ensure confidentiality for clients; etc.
5. Whitbourne staff are unable to work from home. One Field Operations Officer (supervisor) with 4 tractor trailer drivers who moves waste from our waste recovery facilities to Robin Hood Bay. The other employee is a labourer who supports the staff and FOO.
6. The CTS staff are unable to work from home. One Field Operations Officer (supervisor) with 2 tractor trailer drivers who moves waste from the facility to Robin Hood Bay. The other employee is a labourer who supports the staff and FOO.
7. Will we reduce the main office staff and have staff work in rotation to avoid having all staff here at once?
 - a. Suggestion: One manager at a time with two front-end staff. The Regional Water Technician and the Board Clerk would rotate as well. Therefore, there would be a maximum of 4 to 5 staff in our office at any given time.
8. All ERSB committee meetings will be held by teleconference until further notice.
9. However, ERSB is awaiting legal advice and direction from the Minister of MAE regarding Board meetings going forward.
 - a. MAE does not consider teleconference meetings to be public meetings; therefore, how does the Board continue its business at this time?