

MARKHAM PUBLIC LIBRARY BOARD

REGULAR MEETING

**Notice of meeting to be held on Monday, November 25, 2024, 7:00 p.m.
Virtual Meeting by ZOOM**

AGENDA

1.0 Call to Order/Adoption of Agenda

- 1.1 Adoption of Minutes: (October 28, 2024)
- 1.2 Declaration of Conflict of Interest
- 1.3 Delegations
- 1.4 Chair's Remarks

2.0 Ownership Linkage

- 2.1 Reports from Board Members

3.0 Board Education

- 3.1 Digital Literacy at MPL(A. Cecchetto)
- 3.2 OLA Super Conference: Building Bridges
January 29-February 1,2025
<https://olasuperconference.ca/>

4.0 Information Requested by the Board

- 4.1 CEO's Highlights

5.0 Items for Decision

- 5.1 2025 Board Meeting and Agenda Planning Dates
- 5.2 Policy Governance Wording Review for January
Discussion

6.0 Monitoring Performance

- 6.1 **Ends:** Ends Progress Update Level 1: Deferred until
January 2025 Annual Report
- 6.2 **Executive Limitations:**
 - 6.2.1 EL-2a Customer Treatment (J.Tung/A.Cecchetto)
 - 6.2.2 EL-2j Communication & Counsel to the Board
(H. Manougian/D.Walker)

7.0 **Consent Agenda**

All items under the Consent Agenda are considered to be routine and are recommended for approval by the Chair.

7.1 **Declaration of Due Diligence by the CEO**

8.0 **Board Performance and Self-Evaluation**

None this month

9.0 **New Business**

10.0 **In-Camera**

10.1 To discuss a confidential personnel matter

11.0 **Adjournment**

**NEXT MEETING: Monday, January 27, 2025 7:00 p.m.
Virtual Meeting by ZOOM**

AGENDA 6.2.1

TO: Markham Public Library Board
FROM: Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY: Andrea Cecchetto, Director, Service Excellence
DATE OF MEETING: November 24, 2024
SUBJECT: **INTERNAL MONITORING REPORT: Executive Limitation EL-2a,
Customer Treatment**

EXECUTIVE SUMMARY:

This annual report to the Board outlines the steps that MPL takes to achieve compliance with the Global Policy Limitation with respect to Customer Treatment. In order to ensure customer safety, privacy and dignity, MPL maintains a comprehensive set of policies and procedures and trains all staff in the application of them. Ultimately, our goal is to ensure that customers receive exceptional service at MPL.

RECOMMENDATION:

That the report entitled “Internal Monitoring Report: Executive Limitation EL-2a, Customer Treatment” be received.

POLICY TYPE: EXECUTIVE LIMITATIONS

POLICY TITLE: CUSTOMER TREATMENT (EL-2a)

GLOBAL POLICY LIMITATION:

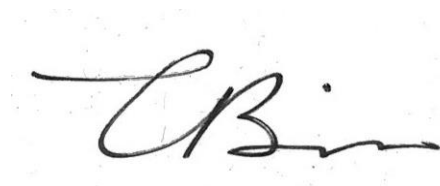
With respect to interactions with customers, or those applying to be customers, the CEO shall not cause or allow conditions, procedures, or decisions which are unsafe, undignified, unnecessarily intrusive, or which fail to provide appropriate confidentiality and privacy.

CEO RESPONSIBILITY:

The CEO will ensure there are appropriate conditions, procedures, or decisions to provide confidentiality and privacy for customers or those applying to be customers.

ASSERTION OF COMPLIANCE

As per the report below, I assert that I am in compliance with this Global Policy Executive Limitation.



Catherine Biss
CEO & Secretary-Treasurer

1. **POLICY LIMITATION:** *The CEO shall not use application forms or procedures that elicit information for which there is no clear necessity.*

EVIDENCE OF COMPLIANCE:

- Markham Public Library is subject to the provisions of the *Municipal Freedom of Information and Protection Act* (MFIPPA). MFIPPA requires that MPL protect the privacy of an individual's personal information that exists in its possession and that it follows a privacy protection protocol that includes rules regarding the collection, retention, use, disclosure and disposal of personal information in its custody or control.
- MPL's response to breach of confidentiality is governed by City of Markham Information Technology Services (ITS) procedures.
- MPL complies with MFIPPA, and the library's use of application forms and related procedures elicit only the information that is necessary and required to conduct the business of the Library. Whether for membership, borrowing materials, employment, or volunteering, superfluous data is neither collected nor stored.
- MPL ensures privacy in its research processes. For surveying customers, MPL uses third party tools that ensure confidentiality of customer feedback and does not require disclosure of personal information. In order to maintain anonymity, IP addresses are not collected. Identifying information for contest purposes is collected separated through a third party.
- New MPL staff review the Library's *Privacy and Access to Confidential Information* policy during orientation. This content is part of MPLEdu (online learning module). In addition, privacy and confidentiality are reviewed throughout the year as part of procedural training related to MPL systems such as the ILS, XPLOr (MPL's program registration system), etc.

2. **POLICY LIMITATION:** *The CEO shall not use methods of collecting, reviewing, transmitting, or storing customer information that fail to protect against improper access to the information elicited.*

EVIDENCE OF COMPLIANCE:

- The Library uses appropriate methods of collecting, reviewing, transmitting, storing, and protecting customer information. Any unnecessary information is shredded or deleted from the applicable database(s) when it is no longer required for the purposes of conducting the Library's business. As of July 2016, customer data on the Integrated Library System (ILS) is now stored with SirsiDynix in the Cloud on a secure data centre in Canada.
- The Library is also compliant with Canada's Anti-Spam Legislation (CASL), ensuring that no commercial electronic messages are sent to customers who have not opted in to receive such messages. Sign up for communications such as MPL's eNewsletter requires double opt-in per CASL. The Library's [Anti-Spam Compliance Policy](#) is posted on the MPL's website and readily accessible to customers.
- MPL, through its integration of ITS with the City of Markham, is further governed by the City's privacy and security measures with respect to integrated systems – this includes security and privacy measures on branch public access computers, MPL's website and client-facing catalogue, and other web-based applications and databases
- A major focus for the City of Markham's ITS department has been CyberSecurity. The library is included in the City's education and compliance program and all MPL staff complete regular training on cyber security and online privacy. The City's ITS team provides rigorous measures to maintain the security of all city networks, which includes the library's systems.
- Part of MPL's privacy policies include a protocol for managing any information/security breaches. This protocol is managed through ITS.

3. **POLICY LIMITATION:** *The CEO shall not allow customers to be unaware of what may be expected from the service offered.*

EVIDENCE of COMPLIANCE:

- MPL maintains information about library services on its website so that it is readily accessible to customers. Additionally, information related to membership and service is reviewed during new membership orientation and is available in branch.
- MPL's email service askMPL is an additional service channel for community members to seek information about services, hours or operation or other aspects of the library service.
- New services are routinely announced through MPL's social media and eNews platforms, as well as through print announcements in the branch.
- All MPL relevant customer policies and procedures are available through the library's website.
- MPL maintains procedures related to the communication of service interruptions or service changes to ensure the necessary information is relayed to customers promptly to enhance their ability to use and enjoy the library.
- Staff have worked to present content about services in a variety of media and formats on the website, including videos to improve accessibility for users with different abilities/learning styles.
- In November 2020, staff developed a new organization-wide Intranet to provide better user experience and ease of use for staff. This will ensure staff are able to support customers more efficiently and effectively in retrieving information during service interactions. Since the implementation of this tool, content has been added regularly to ensure staff are accessing information that is reliable and responsive.
- All branch staff are fully knowledgeable regarding library services and proactively offer service information in their interactions with customers.
- Through MPL's Community Engagement department, outreach to organizations outside MPL's branches provide further opportunities to promote library services to non-users as well as existing customers.
- Further, library staff provide information and instructional sessions to groups and organizations visiting the branches through both informal and organized tours.
- The services guide, which is available to all new library members at the time of registration for a library account, was also updated in 2024 to ensure that information remains current and useful to new members.

4. **POLICY LIMITATION:** *The CEO shall not allow customers to be unaware of this policy or unaware of a grievance process for those who believe they have not been accorded a reasonable interpretation of their rights under this policy.*

EVIDENCE OF COMPLIANCE:

- This policy is available on the Library's website and in hard copy at each branch. In addition, customers are encouraged to voice their complaints through any medium with which they are comfortable (i.e. in person, over the telephone, online, by mail or email). All feedback is taken seriously and responded to in a timely manner.
- An on-going online Customer Satisfaction Survey also provides customers the opportunity to provide comments and feedback on the Library's policies, procedures, and processes. Annually, the Library has over 2,000 customers completing our Customer Satisfaction Survey. Comments are reviewed regularly by management and handled accordingly.
- Customer Satisfaction scores for overall customer satisfaction are based on user surveys of branch-based services including service delivery, facilities, and collections. Traditionally annual average scores are typically in the high 80th percentile. In 2024, the overall customer satisfaction score is 87%, an improvement of approximately 3% since 2023.

AGENDA 6.2.1

- Typically, there is a process for escalation of issues so that if customers feel a concern they have raised has not been addressed at the immediate branch level, their issue may be escalated to a Director or the CEO.
- Additionally, there is a documented process for customers who wish to apply as a delegation at a Board meeting. This process is available online through the MPL website.

5. POLICY LIMITATION: *The CEO shall not operate facilities without appropriate accessibility, privacy, safety, and cleanliness.*

EVIDENCE OF COMPLIANCE:

- Reports regarding issues related to this executive limitation can be found in the CEO's Highlights on a regular basis.
- MPL has been working with the appropriate departments at the City to ensure that all facility projects incorporate and meet accessibility guidelines as per the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*. With respect to existing facilities, MPL will be working with the City to conduct any required retrofit work to ensure compliance by 2025 as stipulated within the Act.
- MPL completed a desk audit for AODA/ISAR compliance in July 2023, with no deficiencies outstanding. Updated annual compliance reports, Accessibility Policy and Multi-year Accessibility Plans are all available on MPL's website
- Staff work closely with the cleaning contractor in stand-alone facilities and with the community centre staff in shared use facilities to ensure that the appropriate level of cleaning and maintenance is provided.
- MPL received approval in 2023 to form a Multi-site Joint Health and Safety committee for the entire organization, which has replaced the local branch committees. This has enhanced the Library's focus on workplace safety through increased calibration across branches and has provided additional capacity for training in the area of occupational safety.
- MPL maintains a robust incident reporting process to record and analyze any issues related to safety, security or access impacting customers. The branch management team maintains a process for debriefing on any incidents to ensure ongoing improvement in these areas.
- In 2025, MPL will also participate in the City of Markham's organization-wide Critical Incident Management process, which will introduce an after-incident response process and staff debriefing following potentially traumatic or triggering customer incidents of violence or harassment.
- Throughout 2024 all staff received training on de-escalation. Further training on conflict resolution will be provided in 2025.
- Several initiatives will be implemented in 2025 to enhance accessibility in the branches, including a new sensory support space at Angus Glen Library and new standard accessibility features on all public access computers.

6. POLICY LIMITATION: *The CEO shall not allow access to inappropriate material on the Internet.*

EVIDENCE OF COMPLIANCE:

- The Library's Internet policy is available on the Library's website, and on the Library's public access workstations. IT incorporates, by reference, the Rules of Conduct and the Wireless Internet Access Policy, which includes expectations for acceptable use and related consequences for inappropriate use.
- The policy is reviewed annually to ensure relevance.
- Customers must read and accept the Internet Use Policy when logging into the Library's public access computers.

AGENDA 6.2.1

- Filtering is provided on Children's PCs to ensure that children are not subjected to inappropriate material while surfing the internet.
- Staff have developed a *Complex Customer Service Strategy* to focus on how staff can intervene in challenging service interactions – this strategy includes training on intervening in situations where customers access inappropriate content online.
- MPL's policy *Staff Intervention During Inappropriate Internet Use*, has been recently updated with a robust set of protocols developed for staff to intervene in the event customers are using the PACs or wireless service to view inappropriate material. As part of the roll out of this policy, the Director, Service Excellence hosted a Virtual Policy session with staff to workshop how to intervene in a variety of service scenarios.
- Staff monitor incidents of inappropriate use and where necessary develop strategies for PAC placements to discourage improper viewing (i.e. PAC screens facing the staff service point etc.)

AGENDA 6.2.2

TO: Markham Public Library Board
FROM: Catherine Biss, CEO & Secretary-Treasurer
PREPARED BY: Deborah Walker, Director, Strategy & Planning
DATE OF MEETING: November 25, 2024
SUBJECT: **INTERNAL MONITORING REPORT: Executive Limitation EL-2j,
Communication & Counsel to the Board
(February 2024 to October 2024)**

EXECUTIVE SUMMARY:

This report provides the Board with an annual affirmation that the Board is informed and supported in its work.

This is a report on communication and counsel to the Board for the period from February 2024 to October 2024. All communication and counsel requirements are in full compliance with Board policy.

RECOMMENDATION:

That the report entitled “Internal Monitoring Report: Executive Limitation EL-2j, Communication & Counsel to the Board (February 2024 to October 2024)” be received.

POLICY TYPE: EXECUTIVE LIMITATIONS
POLICY TITLE: COMMUNICATION AND COUNSEL TO THE BOARD (EL-2j)
[Report on the CEO’s communications to the Board, ensuring that it is properly informed and equipped to make appropriate decisions.]

GLOBAL POLICY LIMITATION:

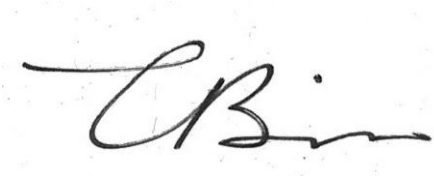
The CEO shall not permit the Board to be uninformed or unsupported in its work.

CEO RESPONSIBILITY:

The CEO will ensure the Board is informed and supported in its work.

ASSERTION OF COMPLIANCE

As per the Report below, I assert that I am in compliance with this Global Policy Executive Limitation.



Catherine Biss
CEO & Secretary-Treasurer

AGENDA 6.2.2

- 1. POLICY LIMITATION:** *The CEO shall not neglect to submit monitoring data required by the Board (see policy on Monitoring Executive Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored and including the CEO's interpretations consistent with the "Delegation to the CEO" policy, as well as relevant data.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- On a regular schedule, the Library provides appropriate internal monitoring reports, in which the CEO discloses compliance information to the Board.
- All such reports include a statement of interpretation indicating the CEO's "reasonable interpretations" of the Board Ends and Executive Limitations Polices within the meaning of the "Delegation to the CEO" policy.
- Relevant data is included in monitoring reports to demonstrate accomplishment of the interpretation (regarding Ends) or compliance with the interpretation (regarding Executive Limitations).
- Monitoring data is also provided to the Board through the regular cycle of Ends Reports, Executive Limitation Reports, and Board Statistical Reports.
- Annually, the auditor presents the previous year's financial report.

- 2. POLICY LIMITATION:** *The CEO shall not let the Board be unaware of significant changes in provincial or municipal policies, anticipated adverse media coverage, material external and internal changes (including purchases of over \$350,000), particularly changes in the assumptions upon which any Board policy has previously been established.*

CEO RESPONSIBILITY:

- The monthly CEO reports identify significant changes in provincial or municipal policies, anticipated adverse media coverage, and material external and internal changes.
- Material external and internal changes reported include:
 - City Strategic Plan Building Markham's Future Together 2020 – 2026.
 - Facility Planning 2024-2025.
 - Automatic Release Plan (ARP) Vendors Awarded.
 - Bill 185: Cutting Red Tape to Build More Homes Act, 2024 – Changes to Development Charges.
 - MPL has released its new Multiyear Accessibility Plan for 2023-2027, which is available on the MPL website.
 - Development Charges – Reserve Balances.
 - Hybrid Meeting Technology.
 - 2025 Municipal Budget.
 - Bill 23, More Homes Built Faster Act, 2022 – Status Update.
 - Main Street Unionville Restoration – Impact on the Unionville Library.
 - York University Markham Campus.
 - 2025-2028 Business Planning Process
 - Mayor's Annual Business Address and Luncheon.
 - Canadian Library Month.
 - Digital Literacy Week.
 - Islamic Heritage Month.
 - California Library Conference.
- Regarding purchases of over \$350,000, the following contract award took place during the reporting period.
 - No such purchases took place during the reporting period.
- When an event relevant to the Board's mandate arises outside the normal cycle of Board reports, staff use email communication to ensure Board awareness.
 - No such events took place during the reporting period.

AGENDA 6.2.2

- Adverse media coverage during the reporting period is reported in the regular CEO reports. When a potentially urgent incident of adverse media coverage arises between Board meetings, staff use email to ensure the Board Chair and Vice-Chair are promptly informed.
 - No such adverse media coverage took place during the reporting period.

- 3. POLICY LIMITATION:** *The CEO shall not allow the Board to be unaware that, in the CEO's opinion, the Board is not in compliance with its own policies on Governance Process and Board-CEO Linkage, particularly in the case of Board behaviour that is detrimental to the work relationship between the Board and the CEO.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- There has been no non-compliance to report on.

- 4. POLICY LIMITATION:** *The CEO shall not present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types: monitoring, decision-preparation, or other.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- Staff prepare appropriate reports and presentations for Board information or recommending Board approval. The reports and presentations include points of view, issues, and options, as appropriate. Examples include:
 - March 25, 2024:
 - Markham Centre Update, March 2024.
 - Customer Service at MPL: C3, Staff Engagement and Customer Service.
 - April 22, 2024:
 - 4.1 Markham Centre Update April 2024.
 - 5.2 Ends Interpretations for Board Approval.
 - 5.3 Revised Monitoring Report Schedule.
 - May 27, 2024:
 - 5.2 Board Approval of 2024 Library Capital Budget Report.
 - 5.3 Board Approval of 2024 Library Operating Budget Report.
 - June 24, 2024:
 - 3.1 Central Library Background Report.
 - 4.2 Markham Centre Update.
 - 6.1 Ends: Template for Board Ends Reporting.
 - 2.1 Briefing Notes for Board Events.
 - September 23, 2024:
 - 3.1 Board Education Plan – 2025.
 - 3.2 MPL's Community Engagement Approach.
 - 4.2 Markham Centre Update.
 - 4.3 Follow up from New Business Agenda Items June 2024.
 - 6.1.1 Ends Reporting Template.
 - October 28, 2024:
 - 3.1 Board Education Plan 2025.
 - 4.2 City of Markham Financial Services.
 - 4.3 Update to the Recruitment and Appointment of Youth Representative to the Board.
 - 6.1.1 Ends Progress Update Level 2.
- Staff invite delegations of City staff to attend Board meetings to provide information on municipal aspects of Board issues, as appropriate.
 - September 23, 2024: Mr. Morgan Jones, Commissioner, Community Services.
 - October 28, 2024: City of Markham Financial Management Services staff – Joseph Silva, Treasurer, and Kishor Soneji, Manager, Financial Reporting re 4.2 City of Markham Financial Services.

AGENDA 6.2.2

- Staff invite delegations of consultants and other external representatives to attend Board meetings to provide information on projects and initiatives of interest to the Board, as appropriate.
 - May 27, 2024: Ben Haak, Manager, Audit, KPMG re Approval of 2023 Financial Statements of the Markham Public Library Board.

5. **POLICY LIMITATION:** *The CEO shall not allow the Board to be without a workable mechanism for official Board, officer or committee communications.*

CEO RESPONSIBILITY and EVIDENCE of COMPLIANCE:

- In the absence of any feedback, the CEO is in compliance.

6. **POLICY LIMITATION:** *The CEO shall not allow the Board to be without secretarial support, including draft minutes within two weeks of each Board meeting and any action list arising from meetings.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- The Board Secretary provides action lists arising from Board meetings within 2 weeks of the meeting.
- The Board Secretary provides a draft of the minutes to the Board within two weeks of the meeting.
- The Board Secretary responds to telephone calls and emails within 48 hours of receipt of them.

7. **POLICY LIMITATION:** *The CEO shall not favour or privilege certain Board members except when:*

- a) *Fulfilling individual requests for information or;*
- b) *Responding to officers or committees duly charged by the Board.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- The CEO is in compliance.

8. **POLICY LIMITATION:** *The CEO shall not allow the Board to be unaware of an actual or anticipated non-compliance with Ends or Executive Limitations policies of the Board regardless of the Board's monitoring schedule.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- There has been no actual or anticipated non-compliance with any policy of the Board to report on.

9. **POLICY LIMITATION:** *The CEO shall not fail to submit to the Board a required approval (consent) agenda containing all items delegated to the CEO and required by law or contract to be Board-approved, along with the monitoring assurance pertaining thereto.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- During the reporting period, there was nothing in the consent agendas that was required by law to be Board-approved.

10. **POLICY LIMITATION:** *The CEO shall not allow the Board to be unaware of complaints identified by customers which in the judgment of the CEO are of pressing concern.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- The Board was informed of complaints and adverse media coverage related to a Library display in October. The Board was informed of the MPL response to this issue in November.

- 11. POLICY LIMITATION:** *The CEO shall not allow personal information about Board members to be unprotected or compromised (except for Board member's names, photographs, and any authorized tag lines on the Library website and other promotional vehicles).*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- The Board Secretary maintains all contact information for Board members in confidential files accessible only to senior administration staff and their support staff.
- The Board's personal contact information is provided through electronic and paper versions to the Board members, senior Administration staff and their support staff only upon specific occasions:
 - a) Emergency,
 - b) Inviting Board members to special MPL events such as opening a library, staff celebrations, etc., and
 - c) To fulfill Revenue Canada's request for information on the "Directors, Trustees, and Like Officials worksheet."
- The Library's Human Resources policy regarding *Confidentiality of Personal Information* further provides that contact information for employees and Library Board members may not be released without the permission of the employee/Board member or the CEO. Requests for this information must be referred to the CEO or designate.

- 12. POLICY LIMITATION:** *The CEO shall not fail to advise the Board in a timely manner of trends, facts and information relevant to the Board's work.*

CEO RESPONSIBILITY and EVIDENCE OF COMPLIANCE:

- The regular CEO's Highlights reports include:
 - Relevant external trends, such as:
 - Trends – Retail Sector.
 - Impact of Screen Time and Social Media on Children's Well-Being.
 - Security and Violence in Libraries: MPL's Response.
 - Smartphones and Social Media Trends.
 - Reading Trends – The Canadian Leisure & Reading Study 2023.
 - Facility Planning updates regarding future facility opportunities.
 - Statistical reports on a quarterly basis as part of the regular CEO's Highlights Report. The statistical reports include YTD-over-previous YTD data regarding new member registrations, customer satisfaction, library space (in-person visits, electronic visits, room bookings), circulation, self-service, connectivity (computer usage, website and catalogue sessions, social media followers), and programs and outreach.
 - Enterprise Risk Management (bi-annual report).
 - Background facts relevant to the Board's work or as follow up to Board discussions.
- Regular Ends Reports regarding activities of the Library which reflect the Library's accomplishments towards the Board Ends.
- Information on Library program offerings is provided on a quarterly basis.

AGENDA 7.0

TO: Markham Public Library Board
FROM: Catherine Biss, CEO& Secretary-Treasurer
PREPARED BY: Susan Price, Board Secretary
DATE OF MEETING: November 25,2024
SUBJECT: **CONSENT AGENDA**

RECOMMENDATION:

That the Consent Agenda comprising of Agenda 7.0 to 7.1 and the same are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:

- 7.0 CONSENT AGENDA:**
- 7.1 Declaration of Due Diligence by the CEO**



Catherine Biss
CEO & Secretary-Treasurer

MARKHAM PUBLIC LIBRARY BOARD

DECLARATION OF DUE DILIGENCE BY THE CEO

I, Catherine Biss, Chief Executive Officer of the Markham Public Library Board (the “Board”), hereby declare that to the best of my knowledge and belief, Markham Public Library is in compliance with the following from October 23, 2024 to November 19, 2024

- 1) All wages owing have been paid to all employees of the Board;
- 2) All payroll remittances, consisting of income tax, CPP, EI premiums and Employers Health Tax relating to employee remuneration have been appropriately calculated and withheld, and promptly remitted;
- 3) All the Harmonized Sales Taxes owing have been appropriately calculated based on the Board’s current operating procedures and promptly remitted on a quarterly basis;
- 4) All federal and provincial regulatory filings have been made;
- 5) The Board has been informed of any complaints of harassment, including sexual harassment, involving a staff person;
- 6) The Board has been informed of any contraventions of the Occupational Health and Safety Act;
- 7) Other than as previously disclosed to the Board, there are no actual, threatened or potential claims against the Board or its Directors.



Catherine Biss, CEO & Secretary-Treasurer

November 19 , 2024
Date