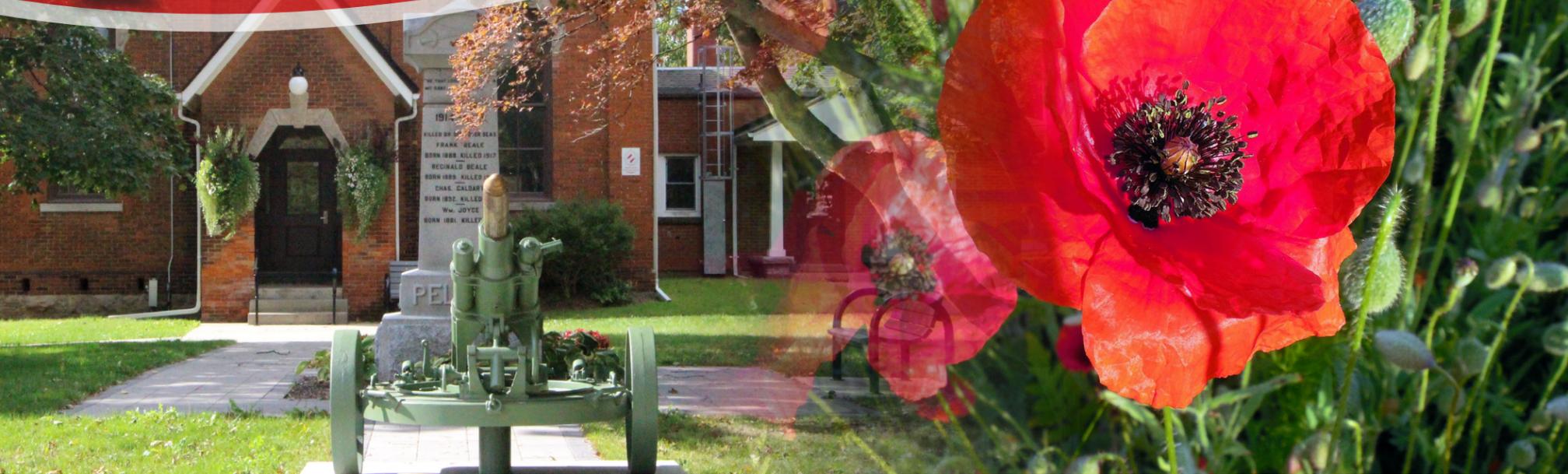


PELHAM NEWSLETTER

November 2020

Volume 4 • Issue 11



There will not be any Remembrance ceremonies at the cenotaph at Old Pelham Town Hall this year. The only ceremony occurring in Town will happen at the Legion on Highway 20. The event will start at 10:45 a.m. View the back page of the newsletter for more.

Town wins Platinum, Gold MarCom Awards

The Town of Pelham received a Platinum award – the highest honour – in this year’s MarCom Awards for its Moving Forward: A Framework for Reopening during COVID-19 operations and communications plan.

One of the expected 5,000 submissions to various categories this year, the reopening plan received a score of 90-100 in the Crisis Communication Plan or Response category. Among the early results, Pelham is the only Municipality awarded for its COVID response so far, Canadian or otherwise. Full results are available in early November.

The Moving Forward document and its complementing files (including the Employee Return to Work, two Staff Surveys, and the By-Election Safety protocols) result from Pelham staff’s work and contributions. The award highlights Pelham’s commitment to safety and customer service during the pandemic. Staff answered surveys, indicating what was required to provide safe service, and management implemented best practices and policies, ensuring health and safety for staff and stakeholders was at the forefront.

“Two awards and an honourable mention reflect the Town’s enhanced efforts at communications with its residents,” said Chief Administrative Officer David Cribbs. “I am particularly proud of the Platinum win because it pertains to a communications undertaking that involved consultation and input from all staff, leadership from all senior leaders, and endorsement by Town Council – everyone came together to create a plan to guide us through reopening. I trust that the community will join me in providing a hats-off salute to those who worked on these initiatives.”

MarCom Awards honours excellence in marketing and communication while recognizing the creativity, hard work, and industry professionals’ generosity.

Since its inception in 2004, MarCom has evolved into one of the world’s largest, most-respected creative competitions. Each year about 6,000 print and digital entries are submitted from dozens of countries.

The MarCom Awards are administered and judged by the Association of Marketing and Communication Professionals. The international organization consists of several thousand marketing, communications, advertising, public relations, digital, and web professionals. The Association oversees awards and recognition programs, provides judges, and sets standards for excellence.

Also recognized in this year’s awards was Pelham’s first-ever Annual Report, winning Gold. The report provides details about the Town’s financial performance and strategic goal achievements in the 2019 fiscal year.

Highlights from 2019 include items such as award-winning communications initiatives, updating and developing financial policies such as reserves, debt, and cash management, establishing an audit committee and a utility sustainability committee, and developing a capital asset strategic policy.

“Maintaining financial strength continues to be a focus for the Town, and this report provides a high-level overview of the 2019 financial results for Pelham,” said director of corporate services and treasurer, Teresa Quinlin.

“To be recognized for this award with the first-ever annual report the Town has produced speaks to the many qualified and dedicated employees working here.”



The report includes financial processes, consolidated financial statements, independent auditor’s reports, financial position statements, and a statistical review for the five years of 2015-2019.

This year’s awards follow up last year’s MarCom and AVA Digital Gold Awards for the Town’s redesigned website and a Hermes Creative Gold Award for Pelham’s corporate communications plan.

Read the plan at: www.pelham.ca/covid19



This newsletter is designed to provide you with news, updates, information, and more regarding what happens at Town Hall and in the community. Primarily, this will be an electronic communication, though hard copies will be available in limited quantities at Town Hall, the libraries, the Community Centre, and Nick’s Cleaners, usually within a few days after the online version is posted. You are encouraged to subscribe online by visiting: www.pelham.ca/newsletter and clicking the subscribe button.

Remembrance Day ceremony in Pelham

This year's Remembrance Day ceremony will be held on November 11, 2020, at the Royal Canadian Legion on Highway 20, beginning at 10: 30 a.m.

Most years, ceremonies are held in Fenwick, Ridgeville, and at Town Hall, but due to the COVID-19 pandemic, those events have been canceled.

Teaming with Niagara College, the ceremony will be livestreamed, and veterans, their families, and the public are encouraged to view the ceremony online. You can watch at: <https://livestream.com/accounts/15502389/legion613>

Physical participation is limited to 100 people, and those in attendance are required to wear a face-covering, and log their name and phone number for contact tracing purposes.

Though the ceremony may look different this year, the substance and memory of those who have served are no less important.

Wreath laying will be done prior to the ceremony.

Fall branch collection: Nov. 2-27, 2020



Fall branch collection runs from Nov. 2-27. Curbside branch collection is available across Niagara Region to all residents living in single family homes and apartments with six units or less.

When setting out branches for collection, it is important to remember:

Branches must be tied in bundles
 Maximum weight of bundle = 22.7 kg (50 lbs.)
 Maximum size of bundle = 1.5 m (5 ft.) in length and 0.5 m (1.6 ft.) in diameter
 Individual branches inside of the bundle must not exceed 7 cm (2.8 in.) in diameter
 Branches must be at the curb by 7 a.m. on your regular collection day, or placed out the night before after 5 p.m.

During the weeks of fall branch collection, branches are often collected in a separate collection truck than Green Bin material. In addition to curbside collection, residents can also drop off branches (of any size) and yard waste at one of the Region's Waste and Recycling Drop-off Depots year-round, free of charge.

Special collection weeks, such as branch collection, holiday collection and Christmas tree collection are included in the web/mobile app. View your address specific calendar or download the 'Niagara Region Waste' mobile app from the Apple or Google Play stores.

For more information about Niagara Region's waste management services, call the Waste Info-Line at 905-356-4141 or 1-800-594-5542.

Two recipients this month for Beautification Committee's Thank You campaign



Submitted by the Pelham Beautification Committee

Autumn is a beautiful time of the year and folks in Ridgeville take full advantage of the outstanding Fall colours. This month there are two recipients to the Pelham Beautification Committee's 'Thank You' initiative.

The Wild Wes't Farm, owned by Wes and Pat Crowe, on Canboro Road, is a 35+ year tradition. Their rustic roadside display is home to a

multitude of pumpkins, straw bales, and corn stalks all attractively arranged along the fence line and into the yard. Walking further into the yard a barn-like structure is home to many seasonal crafts.

Across the road Tim and Tamara Zakrajsek's Town & Country Farms provides another spectacular view of seasonal splendour. Besides the traditional pumpkins and straw bales, the roadside stand is a popular stop for folks looking for local produce – fruit, vegetables and jams. The previous owners, Joe and Tereza Hozjan started the roadside stand over 25 years ago and Tim says we want to 'continue on their hard work and hopefully do them proud'.

The Pelham Beautification Committee is an advisory committee to Pelham Council. The Committee seeks to foster civic pride, environmental responsibility and beautification through community involvement. The monthly 'Thank You' card program is one of the Committee's efforts to inspire the Town's businesses, organizations and residents to exemplify ideals defined in the Beautification Committee's Terms of Reference, available at www.pelham.ca/beautification.

**Please
 treat our
 team with
 respect.**



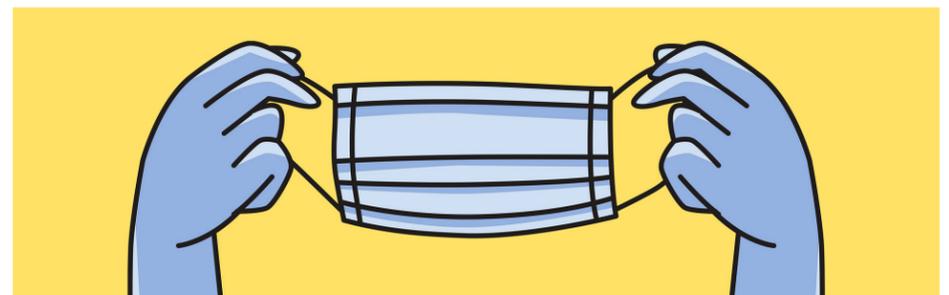
The town of Pelham now has a Public Code of Conduct policy. The policy covers all municipal property and special events.

The policy's purpose is to clearly define a code of conduct for community members accessing Town services and outline procedures for dealing with inappropriate behaviour arising from the use of Town services.

The policy includes examples and processes in place for staff in dealing with minor to major incidents. The policy also covers incidents occurring on social media, written communications, and by phone.

www.pelham.ca/public-code

Niagara's Face-Covering By-law amended to include common areas of apartments and condominiums



As part of its continued response to the second wave of the COVID-19 pandemic, Regional Council passed a by-law to amend Niagara's temporary Face-Covering By-law to include common areas of residential apartment buildings and condominium buildings, including lobbies, elevators and other common-use facilities.

Niagara's temporary Face-Covering By-law (2020-46) requires residents to wear face-coverings in all enclosed public places and on Regional and

municipal transit. On Sept. 17, the by-law was extended to remain in effect until April 1, 2021 in recognition of the ongoing threat posed by the pandemic.

More details about the Face-Covering By-law, including frequently-asked questions and resources for business owners, are available on Niagara Region's website. Residents can also call Niagara Region Public Health's COVID-19 Info Line at 905-688-8248 or 1-888-505-6074, and press 7.