

Purpose

This Standard Operating Procedure (SOP) was developed, in consultation with the Economic Development Task Force, to:

- Assist Township staff with supporting our businesses (new and current) with starting and/or expanding their business.
- As pre-planning is key we want to support and assist clients as needed to ensure their success and enhance our local economy.
- Assist the Township staff with the information and the process related to the starting and/or expanding of a business in the Municipality of North Frontenac.
- Ensure a consistent process for staff related to the steps required for starting or expanding a new commercial or home based business.
- Our goal is to ensure clients have a positive experience that results in the economic growth of our community.

Definitions

AODA: Accessibility for Ontarians with Disabilities Act

OBC: Ontario Building Code

Procedure

This section provides the key responsibilities in the process.

Chief Administrative Officer (CAO)

Responsible for:

- Forwarding any Proposals received from clients to the Clerk/Planning Manager (CPM).
- Providing additional information to assist the CPM, as needed.

Chief Building Official (CBO)

Responsible for:

- Forwarding any Proposals received from clients to the Clerk/Planning Manager.
- Providing additional information to assist the CPM, as needed.
- Providing the client with OBC and AODA requirements.
- Providing the client with contact information to obtain additional permits, as required.
- Providing the client with requirements for permits, as required.
- Conducting inspections and issuing permit(s) in accordance with the OBC, if required.
- Providing the CPM with completed checklists and monthly status reports.

Clerk/Planning Manager (CPM)

Responsible for:

- Receiving a request to start or expand a business.
- Advises Deputy Clerk to set-up a new file.
- Obtaining answers to the Proposal and respond to the client.
- Consult with the CAO and applicable Managers to assess the application, if required.
- Reviewing a Proposal to start or expand a business, if required.
- Consulting with the Contract Planner to assess land use planning application, if required.
- Process applicable Planning application(s) in accordance with legislation.
- Submitting and filing the final Planning documentation.
- Determining if permits and/or approvals are required.
- Conducting a pre-consultation with the client, as required.
- Obtaining or instructing the client to obtain required permits and/or approvals.
- Requesting additional information, if required.
- Provide applicable information to the client, with a copy to the applicable Manager.
- Providing an annual report to Council.

Client

Responsible for:

- Submitting a written Proposal to start or expand a business to the Township Clerk/Planning Manager (CPM).
- Providing a Site Plan Layout, other supporting documentation and fees, as required.
- Submitting applicable application(s) and fee(s).
- Acquire permit approval and applicable permits prior to commencement.

Contract Planner

Responsible for:

- Forwarding any Proposals received from clients to the CPM.
- Providing additional information to assist the CPM and/or CAO, as needed.

Council

Responsible for:

- Forwarding any Proposals received from clients to the CPM.

Deputy Clerk/Assistant to the Planning Manger

Responsible for:

- Pulling the roll file, per Clerk/Planning Manager's request.

- Keeping Property Roll Files up to date.
- Tracking written Proposals in Excel and keeping the Clerk/Planning Manager advised of pertinent dates to ensure follow-up in a timely manner.
- Providing the CPM with completed checklists and monthly status reports.

Director of Emergency Services/Fire Chief (FC)

Responsible for:

- Forwarding any Proposals received from clients to the CPM.
- Providing additional information to assist the CPM, as needed.
- Conducting inspections, as required.
- Ensuring compliance with the *Fire Protection and Prevention Act, 1997*, as amended and the *Occupational Health and Safety Act, R.S.O. 1990*, as amended to ensure the building used for the business meets the standards for public use.
- Providing the CPM with completed checklists and monthly status reports.

Manager of Community Development (MCD)

Responsible for:

- Forwarding any Proposals received from clients to the CPM.
- Providing additional information to assist the CPM, as needed.
- The MCD and Mayor to sign a Welcome Letter (c.c. Council and CAO) to the new business owner in North Frontenac.
- The MCD and Mayor to sign a Congratulations Letter (c.c. Council and CAO) to the business owner who has expanded their business in North Frontenac.
- Visiting a new business and presenting a Welcome Package (with the Mayor if he/she is available).
- Visiting a current business owner that has expanded their business, as a matter of courtesy and congratulations (with the Mayor if he/she is available).
- During these visits, assess client satisfaction with the process of either starting or expanding a business and provide the CPM, CAO and Mayor positive comments and/or recommendations for improvement.
- Providing the CPM with completed checklists and monthly status reports.
- Provide a copy of the CPM Annual Report to the Economic Development Task Force.

Mayor

Responsible for:

- Forwarding any Proposals received from clients to the CPM.
- Mayor and MCD to sign a Welcome Letter (c.c. Council and CAO) to the new business owner in North Frontenac.

North Frontenac – Standard Operating Policy (SOP)

Subject: STARTING AND/OR EXPANDING A BUSINESS IN NORTH FRONTENAC

Policy No: GEN-0002

Page 4 of 6

- Mayor and MCD to sign a Congratulations Letter (c.c. Council and CAO) to the business owner who has expanded their business in North Frontenac.
- If available, with the MCD, visiting a current business owner that has expanded their business, as a matter of courtesy and congratulations.
- If available, with the MCD, visiting a current business owner that has expanded their business, as a matter of courtesy and congratulations.

North Frontenac Township Staff

Responsible for:

- Forwarding any Proposals received from clients to the CPM.
- Providing additional information to assist the CPM, as needed.

Public Works Manager (PWM)

Responsible for:

- Forwarding any Proposals received from clients to the CPM.
- Providing additional information to assist the CPM, as needed.
- Providing requirements for entrance permits, as required.
- Conducting inspections, as required.
- Issuing permits, if required.
- Providing the CPM with completed checklists and monthly status reports.

Metrics

Metric, CPM's Annual Report

- Number of written Proposals to start a business
 - Review period: annual
- Number of Written Proposals to expand a business
 - Review period: annual
- Client Satisfaction of the process summary
 - Review period: annual

Records

Property Roll File:

1. Written proposal
2. Application
3. Notes of meetings
4. Inspection results and permits issued
5. Written report of denial or approval

Department:

CAO and/or applicable manager or managers and/or CBO

Issue Date: January 24, 2014

Revision Date: May 11, 2015

Retained for:
 In accordance with Retention By-law #42-04 as amended.

References

Document ID	Document Description
Accessibility for Ontarians with Disabilities Act, 2005, (AODA) as amended	<p>The AODA lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life. Ontario now has accessibility standards in five areas:</p> <ul style="list-style-type: none"> • Customer Service. • Employment. • Information and Communications. • Transportation. • Design of Public Spaces.
Building By-law #35-05, as amended	<p>For constructing or demolishing a building or changing the use of a building.</p>
Fire Protection and Prevention Act, (FPPA) as amended	<p>An objective of the FPPA is to limit the probability that, as a result of activities related to the construction, use or demolition of the building or facility; condition of specific elements of the building or facility; the design and construction of specific elements of the facility related to certain hazards; inadequate built-in protection measures for the current or intended use of the building; a person in or adjacent to the building or facility will be exposed to an unacceptable risk of injury due to fire.</p> <p>The risks of injury due to fire addressed in the FPPA are those caused by fire or explosion occurring; fire or explosion impacting areas beyond its point of origin; collapse of physical elements due to a fire or explosion; fire safety systems failing to function as expected; persons being delayed in or impeded from moving to a safe place during a fire emergency.</p>
Occupational Health and Safety Act, R.S.O. 1990, (OHSA) as amended	<p>The goal of the OHSA is to make Ontario's workplaces safe and healthy by providing the legal framework and the tools to achieve this goal; it sets out the rights and duties of all parties in the workplace; it establishes procedures for dealing with workplace hazards; it provides for enforcement of the law where compliance has not been achieved voluntarily by workplace parties.</p>

Official Plan, (OP) as amended	Contains the objectives and policies established primarily to provide guidance for the physical development of the Township while having regard to relevant social, economic and environmental matters.
Ontario Building Code, (OBC) as amended	The OBC is administered by the Building and Development Branch of the Ministry of Municipal Affairs and Housing (MMAH). It is designed to better protect property and health, including structural design and fire protection. The OBC has an environmental focus, by putting in place measures that reduce greenhouse gases, protect air, water and soil quality, and conserve energy.
Planning Act R.S.O. 1990, Chapter P.13, as amended	This Act is referenced: (a) to promote sustainable economic development in a healthy natural environment within the policy and by the means provided under this Act; (b) to provide for a land use planning system led by provincial policy; (c) to integrate matters of provincial interest in provincial and municipal planning decisions; (d) to provide for planning processes that are fair by making them open, accessible, timely and efficient; (e) to encourage co-operation and co-ordination among various interests; (f) to recognize the decision-making authority and accountability of municipal councils in planning.
Provincial Policy Statement (PPS)	The PPS provides policy direction on matters of provincial interest related to land use planning and development; and sets the policy foundation for regulating the development and use of land, which all Municipalities must assure compliance with in Planning matters. The PPS is issued under the authority of Section 3 of the <i>Planning Act</i> and came into effect on March 1, 2005. It applies to all applications, matters or proceedings commenced on or after March 1, 2005. A link to the PPS is www.mah.gov.on.ca/Page1485.aspx#preamble .
Zoning By-law #15-04, as amended	Affects all lands within the Township for private and/or commercial use. Details specific requirements for setbacks, lot size, specific zoning, allowable uses, etc.