

Continuous improvement in Halton Hills: Status update

By: Vivien Fleisher

Development Review Manager Adam Farr gave a summary of a report submitted late November to Council regarding updates to the town's continuous improvements initiatives. Back in 2005, PROD, a business-based "process review of development" was launched, shortly after Mayor Rick Bonnette was elected. Bonnette himself defined the initiative as "a way to get people out of their silos" when it came to dealing with all aspects of the development process. At the time of PROD's inception, opportunities for lake-based servicing along the 401 corridor were coming up, and the Town wanted to be best positioned to take advantage. The result has been a lot less complaining by applicants, and even some compliments according to Councillor Moya Johnson.

Farr himself described the goals and results as the product of a "multi-department team effort" between Town departments—planning, zoning, etc.—and external partners at all

levels—Niagara Escarpment Commission, Conservation authorities, etc.—Ultimately, applicants are spared the "not my department" culture of the past, and getting there has been a complex effort, spanning everything from retooling front counter service, to the adoption of plain language, to a massive rethink in all areas of communication—taking PROD from an abstract jargon-filled concept to a tangible, user-friendly reality.

Working within Ontario's "complex regulatory regime" is a dominant challenge, which now includes the mandate to intensify urban areas while the greenbelt is expanded. The outward growth from the Toronto Region has put a lot of pressure on areas like Halton Hills, making the current environment one of "historically significant change" and the need for continuous improvement even greater. Among the objectives in his report, Farr cited the need to make good use of limited staff resources, improve the quality of projects, provide a su-

perior customer-service experience, strengthen public engagement, and build a strong team. When all this was being identified and brainstormed, the way people communicate underwent a digital revolution including social media, along with other significant changes like population increases, rising real estate values and increased density.

Next steps will include the Mayor's Task Force on Public Engagement and introducing the Province's "Building Better Communities and Conserving Watersheds Act", Bill 139, which changes the Ontario Municipal Board process dramatically, effectively replacing the OMB with a new tribunal more local in nature within which the role of conservation authorities will include more public involvement while strengthening their hand in other areas.

38 recommendations came out of PRODs, and most were implemented in the following years launching a cultural shift while fostering the Town's objective to be a "great place to live, work and play".



CHILLY: The weather has been ideal for the formation of icicles on the old mill in Eden Mills. - Les Schmidt photo

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SMILES

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Kindergarten Registration



Register Now

School Year 2018-2019

Note: If your child is currently attending one of our schools for Junior Kindergarten, do not register for Senior Kindergarten.

Junior Kindergarten (Year 1)	Senior Kindergarten (Year 2)
must be 4 years old by December 31, 2018	must be 5 years old by December 31, 2018

To determine your designated home school, refer to our website www.hdsb.ca (**Find My Local School**). Call your designated school to find out which dates have been established for Kindergarten registration.

Please bring the following original documents with you to register:

- Proof of address: any two of the following current documents - lease or deed, car registration, utility bill, residential telephone bill, moving bill, property tax bill, bank statement, credit card statement, correspondence with a government agency.
- Proof of age: birth certificate or passport or baptismal/faith record for your child.
- Proof of citizenship: birth certificate or passport, Record of Landing (IMM 1000) or Permanent Resident card.

If you are not the child's parent, or if you have sole custody, please bring proof of custody (court order).

Parents should contact the Principal/Vice-principal if they require accessibility accommodations in order to register their child for Kindergarten.

Please register your child by February 2, 2018.
Access to the school library is provided once registered.

For further information, please contact:

Phone: 905-335-3663
Toll free: 1-877-618-3456

Burlington: ext.3294
Halton Hills & Milton: ext.3324
Oakville: ext.3271 or 3307

If you require language assistance registering your student for school, please contact Halton Multicultural Council (905) 842-2486.

Si necesita ayuda en su idioma para matricular a su hijo/a, por favor llame al Halton Multicultural Council (Centro Multicultural de Halton) al (905) 842-2486

如果您需要语言协助办理您学生的学校注册, 请联系荷顿多元文化中心 (905)842-2486

ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੇ ਬੱਚੇ ਨੂੰ ਸਕੂਲ ਰਾਜਿਸਟਰ ਕਰਨ ਵਾਸਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਹਾਲਟਨ ਮਲਟੀਕਲਚਰਲ ਕੌਂਸਲ ਨਾਲ (905)842-2486 ਸੰਪਰਕ ਕਰੋ ਜੀ।

귀하 자녀의 학교 등록을 위해, 언어 지원이 필요하시면 할톤 멀티컬처럴 카운실 (905)842-2486 로 연락주시기 바랍니다.

إذا كنت تعاني من صعوبات أو مشاكل لغوية وتحتاج للمساعدة لتسجيل الطالب/الطالبة في المدرسة، الرجاء الاتصال بمجلس هالتون المتعدد الثقافات 905-842-2486 على الرقم: (Halton Multicultural Council)

