



**DURHAM YORK ENERGY CENTRE
COMMUNITY COMMUNICATIONS PLAN**

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1.0 GLOSSARY

“4 Rs”	The 4 Rs is a waste management concept that builds a hierarchy of the ideal waste disposal strategies in order of preference: reduce, reuse, recycle, and recover.
“A-7 Guidelines”	Refers to Ontario Guideline A-7 which is an air emission guideline developed by the Ontario Ministry of the Environment to govern combustion and air pollution control requirements for new municipal waste incinerators and gasifiers in the Province of Ontario.
“CofA”	References the entire Provisional Certificate of Approval Number 7306-8FDKNX, a multi-media approval issued in accordance with sections 9 and 27 of the <i>Environmental Protection Act</i> and section 53 of the <i>Ontario Water Resources Act</i> , and includes any schedules attached to it, the application and the supporting documentation listed in Schedule “A”, as well as any amendments made following its issuance on June 28 th , 2011. Amendments may result in a nomenclature change from certificate of approval to environmental compliance approval.
“Covanta”	Covanta Durham York Renewable Energy L.P., the DBO contractor.
“DBO”	Design Build Operator
“DYEC”	Durham York Energy Centre, also known as the Energy -from Waste-(EFW) facility currently under construction and to be operated at 72 Osborne Road, 27, Concession Broken Front, Part 1 in the Municipality of Clarington, Regional Municipality of Durham.
“DYRWS EA”	“DYRWS EA”, “EA” or “EA Study” references the document titled Durham/York Residual Waste Study Environmental Assessment Study Document (as amended November 27, 2009), submitted and approved in accordance with the requirements of the <i>Environmental Assessment Act</i> .
“EAAB”	Environmental Assessment and Approvals Branch of the Ontario Ministry of the Environment
“EAB”	Environmental Approvals Branch of the Ontario Ministry of the Environment, formerly the “EAAB”
“EA”	See “DYRWS EA”

“EA Approval”	Notice of Approval to Proceed with the Undertaking approved on November 3, 2010, EA File No. 04-EA-02-08.
“EA Study”	See “DYRWS EA”
“EFW”	Energy from Waste
“EFWAC”	“EFW Advisory Committee” or “Energy–from-Waste-Advisory Committee” references the advisory committee established pursuant to Condition 8 of the EA Approval. Committee activities are carried out in accordance with the approved Terms of Reference for the committee.
“EFW Advisory Committee”	See “EFWAC”.
“EFW-WMAC”	Committee established to satisfy the Host Community Agreement (HCA) with the Municipality of Clarington and the Commissioner & Medical Officer of Health’s Regional Municipality of Durham Report 2009-COW-01 obligations. The committee may also be known as the Energy -from- Waste Waste Management Advisory Committee. All members are appointed by Regional and Clarington Councils and committee activities are carried out in accordance with the approved Terms of Reference for the committee.
“Energy–from-Waste-Advisory Committee”	See “EFWAC”.
“GTA”	Greater Toronto Area
“HCA”	Host Community Agreement dated February 18, 2010 between the Regional Municipality of Durham and the Municipality of Clarington, including any amendments to the agreement.
“MOE”	Ontario Ministry of the Environment
“Project website”	www.durhamyorkwaste.ca
“Public Information Sessions”	A public forum providing informational displays and/or presentations and provides the public opportunity to discuss a particular aspect or all aspects of waste management.
“Public Meeting”	A public forum providing the opportunity to discuss the design, construction, and operation of the EFW undertaking. The format for public meetings may include, but not be limited to: open houses, information sessions, workshops, meetings, and tours.

“Regions”	The Regional Municipalities of Durham and York.
“RoC”	Record of complaint as described in section 4 of the amended Durham/York Energy –from- Waste Complaint Protocol for Design, Construction & Operations developed to satisfy Condition 6 of the EA Approval.
“Stakeholders”	Any organization, government entity, or individual that has an identified interest in or may be impacted by a given approach to environmental regulation, pollution prevention, energy conservation, etc. related to the DYEC.
“ToR”	Terms of Reference. The Terms of Reference describe the scope, function and activities of a committee. Terms of Reference were also prepared for the environmental assessment process to describe how the EA would be carried out.
“Undertaking”	As defined by the Ministry of Environment in the Environmental Assessment Notice of Approval To Proceed With The Undertaking, “undertaking” means the construction and operation of a thermal treatment waste management facility on the site, as set out in the environmental assessment.

2.0 PURPOSE

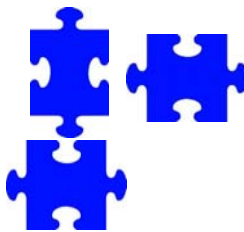
On November 3, 2010, the Regional Municipalities of Durham and York received approval from the Minister of the Environment for the Durham/York Residual Waste Study Environmental Assessment (DYRWS EA).

In accordance with Condition 7 of the Environmental Assessment Notice of Approval to Proceed with the Undertaking, this Community Communications Plan is submitted to ensure ongoing commitment to public consultation on the energy-from-waste facility which is known officially as the Durham York Energy Centre. All documents required to be submitted to the Ministry of Environment will form part of the public record. The public record file can be accessed by the public through the MOE Regional Director, the MOE District Manager, The Regional Municipal Clerks in Durham and York Regions and the Energy From Waste Advisory Committee in accordance with EA Condition 3. In addition all documents are posted to the project website in accordance with EA Condition 7.4 and will be accessible at the facility Visitors Centre in accordance with Certificate of Approval Condition 16, once construction is complete and the facility opens to the public.

The Durham York Energy Centre Community Communications Plan fits into many of the identified community strategic themes, values and goals identified in both the Strategic Plans of Durham¹ and York Regions².

COMMUNICATION/PARTNERSHIPS

- Improve communication with residents, other municipalities and agencies
- Enhancing partnerships



ENVIRONMENT

- Protection of the natural environment
- Demonstrate leadership in waste reduction
- Energy Conservation

ECONOMY

- Promote and strengthen economy
- Job creation

¹ Growing Together Durham Region Strategic Plan 2009-2014, The Regional Municipality of Durham

² York Region: Creating Strong, Caring, Safe Communities, Vision 2026, The Regional Municipality of York

3.0 BACKGROUND

The Durham York Energy Centre is an energy-from-waste facility being constructed in the Municipality of Clarington, Ontario. Owned by the Regional Municipalities of Durham and York (“the Regions”), the facility will process up to 140,000 tonnes of non-hazardous municipal solid waste per year. Heat generated by waste combustion will be used to generate electricity and steam. Recyclable metals will also be recovered from the ash. The facility will be designed, built and operated by Covanta Durham York Renewable Energy L.P. (Covanta). The facility was approved under the *Environmental Assessment Act* by the Minister of the Environment and the Lieutenant Governor in Council on November 3, 2010. A multi-media Certificate of Approval for waste, air and noise, and stormwater was issued on June 28, 2011 (#7306-8FDKNX). It is anticipated that facility commissioning will be completed in fall, 2014.

4.0 COMMUNICATION OBJECTIVES

The requirements for the Community Communications Plan as outlined in Condition 7 of the EA Approval are as follows:

- 7.1 The proponent shall prepare and implement a Community Communications Plan. The plan shall be prepared in consultation with the former EAAB, [now the EAB], and to the satisfaction of the Director.
- 7.2 The proponent shall finalize and submit the Community Communications Plan to the Director prior to the initial receipt of non-hazardous municipal solid waste at the site.
- 7.3 The Community Communications Plan shall include at a minimum details on:
 - a) How the proponent plans to disseminate information to interested members of the public and any Aboriginal communities;
 - b) How interested members of the public and any Aboriginal communities will be notified and kept informed about site operations; and,
 - c) The procedures for keeping interested members of the public and Aboriginal communities informed about information on documents related to the undertaking, and when and how the information will be made available.
- 7.4 The proponent shall give notice of and provide information about the undertaking to interested members of the public and Aboriginal communities through an internet web site and by other means. Such information shall include:
 - a) Activities that are part of the undertaking, including monitoring activities;
 - b) Reports and records related to the undertaking that are required to be submitted under this Notice of Approval or under any other ministry approvals that apply to the undertaking; and,
 - c) Information on the Complaint Protocol required by Condition 6 of this Notice of Approval.

- 7.5 The proponent shall hold public meetings to discuss the design, construction and operation of the undertaking, including, but not limited to:
- a) At least one meeting prior to the start of construction;
 - b) At least one meeting prior to the receipt of non-hazardous municipal solid waste on site; and,
 - c) At least one meeting a minimum of six months but not later than 12 months after the initial receipt of non-hazardous municipal solid waste on the site.
- 7.6 The proponent shall provide notice of the public meetings a minimum of 15 days prior to the meeting.
- 7.7 The proponent shall give the Director written notice of the time, date and location of each of the required community meetings a minimum of 15 days prior to the meeting.

Based on these requirements and the Regions' goals for the project, the Regions have identified the following objectives:

- To educate and increase awareness of the importance of the 3Rs –Reduce, Reuse, Recycle of the waste management hierarchy and the diversion programs offered by Durham and York Regions and to continuously strive to improve resident participation, capture rates and ultimately waste diversion.
- To communicate the 4th R-Recover as a new addition to our integrated waste management system, and the 4th R of our integrated waste management hierarchy, as a means to recover energy from the residential waste which cannot be recycled or composted.
- To provide a variety of outlets for interested parties to obtain factual information and updates during the design, construction and operation phases, including ongoing environmental monitoring of the Durham York Energy Centre.

5.0 KEY MESSAGES

- The Regional Municipalities of Durham and York are committed to building and operating an EFW facility with an environmental monitoring program that will meet the MOE's stringent new A-7 Guidelines.
- The Regional Municipalities of Durham and York are dedicated to ensuring the safety and protection of human health and the natural environment by strictly monitoring facility compliance with the Ministry of Environment EA and CofA Conditions throughout the life of the facility.
- The Regional Municipalities of Durham and York continue to investigate and encourage enhanced residual waste diversion and recycling programs in keeping with the 3Rs of the Waste Management Hierarchy targeting a 70 per cent waste diversion rate.

- The great success of our diversion programs is a tribute to the commitment and dedication of our residents to the 3R diversion program. Continued expansion and support in our programs by our residents will help us in meeting our waste diversion goals.
- The Regional Municipalities of Durham and York are dedicated to communicating, informing and engaging residents, Aboriginal communities, other interested members of the public and agencies on the EFW facility throughout the design, construction and operation phases by presenting factual facility information through the project website, at the facility Visitors Centre, through advisory committees, Regional Committees and Council in addition to diversion programs and waste management facilities.

6.0 AUDIENCES

- Aboriginal Communities
- Interested members of the Public
- Local schools (elementary, secondary and post-secondary) and professional institutions
- Local and GTA media, including: print, television and radio
- Advisory Committees (EFWAC and EFW-WMAC)
- Municipal and Regional staff
- Elected officials (federal, provincial and regional/local municipal)
- Ministry of the Environment staff

7.0 PUBLIC CONSULTATION & FORUMS

Over the course of the EA Study, a contact list of individuals and groups expressing interest was compiled and was continually updated. The public registry during the EA process concluded with the MOE acceptance of the EA. The Regions are now in the process of establishing a new registry at the commencement of facility operations, where interested parties can subscribe or unsubscribe should they choose, on the project website to receive automatic email notification of new postings to the website. Consultation will continue for the audiences identified via some or all of the following opportunities:

Aboriginal communities

Including but not limited to:

- Project website update reports
- Mail-out hard copy documentation not posted to the website as it relates to their culture and heritage

- Meetings by request

Public

- News advertisements/articles
- Social Media (Facebook, Twitter)
- Project website update reports
- Press releases may be issued to inform public of key project milestones
- Attendance at municipal and regional councils and committees
- Attendance at EFWAC and EFW-WMAC committees

Local schools (elementary, secondary and post-secondary) and professional institutions

- School Programs –All schools within Durham and York Regions
- The DYEC Visitors Centre for making presentations or holding facility tours for secondary and post secondary schools, professional institutions as well as schools within neighboring municipalities
- Project website update reports

Local and GTA media, including: print, television and radio

- Press releases may be issued to inform public and the local media of key project milestones
- Attendance at municipal and regional councils and committees
- The DYEC Visitors Centre for making presentations or holding facility tours for planned local media events
- Project website update reports

Advisory Committees

- Engagement based on committee ToR
- The DYEC Visitors Centre for making presentations or holding facility tours for committees and/or holding committee meetings.

Municipal/Regional Staff

- Attendance at municipal and regional councils and committees
- The DYEC Visitors Centre for making presentations or holding facility tours for municipal/regional staff
- Project website update reports

Elected officials

- Attendance at municipal and regional councils and committees
- Press releases may be issued to inform public and the local media of key project milestones
- Project website update reports
- The DYEC Visitors Centre for making presentations or holding facility tours for elected officials

Ministry of the Environment

- Engagement based on jurisdictional compliance requirements
- The DYEC Visitors Centre for making presentations or holding facility tours for Ministry staff

7.1 ABORIGINAL COMMUNITIES

Aboriginal communities that may be impacted by the project were identified during the EA. A detailed distribution list was developed in consultation with the MOE, Indian and Northern Affairs Canada, Aboriginal Affairs Secretariat and other First Nations organizations and groups. These groups were provided EA documentation as it became available throughout the EA Study. Additionally, two public information sessions were held specifically for Aboriginal communities to discuss project site specific studies.

As per Condition 9 of the EA Approval, the Regions will continue to consult with any interested Aboriginal communities during the detailed design and implementation of the undertaking. In March 2011, the Regions sent a letter to the communities identified in the EA asking them to advise how the Regions could best meet their needs if they had an interest in continued consultation. In October 2012, the Regions sent a follow-up letter providing an update on the status of the Ministry of Environment EA and Certificate of Approvals and the facility construction. The letter provided information about the project website and encouraged website visits where updated and archived project documentation and construction updates are posted regularly. In addition, the minutes from the two EFW Advisory Committees are posted. Responses from the consultation initiatives have been tracked and will be used for future consultation opportunities.

In a separate event, the Regions held a presentation specifically requested by the Métis to advise them of the EA studies.

Any documentation which may be directly related to aboriginal culture or heritage will be provided electronically or by hard copy to affected aboriginal communities and to those aboriginal communities who have expressed interest during the EA process or during the implementation phase of the project.

In addition, if any ancestral remains or significant aboriginal archeological findings are unearthed during site construction, the Regions will notify the appropriate Aboriginal representatives and develop a plan for appropriate action in accordance with the *Cemeteries Act* and the *Ontario Heritage Act*.

7.2 ADVISORY COMMITTEES

Two advisory committees have been struck since the EA Approval. These two committees will support the ongoing consultation efforts of the Regions in accordance with their individual Terms of Reference. These two committees will replace the former Joint Waste Management Group and the EFW Site Liaison Committee which have fulfilled their respective mandates. Advisory Committee meeting schedules are listed under Appendices B and C.

7.2.1 EFWAC

In accordance with Condition 8 of the EA Approval, the Regions established an Advisory Committee, the Energy-from-Waste Advisory Committee (EFWAC), to address concerns about the design, construction and operation of the EFW facility and to implement mitigation where appropriate. The inaugural meeting of the committee was held on January 20, 2011.

The terms of reference for this committee was approved by the MOE on March 4, 2011 and can be viewed at this link:

http://durhamyorkwaste.ca/pdfs/project/EFWAC/Meeting_1/012011-4.pdf.

During construction, committee meetings are event or milestone driven and called by the Project Team or made at the request of members. After initial start-up of the facility the committee shall meet on an annual basis or as otherwise approved by the EFWAC membership.

7.2.2 EFW-WMAC

In order to fulfill Durham Regional Council and Durham Medical Officer of Health Commitment in a 2009 Regional Municipality of Durham Committee of the Whole Report (COW-01), which stated the Region must establish a:

“waste diversion and management advisory committee, or similar advisory group, which is appointed by and is accountable to the Regional Council, is in place to act as a forum for, and comprises Clarington and Durham residents and representatives from Clarington. The EFW facility, Ontario Ministry of environment, and the Region of Durham to assess monitor and advise the Region on the effectiveness of the environmental surveillance program, independent environmental testing, the quality of public reporting of environmental surveillance data, the environmental performance of the facility, and other related strategic waste diversion and management issues...”

Item 2 of The Clarington Host Community Agreement (HCA) also consists of a requirement for an advisory committee and states:

“...for the purpose of facilitating input from the community and the distribution of relevant information in regards to the construction, operation and monitoring of the EFW facility.”

And

“The scope for the Terms of Reference for a new SLC shall be agreed upon by Durham and Clarington...”

The terms of reference for the Energy-from-Waste – Waste Management Advisory Committee (EFW-WMAC) were developed in a collaborative effort with the Municipality of Clarington and approved by both Clarington and Regional Councils and can be viewed at this link: <http://www.durhamyorkwaste.ca/pdfs/project/ToR03282012.pdf>

As this committee is required to fulfill an obligation contained within the Clarington Host Community Agreement and to the Commissioner and Medical Officer of Health, and directly reports to Durham Region’s Works Committee and Regional Council on waste management in a broader respect, York Region does not play an active role in this committee. The purpose of the committee is:

“...to provide a forum for public and other stakeholders to monitor, review and liaise with the Regional Municipality of Durham (Durham) on the EFW facility including how the waste is being sorted prior to arriving on-site. The success of the EFW facility will depend on the diversion measures and waste separation (waste management) that happens at the transfer stations and curb-side collection. The EFW-WMAC (Committee) is being established to satisfy the Host Community Agreement (HCA) with the Municipality of Clarington (Clarington) and the Commissioner & Medical Officer of Health’s Report 2009-COW-01 obligations.”

The EFW-WMAC acts in an advisory role to the Durham Region’s Works Committee on issues or concerns which arise with waste diversion, waste management, environmental performance and monitoring of the EFW facility, including the construction and operational phases.

The EFW-WMAC is comprised of 5 residents who volunteer from Durham appointed by Durham Regional Council and 4 Clarington residents appointed by Clarington Council.

Members meet on a quarterly basis throughout the year and all meetings are advertised in local area newspapers in advance and open to the public. Meeting agendas, minutes, presentations and reports are posted the DYEC website.

7.3 MUNICIPAL/REGIONAL COUNCIL & COMMITTEES

Durham and York Regional Committees and/or Council may from time to time hear delegations, presentations or receive for information reports regarding the Durham York Energy Centre. These meetings are open to the public and documentation is posted to the respective Regional website and available to the public. The public is welcome to make delegations in accordance with the rules of procedure or terms of reference governing each committee or council. Regional Council and Committee meeting schedule information is listed in Appendix D.

7.4 MINISTRY OF THE ENVIRONMENT

The Regions will notify, consult, involve and report to appropriate MOE staff as required by the EA Approval and the DYEC CofA.

A Ministry representative for both the EFWAC and the EFW-WMAC Committees will be invited to attend as an observer to be informed about current issues and upcoming events.

8.0 COMMUNICATION METHODS & TOOLS

8.1 DURHAM YORK ENERGY VISITORS CENTRE

During the construction and operations, a project sign board will be prominently displayed on-site and will include the toll free project number, project website and additional contact information for residents to communicate direct concerns or enquires.

A real time emission display board will be erected on or near the entrance of the facility once the facility is operational as a means to communicate facility operations in a transparent manor. This data will also be accessible to the public through the project website. Additionally, EA and CofA required documents, plans and reports will be available for viewing at the Visitors Centre if requested by the public.

The Durham York Energy Centre will also be home to an integrated waste education Visitors Centre. The Visitors Centre will build understanding of the 3Rs through waste diversion programs, the 4th R-Recover as the means to recover energy from residential waste which cannot be recycled or composted, and encourage active participation by incorporating all or some of the following into the visitors experience:

- Indoor and outdoor learning spaces

- Hands-on and interactive exhibits
- Real-time viewing of waste management facilities technology process on monitors

The Visitors Centre will include self-guided exhibits on the ground floor entrance in addition to staff led customized classroom presentations, conferences and tours on request on the upper level to educate visitors on the 4Rs of our integrated waste management hierarchy, including recovery of energy-from-waste, using education best practices in a stimulating, safe and accessible learning environment. Exhibits, tours and classroom presentations have the ability to engage a broad age group and level of understanding.

8.2 SCHOOL PROGRAMS

The Region of Durham is the host community for the DYEC facility. As such, the need to include waste education messaging regarding the Energy-From-Waste facility within the eight lower-tiered municipalities in Durham in conjunction with our existing school outreach program has been identified. The Regional Municipality of Durham staff have consulted with school boards who frequently express interest and request our existing school programs within Durham jurisdiction to determine the level of engagement they would like to see offered in current and future school programs. In collaboration with several school boards and with an understanding of the Ontario curriculum, an energy-from-waste education program will be developed in a staged approach from the development of program and resources, workshops for educators through to program delivery and merging into our existing school programs. School Programs are available to all schools within Durham Region on a request only basis. Consideration will also be given to schools requesting tours or presentations from neighboring municipalities.

York Region will incorporate energy-from-waste into their education programs for school aged children.

Waste education messaging will be offered to students and teachers via all or some of the following venues:

- On-site tours
- In-class presentations on request
- Informational displays provided for environmental weeks (e.g. Earth Week, Waste Reduction Week) and open house events
- The Durham and York Regional and Project websites (www.durham.ca, www.york.ca, www.durhamyorkwaste.ca)

The benefits of the school outreach waste education program to students and teachers are numerous and some are listed below:

- provides authentic environmental education enrichment programs and resources
- aligns with Ontario curriculum expectations
- supports the Ontario EcoSchools Program
- encourages waste minimization practices in everyday life
- has local and global relevancy
- available at no charge

The Regions have the opportunity to reach in excess of 200,000 students from Kindergarten to grade 12 on waste education, both in the school environment and at the Durham York Energy Visitors Centre.

The Regions will continue to provide high quality environmental education resources with a focus on waste management for teachers/professors to incorporate into their instructional lesson plans.

8.3 PUBLIC EDUCATION & COMMUNITY OUTREACH

Public Education for the DYEC in Durham and York Regions may employ a variety of strategies to educate regarding waste management initiatives and programs including energy-from-waste which may include all or some of the following methods:

8.3.1 EVENTS

Events can be used as a tool to communicate and educate residents on the importance of properly disposing of certain items which are not accepted at the EFW facility.

- Special Waste Collection Events – Durham and York Regions organize special collection events each year, in each municipality. These events are designed to give residents a convenient, method to deliver unwanted or unusable electronic waste or household hazardous waste to a designated location within the municipality.
- Compost give-away events - The Region of Durham organizes eight compost give-away events in combination with blue box and home composter sales each year. One event is held in each of Durham’s eight municipalities.
- Public outreach – educational displays at public venues, local libraries, community fairs and local special events, etc. to educate attendees on the integrated waste programs, initiatives and events and the DYEC.

- Public appearances - In the ongoing effort to increase public understanding of the Regions' waste management programs and energy-from-waste, senior staff will take the opportunity at public speaking engagements and conferences, to give presentations to local community groups or businesses, such as local Chamber of Commerce meetings, to promote waste management milestones, programs and new announcements.
- All Regional and Municipal Councils and Committees, the EFWAC and the EFW-WMAC are open to public attendance.

Public Meeting schedules dedicated to EFW information are listed under Appendix A.

8.3.2 *ADVERTISING*

Durham and York Regions each currently use all or some of the following methods to advertise waste management programs. These same methods may be used to deliver messages relevant to the DYEC.

- Radio advertising - live or onsite radio broadcasting for waste events and programs.
- Print advertising – Durham and York Regions may use a wide variety of print mediums to publicize programs including, advertising in local newspapers, at municipal arenas, on buses and billboards etc.
- Broadcast television advertising

8.3.3 *MARKETING*

Durham and York Regions use various marketing tools to increase their community outreach. This includes, but is not limited to the following tools:

- Marketing materials – Items such as brochures and door hangers may be prepared, when necessary, for pilot projects and new programs including the EFW facility. The distribution of promotional and educational items may also be provided to residents in attendance at public events such as community fairs.
- Direct mail – The Region of Durham Works Department and the Region of York Works Department publish external newsletters twice per year. These newsletters are delivered to all households in Durham and York Region and provide an opportunity to present details of the DYEC construction and operation phases
- The Municipalities of Durham and York use social media. Sites such as Facebook, Twitter and YouTube are used to educate the public in waste management programs. This includes the posting of educational videos on YouTube, along with appropriate program updates, reminders and special event details.

8.4 MEDIA RELATIONS

Media materials are prepared, as needed, for all major waste management announcements, project/program milestones, program disruptions/scheduling changes and major events. These materials are sent to all local media including print and broadcast. Announcements that may generate a wider interest are also sent to Greater Toronto Area (GTA) media and trade publications. Anticipated Media Release dates are listed in Appendix E.

- After distribution to appropriate media outlets, media materials relevant to the DYEC are posted on Durham and York Region websites in addition to the DYEC project website.
- Social media, through sites such as Facebook, Twitter and YouTube, is used to further increase the outreach of media material. All waste related media materials are added to the Regions social media sites.

8.5 WEBSITES

The Regions will continue to update and maintain the DYEC website (www.durhamyorkwaste.ca) to communicate new information as it becomes available. The Durham and York Regional websites (www.durham.ca, www.york.ca) have links to the DYEC website. The DYEC website includes a contact email address which feeds in directly to a project team first responder (infod@durhamyorkwaste.ca).

- The Regions will establish a new registry at the commencement of facility operations, where interested parties can subscribe or unsubscribe should they choose, on the project website to receive email notification of new postings to the website.
- In accordance with EA Condition 3 and 7 and CofA Condition 16, the Regions are required to post reports and plans for the DYEC on the project website.
- During facility construction, the project website will have regular update reports on the status of construction, including pictures of the progress.
- Once the EFW facility is operating, live website streaming of emission readings, similar to the emissions display board at the entrance of the facility, will be communicated to the public.
- Waste related pages are included separately in both Durham and York Region websites.
- Additionally, all EFWAC and EFW-WMAC agendas, minutes, meeting presentations and reports, as required by their respective terms of reference, will be posted to the project website under their respective web site menu options tab and available to the public.

8.6 FACILITY REPORTS

As a condition of EA Approval and the CofA, the Regions are required to post the following reports and plans for the DYEC on the project website, make available for viewing at the Clerks Department of Durham and York Regions and at the facility once it is operational and open to the public and to the EFW Advisory Committee (EFWAC):

- Waste Diversion Monitoring Plan and Annual Report
- Ambient Air Monitoring and Reporting Plan and Results
- Air Emissions Monitoring Results (includes contaminants monitored continuously in real time) and Emission Summary & Dispersion Modeling (ESDM) Report
- Audit Reports
- Odour Management & Mitigation Reports
- Noise Monitoring & Reporting Plan & Acoustic Assessment Reports
- Groundwater & Surface Water Monitoring Plan & Results
- Annual Reports

Report submission deadlines are listed in Appendix F.

9.0 DYEC COMPLAINT PROTOCOL

To satisfy Condition 6 of the EA Approval, the Regions have developed a Complaint Protocol which outlines how Durham and York Regions will deal with and respond to inquiries, complaints and concerns received during the design, construction and operation of the EFW facility.

The Complaint Protocol will be delivered in two phases.

Inquiries, complaints or concerns from the public for the design and construction work is considered Phase 1 of the Complaint Protocol roll out and will be managed by the Regions.

Phase 2 of the Complaint Protocol will begin once the project moves from construction to the Operation Phase. After major construction is complete and the EFW facility is operating as a Waste Management Facility, Durham and York Region staff will then direct Facility Operational complaints or concerns to the EFW DBO..

Upon operation of the EFW facility, the DBO will have direct access to the computer software database to record, track and log all into the 'one window' system. The centralized system will be monitored by Durham and York Regions.

The following means are available for the public to make complaints and concerns known to the EFW Project Team:

- Email: infod@durhamyorkwaste.ca
- Telephone (during business hours) – toll free 1-800-667-5671
- Telephone (during after hours) – toll free project number 1-800-667-5671 to be answered by an automated system which will direct the caller appropriately if it is an Emergency or request that the caller leave the pertinent information which will be immediately transferred as a voice recording to dedicated email addresses of the EFW Project Team.

Mail:

- The Regional Municipality of Durham
- c/o EFW Project Team
- 605 Rossland Road East
- Whitby, ON L1N 6A3

or

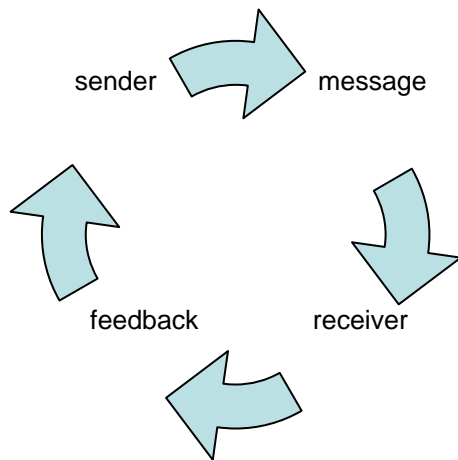
- The Regional Municipality of York
- c/o EFW Project Team
- 17250 Yonge Street
- Newmarket, ON L3Y 6Z1

Comment form from the project website: <http://www.durhamyorkwaste.ca/contactform.aspx>

Fax: Durham 905-666-6206

York 905-830-6927

10.0 COMMUNICATION MEASUREMENT, EVALUATION & FEEDBACK



- 1) The Regions will continue to monitor their respective waste diversion rates annually which will help to gauge the level of success of the Community Communications efforts and provide an indication of where to focus efforts.
- 2) The Regions will conduct media monitoring for coverage of waste related issues and programs.
- 3) The Regions will measure and track the number of “hits” on the project website, including the number of referrals from the Regional websites.
- 4) Durham Call Centre, EFW project team first responders, EFW project email, delegations to Regional Councils and Committees and inquiries, comments, and complaints will be tracked, as per the Complaint Protocol, in addition to all other waste enquiries to determine the number of calls related to specific waste questions.
- 5) The type and frequency of complaint management process will be reviewed weekly during the start up month of construction, and thereafter quarterly or as required to determine the need for implementing mitigation measures during construction.
- 6) A Quality Assurance review of the Complaint Management Process, as per the Complaint Protocol, will be undertaken annually by the Regions and modified where appropriate to ensure a high level of service to the public in addressing complaints and concerns relating to the DYEC.

- 7) Monthly complaint logs are provided to the MOE and posted to the project website, detailing all comments, complaints and inquiries related to the DYEC, to ensure the Regions are addressing concerns as outlined in the Complaint Protocol.
- 8) EFWAC and EFW-WMAC Committees scope of activities include the review of many key reports and documents required by the EA Approval Conditions. The members have and will continue to act in an advisory capacity to the Durham and York Regional Council and the MOE which will assist in making recommendations to ensure the safety, and efficiency of the DYEC.
- 9) EFWAC and EFW-WMAC Committees, as per their respective terms of reference, will prepare and provide an annual report summarizing the committee activities of the previous year. A review of each committee report will be undertaken, according to their respective committee reporting structures, to determine the effectiveness of their activities and ensure continued improvement.
- 10) EFWAC and EFW-WMAC will be provided updates at each meeting on complaint resolutions.
- 11) As educational institutions demonstrate or express the need to deliver waste education, the Regions will continue to do so on a case by case basis. The Regions will continue to communicate, monitor and receive feedback from the school boards as to the result of the information provided/presentations given by staff. Feedback provided by school boards will be used to continuously shape the content and delivery of energy -from -waste and other waste management, promotional material and presentations.
- 12) Upon operation of the EFW facility, the DBO is responsible to register and comply with the ISO 14001 Environmental Management System which requires internal and external communications protocols and regular third party audits to ensure quality assurance is maintained. The Regions will assess the DBO contractors' complaints performance. Service level adjustments will be provided to the DBO over the calendar year for implementing and maintaining this certification. This is a cost incentive program designed to ensure continuous improvement in community relations and to ensure the facility minimizes impact to the receiving environment.
- 13) The DBO will be providing the Regions a communication plan in accordance with the facility Project Agreement. Service level adjustments will be provided to the DBO over the calendar year for incorporating environmental innovation and participating in or initiating community outreach programs. This is a cost incentive program designed to ensure continuous improvement in community relations and to ensure the facility minimizes impact to the receiving environment.

11.0 TRIGGERS FOR CHANGES TO THE COMMUNITY COMMUNICATIONS PLAN

The Community Communication Plan developed for the DYEC is intended to be a living document. Triggers that may give cause to revise the DYEC Communication Plan include but are not limited to the following:

- Facility expansion beyond the initial approval capacity of 140,000 tonnes per year
- Changes to the Regional Strategic Plans that may affect this communications plan
- Changes to the Co-owner's individual communications plans which significantly alter the method of implementation
- Closure of the EFW facility

All revisions to the Community Communication Plan will be done in consultation with the MOE.

12.0 APPENDICES

A) SCHEDULE OF PUBLIC MEETINGS

The following schedule is a list of public meetings that will be held to satisfy EA Condition 7.5.

Previous Public Meetings	Date	Details
Prior to Construction	Held on December 7, 2011	5 to 7 p.m. Informational displays and staff from Covanta, Durham and York Region, and HDR(regions consultants) present to speak with residents
Upcoming Public Meetings	Date	Details
Prior to receipt of waste	anticipated date: spring 2014	Details to be communicated when available
Within 12 mo. After receipt of waste.	anticipated date: spring 2015	Details to be communicated when available

B) SCHEDULE OF EFWAC MEETINGS

Frequency	Date
Milestone driven during design and construction (operations/Annually)	To be determined by members
	Upcoming meeting dates advertised on www.durhamyorkwaste.ca

C) SCHEDULE OF EFW-WMAC MEETINGS

Frequency	Date
Quarterly	To be determined at inaugural meeting
	Upcoming meeting dates to be advertised in Durham area papers only & www.durhamyorkwaste.ca

D) SCHEDULE OF REGIONAL COMMITTEE MEETINGS

For Meeting Dates and Agendas please refer to Regional websites:

www.durham.ca

www.york.ca

E) SCHEDULE OF MEDIA RELEASES/ADVISORIES

3 Public Meetings (as required by EA Condition 7.5)	15 days prior to meetings
Release of Reports / Major Milestones	Concurrent
Other Public Notifications	Concurrent
Public Events	Prior to Event

F) SCHEDULE OF REPORT SUBMISSION DEADLINES TO THE MOE

Type	Schedule of delivery
Public Meeting Notification	15 days prior to meeting
EFWAC or EFW-WMAC Meeting Notification	2 weeks in prior to meeting
Notice of facility substantial completion	60 days prior to receipt of waste
Notice of date waste first received	15 days prior to first receipt of waste
Annual Compliance Report	Prior to Nov 3 annually
Annual Waste Diversion Program Monitoring Report	Prior to Nov 3 annually
Ambient Air Monitoring Plan Meeting with Regional Director MOE	To be scheduled annually to discuss results of ambient air monitoring plan
Ambient Air Monitoring Report	As determined by the Ambient Air Monitoring Plan
Emissions Monitoring Report	As determined by the Emissions Monitoring Plan or March 31 st of each operating year
Noise Monitoring Report	As determined by the Noise Monitoring Plan or at the completion of the monitoring period
Audit Report	Within 10 business days following completion of the audit
Annual Odour Management & Mitigation Report	Every 12 months from the date of the first report
Groundwater & Surface Water Report (Summary of pre-construction/construction conditions)	30 days after waste is first received on-site
Annual Groundwater & Surface Water Report (operational conditions)	Every 12 months from the start of the facility operations phase monitoring
Bottom Ash Testing Protocol	6 months. Prior to commencement of operations
Annual Operations Report	By March 31 st of each operating year
Soil Testing Report	Within 1 month of each soil testing event
Complaint Protocol Report	Monthly & Annual Reports