



2020 ANNUAL REPORT

Town of Qualicum Beach

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A MESSAGE FROM MAYOR & COUNCIL

On behalf of The Council of The Town of Qualicum Beach...

On behalf of all of Council, I wish to take this opportunity to thank our frontline workers, emergency services personnel, and staff for the incredible role they have played and continue to play throughout this pandemic. I also want to thank the many citizens of Qualicum Beach who did their part to pull together in different ways to keep our most vulnerable safe. We all made sacrifices during 2020 as a result of the global pandemic, and we know that many people experienced losses in ways we never imagined. I think that it is incredibly important for us to take a moment to pause and acknowledge this.

As a Council, we are incredibly grateful to all of the staff in our organization and the amazing work they do in the community and at Town Hall. They not only helped us adapt to the ever changing environment that we experienced in 2020, but they continued advancing the priorities of our community as well. We are also grateful for our many partners and stakeholder organizations that found creative ways to keep people connected, to continue providing services that so many depend on, and spread happiness and hope for the future into the lives of our citizens.

We would also like to acknowledge and thank our many community businesses, as they also faced tough and uncertain times while continuing to provide services to our community.

Across our community, our region, our province, and our country, we saw that we can overcome great challenges by working together.

The pandemic has been a period of unprecedented change and tremendous challenges, and our staff and community have risen admirably to the occasion. It has also been a period, where the nature of political discourse became increasingly antagonistic. As a community we need to ask ourselves if the partisanship we see in social media and in other countries is something we want to promote in Qualicum Beach, or something we should reject. While our vote on election day determines who our representatives are, it is the decisions we make every day of the year about how to talk to each other that determines our political culture.

Despite every challenge, we have seen an unprecedented list of accomplishments during this term that prioritizes the quality of life for our citizens. We have seen continued improvements in access to primary care, and the securing of funds for affordable housing. We are moving forward with a new daycare to support young families, and improving our active transportation networks. We have even seen one of our infrastructure projects win an award for outstanding environmental engineering in British Columbia.

Qualicum Beach continues to weather the storm, and I ask that you join me in offering my appreciation for all of the hard work of staff and the community that made this possible.

Mayor Brian Wiese

A MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER

On behalf of the employees of The Town of Qualicum Beach...

The Town of Qualicum Beach typically issues its annual report to share the details of how staff, under the direction of the Town's elected officials, have implemented the community's strategic vision, and budgeted priorities.

Throughout most of 2020, the global COVID-19 pandemic continuously challenged the resilience of the Town's relationships, policies, and staff. Work plans had to be reinvented many times over as the Town responded to ever-changing health directives and community needs.

This annual report for 2020, therefore, tells a unique story for a year that was anything but typical. Thankfully, Town staff and Council rose to the occasion and, though this pandemic is not yet in the past, there are many positive stories to share.

Not only did the Town make it through the year, but many of Council's strategic priorities made huge progress.

This annual report will help shed light on what the Town did to productively work with our counterparts and partners within our organization, within our community, our region, and with higher levels of government. Together, we advanced solutions to support the citizens of Qualicum Beach, including the establishment of a fully operational joint Emergency Operations Centre (EOC) with the City of Parksville, the construction of a temporary drive-through clinic operating from the Civic Centre, and the endless redrafting of operational guidelines and adaptation of physical spaces.

The Town did all it could to provide business continuity and to support the health of citizens, and it did this without laying off a single member of staff, and while maintaining a balanced budget.

I am proud of the Town staff that worked tirelessly to bring us through a difficult year, and I hope that our citizens are equally impressed as they read this annual report.



*Best regards,
Daniel Sailland*

STRATEGIC PRIORITIES

2019 - 2022

TEAMWORK

Empowerment:

We value creativity, innovation, and participatory management

Healthy Cooperative Workplace:

We encourage a safe, fair, and healthy workplace, emphasizing collaboration, cooperation, trust, confidence and mentoring



OUR VISION

As the Town moves towards the long-term vision of the Official Community Plan, we strive to encourage:

- Collaborative Governance
- Effective Land Management
- Diversity of Housing
- Community Amenities
- Economic Development
- Mobility and Alternative Transportation
- Efficient Provision of Services

OUR MISSION

The purpose of Council and Administration of the Town of Qualicum Beach is to exemplify collaborative governance and sound management through the provision of high quality facilities and services, that provide opportunities for continuous improvement to the quality of life for people of all ages that we serve



PROFESSIONALISM

Professional Development:

We value education, training and development of knowledge, skills, and best practices

Community Pride:

We take pride in our community and work, and celebrate our successes

RESPECT

Respect and Ethics:

We value respect in all our interactions and work with integrity, honesty and transparency

Acknowledgement:

We strive to recognize and appreciate effort and achievement





BOARDS, COMMITTEES & VOLUNTEERS

Each year, the Town benefits from countless hours of dedicated service from volunteers, with a wealth of knowledge and community spirit.

COVID-19 made a huge difference to volunteerism. Many of the Town events were cancelled, and our committees went online. But because the business of the Town continued, so did our trusty volunteers!



OUR VOLUNTEERS ARE INVOLVED...

- In partnership to develop and operate facilities and services
- In protecting our environment and keeping our roads & neighbourhoods safe
- In youth, seniors', heritage, and arts and culture programs
- Providing advice to Council

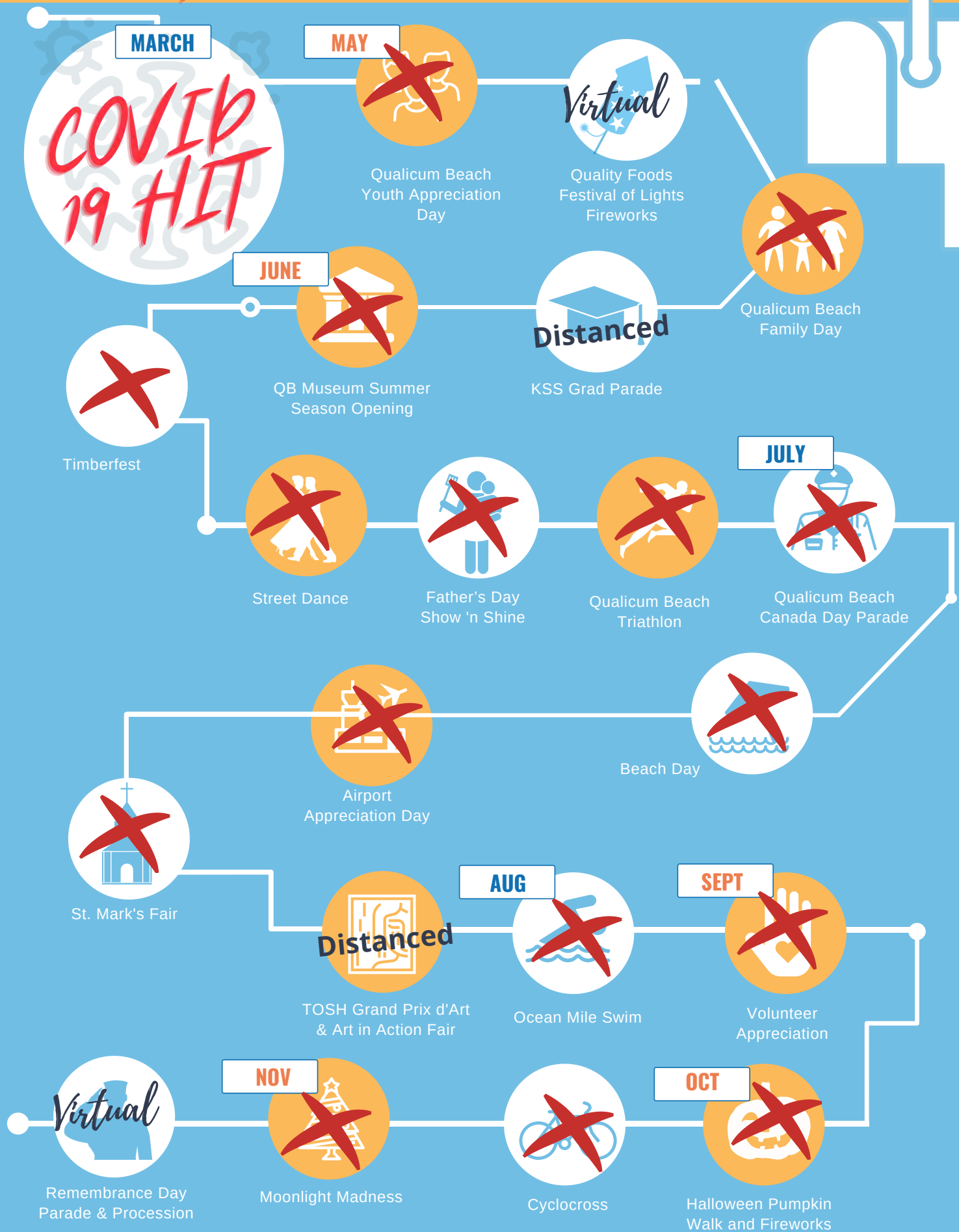
COMMITTEES & COMMISSIONS IN 2020 INCLUDED...

- Advisory Planning Commission
- Board of Variance
- Heritage Forest Commission
- Qualicum Beach Airport Users Committee
- Select Committee on Public Safety Accessibility & Emergency Preparedness
- Select Committee on Parks & Recreation
- Select Committee on Environment & Sustainability
- Select Committee on Beach Day
- Select Committee on Family Day



...CONTRIBUTING TO THE YEAR-ROUND VITALITY AND CLOSENESS OF THE COMMUNITY

2020 *NON* EVENTS CALENDAR



PROJECT HIGHLIGHTS



A LOOK BACK AT SOME OF THE STANDOUT
PROJECTS FOR 2020

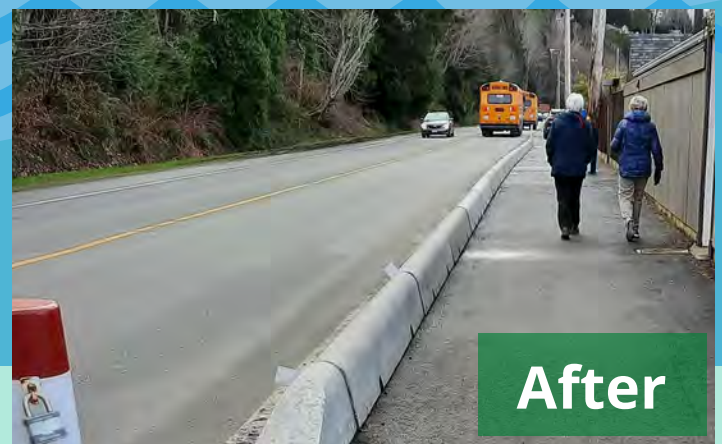
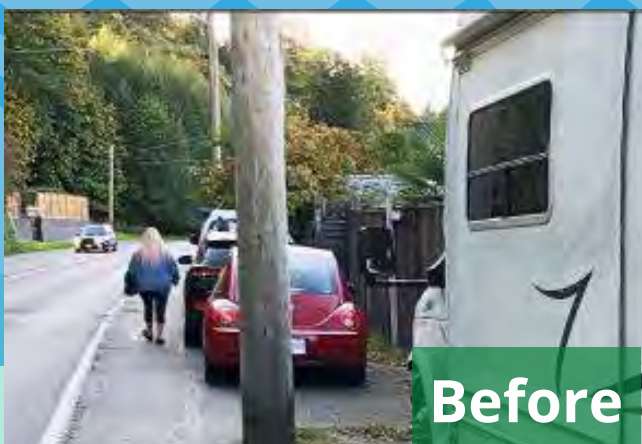
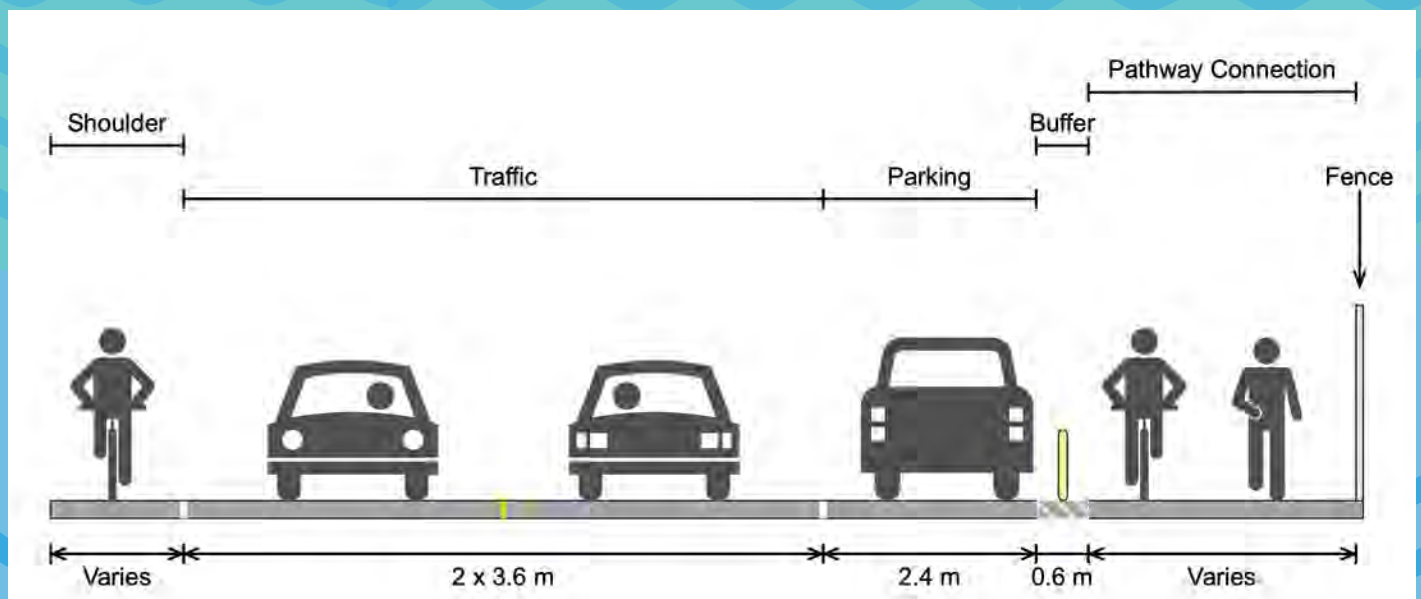
PLANNING WATERFONT WALKWAY

The Town has a long-standing goal of establishing a safe, continuous walkway along the Qualicum Beach waterfront.

The Waterfront Master Plan recommended the reconfiguration of Highway 19A to build a separated pathway for pedestrians/cyclists along the roadway and to connect existing segments of the protected walkway.

Previously, private properties obstructed the walkway next to the water, and walking along those stretches was dangerous and onerous.

The work started in 2019 and is set for completion in 2021.



PLANNING AFFORDABLE HOUSING

Affordability has been a growing concern in recent years as house prices have increased by up to 80%.

The May 2009 Affordable Housing Needs assessment first highlighted an unmet demand for affordable rental market housing for fixed income seniors and families.

Increasing the diversity of housing is a priority in the 2019-2022 Council Strategic Plan. The Town encourages a spectrum of housing choices and prices, from multi-family to single-family and secondary suites, from rural houses to village lofts, live/work accommodation, and affordable to luxury houses.

2009 Affordable Housing Needs Assessment

2015 Kiwanis builds 34 new affordable housing units built adjacent on First Avenue

2019 Housing Needs Assessment Survey

2020 Land at Railway & Village Way rezoned for affordable housing, and development permit issued in 2021

\$700,000

Housing
Prices
in 2020

\$369,445

Housing
Prices
in 2009

The Town's housing is made up of:

75%
single
family
dwellings

25%
strata units

10%
multifamily
dwellings

"In Canada, housing is considered affordable if shelter costs account for less than 30 per cent of before-tax household income." - CMHC

"The Town shall explore ways to work with community groups and senior levels of government to provide for the development of affordable housing, special needs housing, and rental housing."
Official Community Plan (OCP)
S. 2.2.2 Residential - Policy 3

Railway Lands

The land on Railway Street & Village Way will offer the potential to provide affordable, medium density housing in a convenient location that is a short walk to the uptown commercial core.



PLANNING

FORMER ST. ANDREW'S WATERFRONT PARK

In 2019, the Town began the planning and visioning for a new waterfront park at the former St. Andrew's Lodge site (3319 Island Highway West). After extensive public consultation, a final concept plan was released in February 2020.

In 2020 the Town undertook the implementation of the Plan, and completed the following:

- A draft Tree Inventory & Management Plan
- A feasibility report for retention of the lodge building
- A Request for Proposal seeking parties interested in using or relocating the lodge

The project was set to open in 2021, and final decisions are yet to be determined for the long-term plan of the park.



Draft Waterfront Park Vision Statement

"Qualicum Beach's Former St. Andrew's Waterfront Park is a gateway and anchor to the Town's waterfront that connects people with nature, community, family, and site history. Visitors of all ages are invited here to relax, build community connections, be active outdoors, access the waterfront, and celebrate natural coastal features for generations to come."



➤ GENERAL SUPPORT FOR:

TOP PARK FEATURES:

- Picnic Tables / Seating Areas
- Walking Trail Loop & Beach Access
- Washroom/Changeroom Building
- Restored and Protected Habitat Areas
- Nature / Adventure Play Area
- Covered Picnic Shelter / Small Gathering Space

PLANNING BUS GARAGE & QUALICUM COMMONS

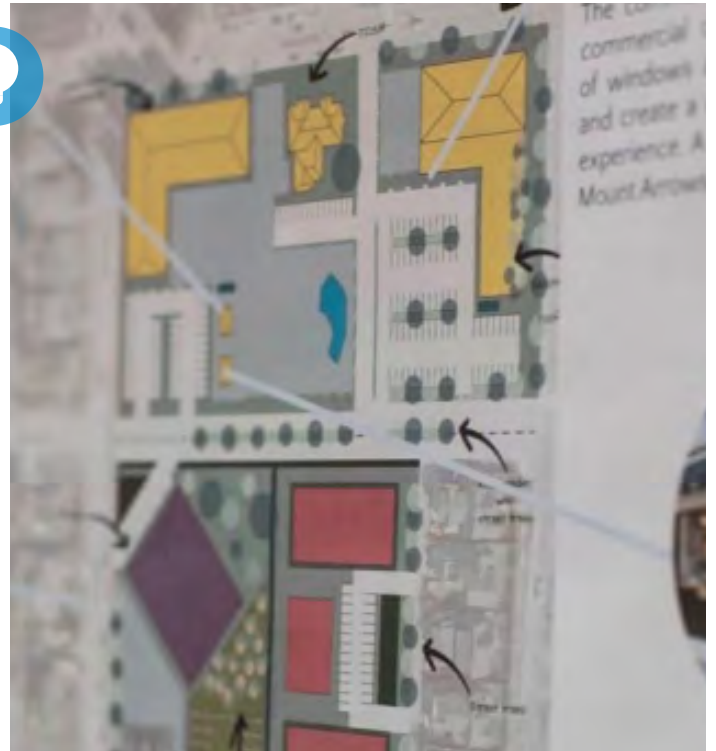
The Town of Qualicum Beach owns a 2.6 acre parcel of land locally known as 'the Bus Garage' and 'Qualicum Commons'.

Over the years, this land has been discussed and its future use envisioned. After much public consultation, the 2018 Official Community Plan identified potential uses for the space. Then in 2019-2020 the Town underwent a further thorough consultation process, in conjunction with the Vancouver Island University, to produce a Final Vision Report.

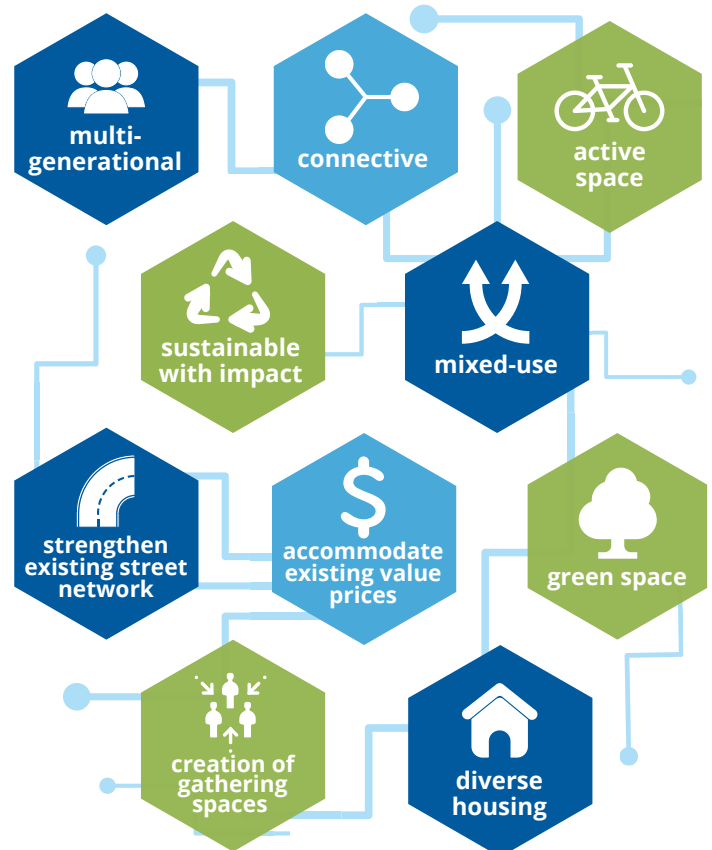
In late 2020, the Town released a Request for Proposal asking for tenders to "design, develop, own, operate and finance a mixed residential and commercial development", for one acre of the 2.6 acre parcel.

The Project Goals outlined in the RFP were to:

- (a) create an attractive mix of residential and commercial uses, with sufficient above and/or below ground parking;
- (b) retain The Old School House ("TOSH");
- (c) maximize profit from the Lands; and
- (d) create a vibrant public realm



DRAFT DESIGN PRINCIPLES



PROJECTS

SCHOOL CONNECTOR

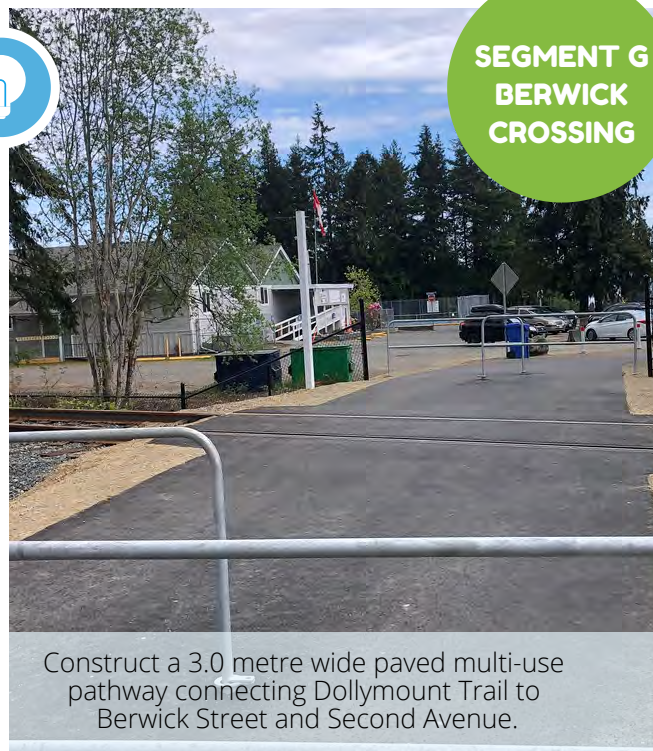
The Official Community Plan (OCP) identifies a number of future expansions for the Town's trail network. The highest priority of these routes was the 'School Connector Route' - the multi-use trail to span from the Qualicum Beach Middle School in the west to Arrowview Elementary School in the east. The pathway would serve a wide range of users and provide a safer link between schools and neighbourhoods.

This project advances the Town's goal of having a continuous east-west multi-use pathway, which will create a safe connector for all users, but especially for children who travel to and from school on these trails.

The project constructed the trail in three places where it was fragmented, including Hoylake Trail (Segment B), Harlech Road (Segment E) and Berwick Crossing (Segment G).



SEGMENT G BERWICK CROSSING



Construct a 3.0 metre wide paved multi-use pathway connecting Dollymount Trail to Berwick Street and Second Avenue.



The even elevation of the upgraded trail provides maximum accessibility for trail users of all abilities

SEGMENT E HARLECH ROAD



Construct an off-street paved shared pathway between Harlech Road and Mill Road.

SEGMENT B HOYLAK ROAD



Construct a separated multi-purpose paved trail connecting Arbutus Road to Hoylake Road West, for access to the Hoylake Road Trail and the Qualicum Beach Elementary School. Construct pedestrian crossing with signage on Arbutus Street.

PROJECTS

AIRPORT PARKING



Before



During

After

The Qualicum Beach Airport parking project included grading, paving, and installation of lighting, security cameras, and a pay parking kiosk.

This is Phase 1 of a 2-phased project and is anticipated to satisfy the short term and medium term parking demands of the airport.

Timeline
Commence - early 2020
Completed - June 2020



\$183,645

funding from BC
Air Access
Program

54



Spaces

9

Lights

**\$2 /
24hrs**

Parking Cost

PROJECTS

AIRPORT TERMINAL EXPANSION

\$ 515,251
funding
from BC Air
Access
Program

Timeline
October 2019
March 2020

An expansion and rehabilitation of the Terminal signals a long term-commitment to the vision of the airport being a business hub that contributes to the economic growth and quality of life for the residents of Qualicum Beach



This project provided a self-contained and expanded restaurant, reclaimed office space (previously restaurant storage), reconstructed a structural shear wall between the washroom and restaurant, upgraded security to airside access, retrofitted HVAC, upgraded electrical services, and expanded office/meeting space.



DEPARTMENTS



A VIEW OF THE HARD WORK CARRIED OUT BY
TOWN DEPARTMENTS THIS PAST YEAR

PUBLIC WORKS & AIRPORT



The Public Works and Airport Operations Team operates, constructs, and maintains our infrastructure.

Major areas of responsibility include, but are not limited to, water services, sanitary and storm services, roadway maintenance, sidewalks, street lights, maintenance of Town vehicles, and airport operations.

MAINTAINED

1.4M m³

of drinking water

76 km

of sanitary sewer mains



33

medevac landings

1240

sanitary sewer manholes

3504

street signs

1373

storm catch basins



575

street lights

OTHER WORK COMPLETED

- Extended the waterfront pathway by 450 metres west of Bay Street
- Upgraded an 80 metre segment of fish passage on Qualicum Road at Nenzel Road
- Replaced and upgraded 6 water sampling stations in various points within our water system
- Removed 90+ trip hazards
- Improved the drainage and parking of a 200 metre segment of shoulder along the Qualicum Commons
- Added a new pedestrian-activated crosswalk on Qualicum Road at the Dollymount trail
- Installed a new Speed Reader board on Bennett Road approaching Arrowview Elementary
- Improved drainage on Berwick Road south from Fern Road East to Fourth Avenue

PUBLIC WORKS



2020 BUILDING INSPECTION & BYLAW COMPLIANCE



2752

Completed Bylaw Patrols



353 by bike



1547 by car



852 on foot



Includes town core,
beach, trails, animal
control, unsightly
premises, etc...

43

Total Building Inspections



15 Single-Family Units



7 Secondary Suites



21 Multi-Family Units

\$

\$16,063,000

in Construction Value



PARKS AND BUILDINGS



PARKS & BUILDINGS

The Parks Department maintains our trees, boulevards, parks, trails, fields, baskets, flower beds and cemetery. The Maintenance Team looks after municipal buildings, including the Civic Centre, the Community Hall, the Town Hall, Airport, Digital Media Studio, Public Works and Parks buildings, and public washrooms.

MAINTAINED

- 280 ha (691 acres) of parks and green space (approx. 2/3 the size of Stanley Park)
- 36 Town-owned buildings
- 76,843 m² of grass and turf (size of 9 football fields)
- 550 street trees
- 235 park benches
- 14 km of trails
- 26 bike racks
- 3 dog parks
- One rain garden, with over 17 species of native plants
- 111 seasonal banners
- 15 acres of ball fields
- Municipal cemetery
- Heritage Forest



OTHER WORK COMPLETED

Continued upgrades of irrigation system to Hydrowise controllers, and maintained 75 irrigation backflow devices

Renovated Miraloma / Bennet Road entry

Resurfaced trail network in Community Park

Hosted 513 COVID-safe bookings at the Civic Centre and 368 at the Community Hall

Performed snow and ice removal

Installed 7,700 seasonal lights on 308 strings

Performed repairs on Grandon Creek Trail that took 3 weeks and used over 400 x 40 pound Flex MSE bags and 35 yards of materials

Created the Peacock display at the Friendship Garden with over 965 plantings

PLANTING MAINTENANCE



34

FLOWER BEDS



197

SHRUB BEDS



21

MIXED BEDS



98

HANGING BASKETS



19

STREET PLANTERS



6

ROSE BEDS

CORPORATE ADMINISTRATION

THE CORPORATE ADMINISTRATIVE TEAM IS THE LEGISLATIVE BACKBONE OF THE TOWN, PROVIDING ADMINISTRATIVE SERVICES TO COUNCIL, TOWN DEPARTMENTS, AND THE PUBLIC.

Choo Choo! Although we're not conductors, it's the Corporate Administration team that keeps the Town of Qualicum Beach train on the rails (figuratively speaking.) Corporate Administration provides administrative services to Council, all Town departments, and the public. Our responsibilities range from corporate records, bylaws, privacy matters, leases and agreements, cemetery services, correspondence and communications, grant applications, website management, special event organization, insurance claims, Civic Centre and Community Hall bookings, everything election-related, and more! The friendly faces that greet you at Town Hall and answer your calls are our team members, and our focus is always on improving customer service.



HIGHLIGHTS FOR 2020

Processed 88 Freedom of Information requests, with 6,265 pages released, ranging up to 1,207 pages per request 

 Applied for 17 grants, and received \$3,502,388 in grant funding

Implemented Council's 2018-2022 Strategic Plan to the mid-way review 

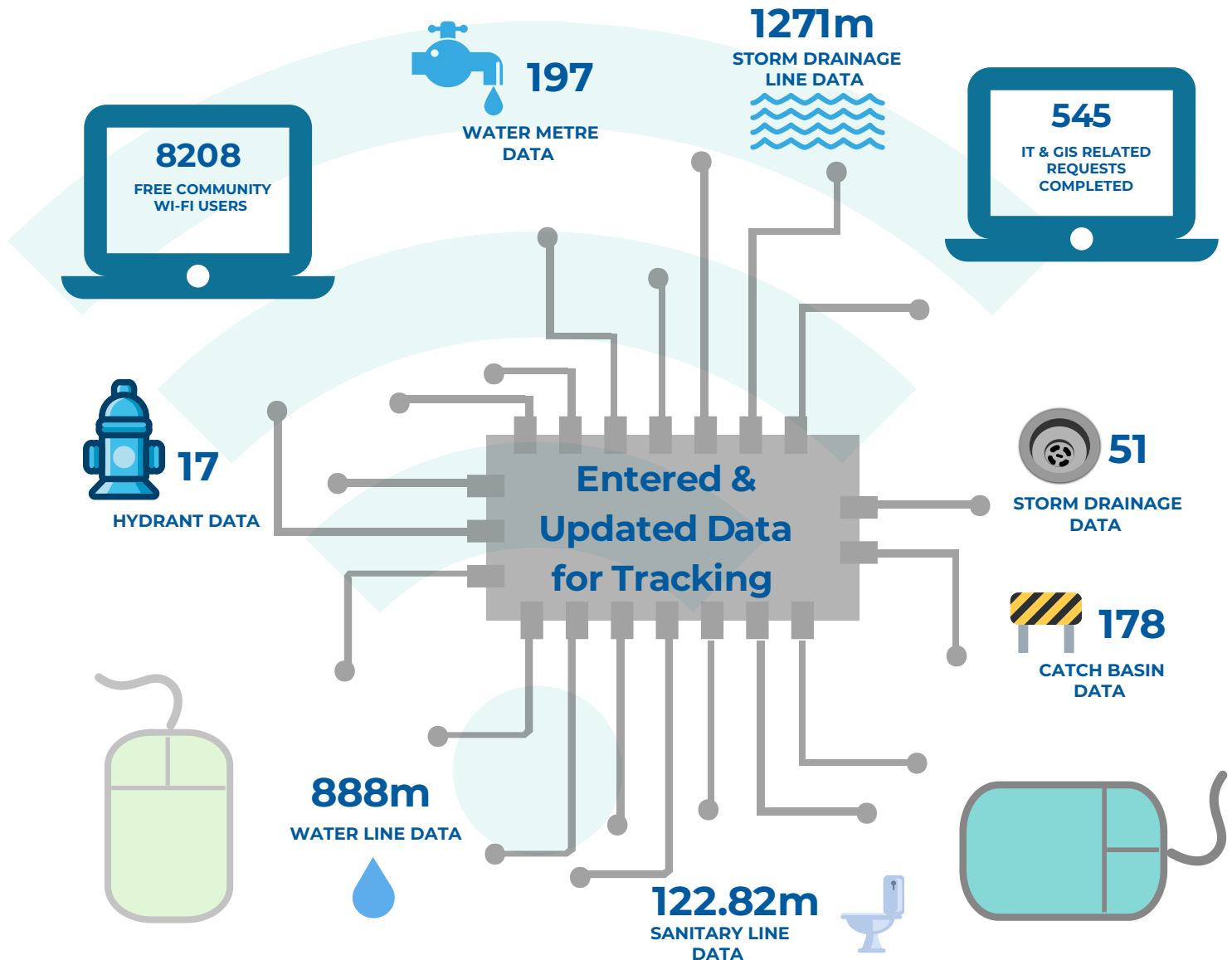
 Enacted new Council Procedure Bylaw

Worked with community partners like the Perfect Storm Group and potential investors, to further community initiatives 

2020 AT A GLANCE

6,265 PAGES OF FREEDOM OF INFORMATION DOCUMENTS RELEASED	372 MOTIONS MADE IN REGULAR COUNCIL MEETINGS	33 SPECIAL COUNCIL MEETINGS
59 MEDIA PUBLICATIONS PREPARED	1866+ ITEMS OF CORRESPONDENCE RECEIVED	20 COMMITTEE & COMMISSION MEETINGS OF COUNCIL
513 CIVIC CENTRE BOOKINGS PROCESSED	368 COMMUNITY HALL BOOKINGS PROCESSED	14 REGULAR COUNCIL MEETINGS
30+ LEASES MAINTAINED	400+ AGREEMENTS MAINTAINED	24 IN CAMERA COUNCIL MEETINGS
		2 COMMITTEE OF THE WHOLE MEETINGS
		372 RESOLUTIONS OF COUNCIL
		5 PUBLIC HEARINGS

INFORMATION TECHNOLOGY & GIS



Highlights for 2020



- Improved cyber security by installing anti-virus and ransomware detection software
- Optimized network infrastructure
- Remediated existing disaster recovery solutions for server infrastructure
- Optimized and secured public mapping and GIS
- Maintained and backed up major information systems and databases regularly
- Maintained and developed internal and external web GIS applications
- Enabled and implemented pandemic-ready remote working environment

FINANCIAL ADMINISTRATION

The Financial Administration Team is responsible for the overall financial management of the municipality, including the collection of all Town revenues and payments. They provide accounting and budgeting services for all Town functions, as well as advice to support Council initiatives and to answer public inquiries. Information and reports are prepared for provincial and federal governments including government grants.



EXPENDITURE PAYMENTS

- general government;
- protective services;
- public works;
- utilities;
- community development; and
- parks.

REVENUE BILLINGS & COLLECTIONS

These services include payment of property taxes, utilities (water, sewer and solid waste), business licences, dog licences, leases, permits and other fees and charges.

2020 AT A GLANCE

restructured

FINANCE WAS GIVEN THE RESPONSIBILITY FOR GIS & IT DEPARTMENTS

completed

REVISED UTILITY BYLAWS FOR WATER, SEWER & SOLID WASTE

filled

VACANCY FOR MANAGER OF GIS/IT

implemented

A NEW AUTOMATED PURCHASE ORDER SYSTEM

established

NEW PARCEL TAX BYLAWS FOR WATER AND SEWER

developed

ASSET MANAGEMENT STRATEGY AND PRESENTED TO COUNCIL

improved

PROJECT JOB COSTING BY RECORDING SPECIFIC VEHICLE COSTING FOR BOTH ACCOUNTS PAYABLE AND PAYROLL

sold

631 DOG TAGS & 638 BUSINESS LICENCES

EMERGENCY SERVICES

The Town of Qualicum Beach and City of Parksville work in unison to provide large-scale emergency support and disaster services to Oceanside residents.



EMO works alongside Oceanside Emergency Support Services (OESS) and Oceanside Emergency Communications Team (OECT).



The Emergency Management Oceanside (EMO) partnership provides a cooperative approach to managing emergencies in our region, offering 24/7 emergency support, and carrying out preparedness, mitigation, response and recovery planning.

39
alerts responded to
12 emergency events

70+
volunteers within the EMO program

~3500
residents and stakeholders involved in programs

2,268+
Volunteer hours donated, equating to...
~\$63,504
of volunteer services

2020 AT A GLANCE

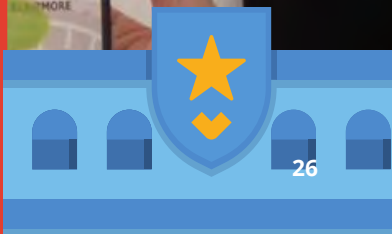
- The COVID-19 pandemic created many challenges for every aspect of the emergency program. Many public outreach projects normally undertaken by EMO were cancelled or postponed for safety and to allow staff to conduct emergency operations in support of Provincial Health Officer orders.
- In collaboration with the City of Parksville staff, EMO staffed a virtual and physical Emergency Operations Centre daily from March 18, 2020, continuing into 2021. Throughout the emergency, 17 staff from the two communities were rotated through the EOC.
- In response to provincial orders, EMO updated the Pandemic Response and Business Continuity Plans for both local governments.
- OESS undertook virtual training, aligning with the provincial ESS modernization program, developed by Emergency Management BC. ESS modernization allows options to deliver faster support to residents displaced by an emergency or disaster.
- OECT continued to develop and exercise its operational readiness by undertaking exercises utilizing its personal home radio equipment. These exercises provided a level of readiness in the event members are not able to access government-supplied equipment.
- EMO completed the establishment of an Emergency Pet Support Trailer to house pets in an emergency.



EMERGENCY SERVICES



On the 3rd Thursday of every October British Columbians will "DROP, COVER, AND HOLD ON" in The Great British Columbia ShakeOut. Be part of the largest earthquake drill in Canada!



FIRE DEPARTMENT

The Qualicum Beach Fire Department services the Town and surrounding contract areas of the Regional District of Nanaimo.

The fire protection area is approximately 34.5 square kilometres, with an estimated population of 10,500.



Fire Rescue services include structural and urban interface firefighting, auto rescue, operations level hazmat, operations level confined space and low-angle rope rescue, emergency medical first responder backup to BC Emergency Health Services, and other services.

TRAINING

553

INSTRUCTOR
HOURS

138

SUBJECTS

6522

TOTAL
TRAINING
HOURS

120

EVENTS
(OHS &
MAINTENANCE)

112

TRAINING
SESSIONS

134

SPECIAL
TRAINING
SESSIONS

FACILITIES & EQUIPMENT

7

TRUCKS,
LADDERS,
ETC.

1

FIRE
STATION



FIRE PREVENTION

287

FIRE & LIFE
SAFETY INSPECTIONS



INCIDENT OPERATIONS

4.4

RESPONDERS
AVERAGE PER
CALL

1026

TOTAL STAFF
HOURS FOR
INCIDENTS

280

CALLS FOR
SERVICE

RECRUITING AND RETENTION

2020 START

28 volunteer on-call members totalling 218 years of service

7 volunteer members retired/left the department

10 volunteer members were recruited

2020 END

31 volunteer on-call members totalling 180 years of service

2.3 career staff (Fire Chief shared with City of Parksville)

.4 FTE administrative staff



Command / Utility Vehicle C56 was replaced and the existing vehicle was sold to a small fire department.

The Rescue Engine (E51) replacement project moved along as per the fleet renewal and 5-year financial plan. In 2020, the creation of the specifications, award of build contract and pre-builds was undertaken. The build of the truck will happen throughout 2021 and the delivery is expected in 2022.



The Fire Hall HVAC system evaluation and optimization project was started and will continue through 2021.

HUMAN RESOURCES —



The Department of Human Resources (HR), in conjunction with the Town’s Corporate and Mission Statement, contributes to the success of the Town, its administrators and employees through leadership, service and excellence in human resources management.

HR provides various services which are available to all employees as well as advice and guidance on a multitude of staff employment situations.

MAIN FUNCTIONS OF HUMAN RESOURCES



WORKFORCE PLANNING

Attracting and hiring the best talent is important. The HR department shares the responsibility for the selection, recruitment and hiring of staff. They provide advice and guidance throughout the hiring process while maintaining a level of oversight on quality and key processes. This year, we successfully filled 13 positions. Due to COVID-19 we were not able to hire summer students.



GENERAL HR ADMINISTRATION

HR has a primary responsibility for managing, assisting and dealing with all employee-related matters. This includes such functions as organizational design, policy administration, recruitment process, employment and labour law, employee development, succession planning, employee and labour relations, collective bargaining, and WorkSafeBC compliance.



LABOUR RELATIONS

The Human Resources Department is committed to resolving workplace grievances and meets with union representatives to review and/or resolve these in a timely manner. The Town continues to build and improve harmonious relations with the union.



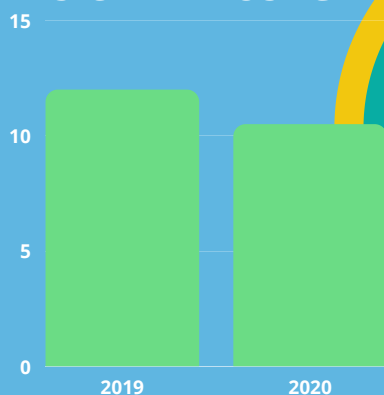
COMPENSATION

The Town’s compensation planning considers both employee groups: the Canadian Union of Public Employees Local 401 (CUPE) and exempt management employees. Compensation plans for CUPE are articulated through the collective agreement. The Town offers a strong mix of direct compensation and benefits within a supportive environment. This includes leave options, an Employee Assistance Program (EAP) and a defined pension plan.

EMPLOYEE RELATIONS

HR frequently assists employees with questions on policies, processes, and leave.

SICK DAY USAGE



Town employees who experience illness can avail themselves of sick leave. Average usage was 8.86 days in 2020 down from 10.5 in 2019.

HEALTH & SAFETY

It is important to reflect on the outcomes of our health and safety efforts to prevent injuries and to comply with WorkSafeBC Regulation. Also, to reflect on the activities that occur and the materials used, to increase awareness, identify hazards, and prepare us for safe work including the following:

- JOHS Committees (2 committees)
- Crew (Tailgate) Talks
- Accident Investigations
- Safe Work Procedures
- Workplace Inspections
- Safety Training
- Personal Protective Equipment
- Pre-use Inspections
- Hazard ID and Risk Assessment
- Confined Space Entry
- Lock-out Procedures
- First Aid
- Workplace Hazardous Materials Information System (WHMIS)
- Fall Protection
- New or Young Worker Orientation
- Biohazardous Materials
- Traffic Control
- Working Alone

WORKFORCE PLANNING



Successfully filled 13 positions
397 applications received

LABOUR RELATIONS

0 grievances



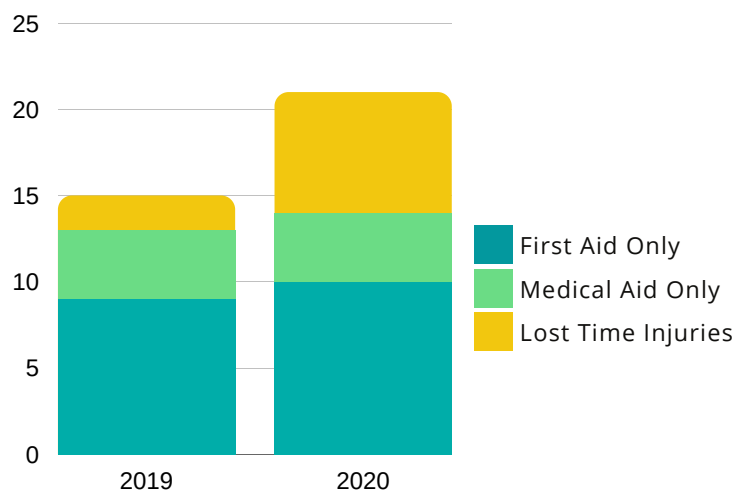
SERVICE CELEBRATIONS

3 individuals recognized for 15 years of service



The Christmas staff party took on a COVID-19 flavour

WORKPLACE INJURIES 2019 VERSUS 2020





2020 FEATURES



A FEW OF THE OUTSTANDING FEATURES IN
OUR COMMUNITY DURING 2020

CREATIVE SOLUTIONS FOR

WATER MANAGEMENT



The Town of Qualicum Beach was featured in a 2020 documentary about creative solutions for management of water in our region.

The video, "Striking Balance", is part of a series produced by TVO and Knowledge Network that features UNESCO Biospheres around the world, including our own local Mount Arrowsmith Biosphere Region.



The video showcased the Town's Rain Garden as an innovative solution to clean and store run-off water, maintaining a healthy groundwater supply. The Rain Garden naturally filters 90% of the Town's stormwater.

It also featured the Town's Beach Creek Estuary as a success story of how better water management has seen the return of Coho Salmon to the area.

Further green initiatives:

- Beach Creek Estuary reinforcement after winter storms
- Support to the Broom Busting efforts
- Maintained 691 acres of parks and green space
- Drafted a Tree Management Plan
- Regreening on Hemsworth Road to offset vegetation removal elsewhere
- Weather stations collect climatic data to inform the Town's water management strategies

FLOWERSTONE HEALTH CLINIC



Oceanside Primary Care Network and the Flowerstone Health Society worked closely with the Town of Qualicum Beach to bring a new healthcare clinic to Qualicum Beach to improve resident's access to quality healthcare.

The new clinic, called Flowerstone Family Health Clinic, opened in October 2020 at 219 Fern Road. The clinic uses a Nurse Practitioner-led model that offers patient-centred, continuous, comprehensive, and coordinated care with a focus on all life stages of care. The model is called a Patient Medical Home (PMH), where family physicians and nurse practitioners work to their full scope and are complemented by a team of health care professionals either in practice, or connected to their practice, through their network.

With over 10,000 individuals in the region not attached to a primary care provider, Oceanside's Urgent Care Center and local family physicians are becoming overwhelmed, and Nurse Practitioners are a well-suited solution.

Family Nurse Practitioners have Masters or Doctoral degrees and are able to provide care in a similar way to Family Practice physicians. In BC, Nurse Practitioners are salaried or contracted and are not paid a fee for service. The Ministry of Health is supporting innovations like the Nurse Practitioner-Led Patient Medical Home to improve access and attachment to comprehensive healthcare in our community.

Flowerstone Health Society, in partnership with the Oceanside Primary Care Network, aims to provide a community-driven approach to the development, governance, and operation of a clinic that will serve as a Patient Medical Home for approximately 4,800 local residents in the Oceanside area.

JOINT FIRE TRAINING GRANT



The Town, in partnership with the Dashwood Fire Department & Coombs-Hilliers Fire Department, received a \$75,000 provincial grant. The grant funded a 1,200 sq. ft. modular training building designed with rooms, doors, windows, and a stairwell to simulate one and two-storey houses.

The building will be used for both skill and scenario based training and will be available to other fire or emergency services partners in the region.



\$75,000
UBCM
Community
Emergency
Preparedness
Fund

“

Marc Norris, Fire Chief for Qualicum Beach & Parksville Fire Rescue Departments noted, “This training building will benefit us and our regional partners by providing enhanced access to excellent training opportunities, which in turn helps to ensure the best possible delivery of service to the citizens of, and visitors to, our region. This collaboration is indicative of the ability and commitment of our local fire rescue departments to work together collectively.”

”

JOINT FIRE TRAINING GRANT 2020 ESS PARTNER PROJECT



The Town of Qualicum Beach and the City of Parksville received a joint Emergency Social Services (ESS) grant through UBCM Community Emergency Preparedness Fund. The grant funded lodging supplies for 150 people to be stored in an insulated, heated shipping container.

RESPONDING TO THE OPPORTUNITY TO DEVELOP ESS CAPACITY TO INCREASE THE RESILIENCY OF BC COMMUNITIES

\$41,000

Grant funded:

- 100 cots
- 50 air mattresses
- 150 sleeping kits containing blankets, sheets, pillow with case,
- 6 rolling storage bins to hold 25 complete sets each
- one 8x20ft storage container insulated, vented and wired for electricity to allow for light and heat.

ESS is responsible for the provision of care for residents who may be displaced by an emergency or disaster. Subject to the time of year and magnitude of emergency or disaster, commercial accommodation may not be available in the area. This was the case during the December 2018 windstorm event. In this case, people were referred to Nanaimo for accommodation as the supply in the Qualicum, and Parksville area was exhausted. Having group lodging supplies will provide an option to keep residents in a location close to home, making it easier to begin the recovery process and receive community support.

The container and supplies will be placed in a location accessible by all areas of the region for use in any identified location for group lodging.

The container, cots, sheets, blankets, pillows and carts hold supplies in lots of 25, enabling easy movement when necessary.



QUALICUM BEACH CELEBRATES

PRIDE WEEK

The Town was pleased to hold a COVID-19 friendly ceremony to mark Pride Week, sharing a message of inclusion, and raising the Pride flag on the Town's flagpole.

CHAINSAW CARVER CREATES

MEMORIAL BENCH

This hand-carved bench, created by chainsaw artist, Marina Cole, was unveiled on Remembrance Day in honour of all soldiers who gave up their lives for our freedom.



PROVINCIAL ELECTIONS

MLA ADAM WALKER

In November, Councillor Adam Walker was elected as the MLA for Parksville Qualicum.

With his resignation from the Town, a by-election was tabled for 2021 to fill the vacant position.



ANNIVERSARY CELEBRATION

GARDEN CLUB 25TH

The Town, in cooperation with the Qualicum Beach Garden Club, planted a large Copper Beech tree to celebrate the 25th anniversary of the Garden Club, and National Tree Day. It will grow to be a magnificent addition to the Town.



COVID-19



COVID-19 BROUGHT UNPRECEDENTED TIMES
TO THE TOWN AND STAFF

The Timeline

[COVID(19) + (p)andemic]



March 6 – COVID-19 announced as a pandemic

March 17

- Emergency Operation Centre (EOC) opened at a Level 1
- Closures - Town Hall, Civic Centre, Community Hall, Veterans' Way washrooms, Digital Media Studio Public Library, Oceanside Community Safety, Oceanside Hospice Society, Qualicum Beach Seniors' Activity Centre, The Old School House, Farmers' Market, and Qualicum Beach Museum

March 18

- Council Meetings and Committee of the Whole Meetings limited to 50 people
- Open House & Committee/Commission meetings suspended

March 19

- Closed - playgrounds, skateboard park, BMX track, public washrooms (except at beachfront), and golf courses
- Fire restrictions put in effect to reduce excess air pollution
- Bylaw officers given authority to enforce COVID-19 regulations

April

- Emergency Operation Centre (EOC) opened at a Level 2

May

- Re-opens - Memorial Golf Course, tennis courts, and skateboard park

June

- Reopens - Leigh House & Veterans' Way washrooms, playgrounds, Community Hall, Civic Centre, BMX Track, sports fields, basketball hoops
- Town Hall opened to the public from 9-1 for utilities and taxes only
- Downtown retail stores reopened

July

- Town Hall re-opened to the public from 9am to 1pm

November

- Masks were mandated in Town buildings, and when working within 6 ft of a co-worker outside.

The "**New Normal**" sets in....



Changes to Business

[COVID(19) + (p)andemic]

On March 16, 2020, the COVID -19 virus was declared a pandemic. This was an unprecedented virus that took us all by surprise! From there on, changes happened very quickly, and tested our ability to be flexible and adaptable. Council and Town management quickly sprang to action, trying to understand what this meant for operations and staff safety, as well as public safety.

The first action was to shut down Town Hall to the public and find ways to service them remotely. Next was to set up remote access for key staff to work from home. This added great strain to our already busy IT team, but with a few quick adjustments, many of our key managers were up and running remotely. Many parents working from home soon found a new love for the value of daycare and school.

Words like "flatten the curve", "Zoom", "social distancing", and "**personal protective equipment (PPE)**" all rapidly entered our regular vocabulary

Soon masks and hand sanitizer made a dramatic entry into the office space. Staff continued to work in the office as "essential services", and office space changed to allow for physical distancing, smaller room occupancy levels, and regular sanitization protocols. Staff sanitized desks and equipment regularly, and were no longer able to travel in a car together without a mask.



Changes to Engagement

[COVID(19) + (p)andemic]

While much was shut down in the early days of COVID-19, it became clear that Council would still need to meet. Enter "Zoom". Staff had quick lessons on how to run a Zoom meeting, and Council Meetings moved virtual where they were streamed live via YouTube. For meetings that could not happen virtually, such as in-camera Council meetings, masks were donned, and 6-foot separation enacted.

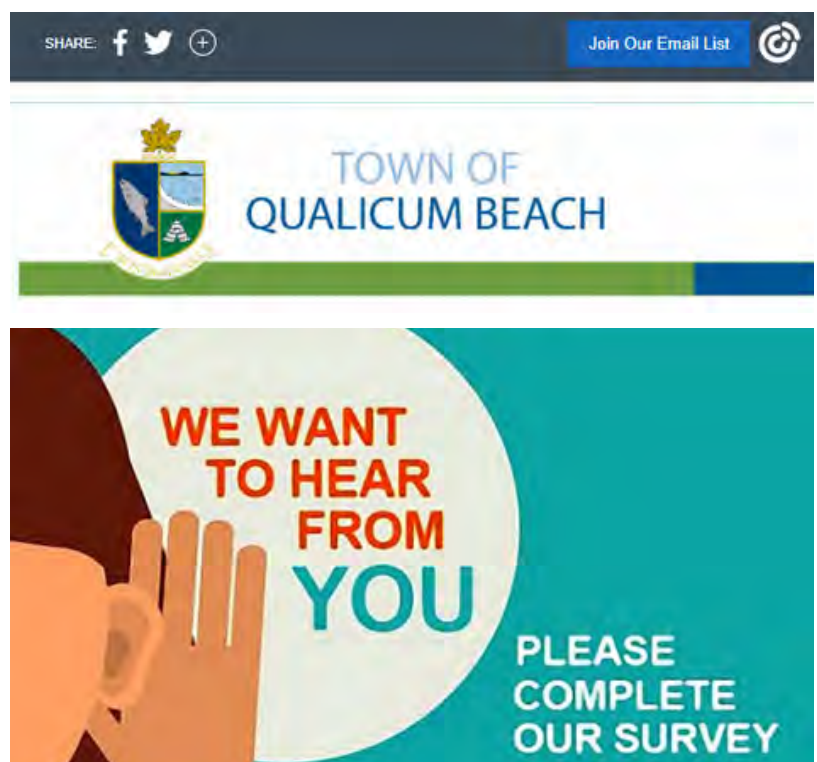


Public participation has always been strong in Qualicum Beach, and COVID-19 certainly hindered how business was conducted. Initially, guidelines allowed 50 people to gather, but when this reduced to nil, public participation had to be re-envisioned.

Comments for Council Meetings were provided in written form and made available on the Town's website. Delegations too were conducted via Zoom.

Community Planning engagement had always been well attended, and with restrictions, Public Hearings and Information Sessions also had to be re-imagined.

The Town issued a survey asking what forum the public would like to use to engage in Community Planning. Over 300 residents responded, and the results led to Public Hearings being held via Zoom, and regular updates sent via email. The Planning email contact list soon grew to in excess of 1000, with people keen to stay informed.

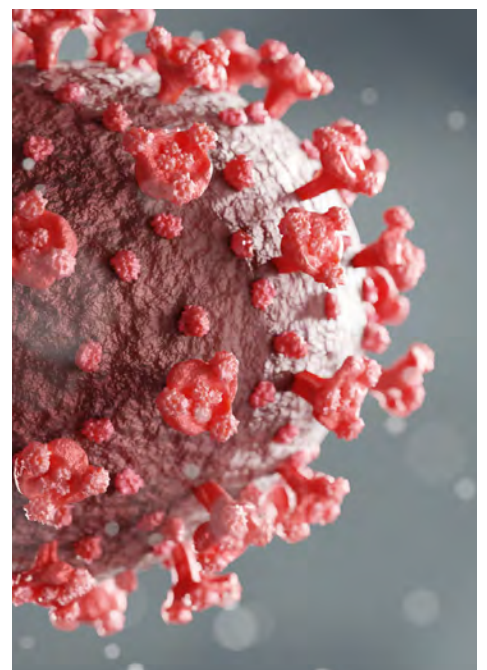
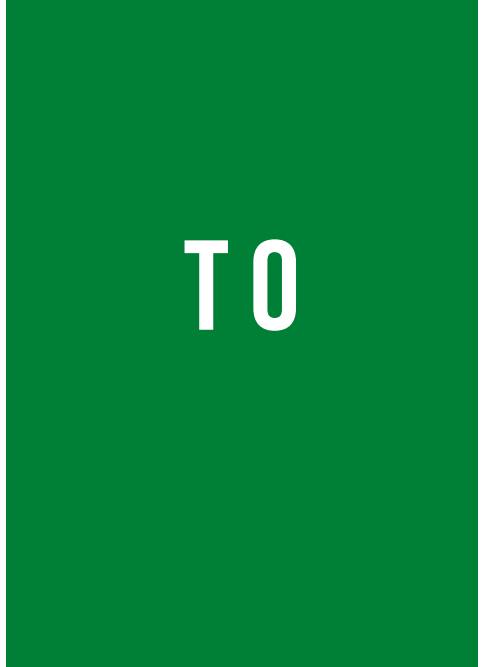


SUPPORT LOCAL



A byproduct of COVID-19 was a sense of local support and pride. The community understood the value of supporting local businesses to keep them afloat during times of forced closures. The community adjusted and take-out, curbside pickup, and remote purchases became commonplace.





EMERGENCY MANAGEMENT OCEANSIDE (EMO)

Emergency Management Oceanside (EMO) is a joint emergency program for the City of Parksville and Town of Qualicum Beach. The EMO partnership provides an efficient, effective and cooperative approach to managing emergencies in our region. EMO worked with staff from Parksville & Qualicum Beach to coordinate directives from Health Canada, and actions required for COVID-19.

March 16 - Pandemic Announced

March 17 - Emergency Operation Centre (EOC) at a Level 1

April 2 - Emergency Operation Centre (EOC) at a Level 2



The figures below are joint between the Town of Qualicum Beach and City of Parksville

17

TOTAL STAFF
WORKING IN EOC



1,800

EMAIL SUBSCRIBERS FOR
COVID NEWS, WITH 65
NEWS RELEASES



417

TOTAL COMBINED
OVERTIME HOURS



6,271

TOTAL COMBINED
COVID STAFF
HOURS



\$70,000

TOTAL FUNDING FROM EXPENSE
AUTHORIZATION PROCESS



A man wearing a dark blue baseball cap with 'Qualicum Beach STAFF' written on it, a grey zip-up hoodie, and khaki pants is standing in a janitorial supply room. He is holding a large, clear plastic bag filled with orange and green disinfectant wipes. The room has a wooden counter with various cleaning supplies, including bottles of Lysol and Clorox, and boxes of disinfectant. On the wall behind him are several informational posters, including one about COVID-19, and a round analog clock showing approximately 10:10. To the left, there are more boxes and a spray bottle of disinfectant.

**Daily office
sanitization**

**Weekly
bench
sanitization**

**Vehicle
sanitization**

**Regular
hand
sanitization**

Masks and hand sanitizer made a dramatic entry into the office space. Staff continued to work in the office as "essential services", and office space changed to allow for physical distancing, smaller room occupancy levels, and regular sanitization protocols. Staff sanitized desks and equipment regularly and were no longer able to travel in a car together without a mask.

Janitorial staff went twice a day to disinfect all touch points in lunch/break rooms, doors, switches, washroom facilities, counters, tables etc.

PARKS & PUBLIC WORKS



The Parks & Public Works departments soon discovered that their already limited facilities became unworkable, and were divided across six work groups/buildings to accommodate COVID-19 regulations.

They also experienced operational inefficiencies having to travel between different sites that took up productive work time, and with scheduling and reorganizing work tasks now complicated, an extra layer of strain was added. Breaks were taken outside under tents in bad weather to allow for social distancing.

Likewise, where normally two or more people travelled in a vehicle, only one was allowed, placing more vehicles on the road, increasing both costs and greenhouse gas emissions.

Further, where a dozen seasonal hires were previously hired to do beautification during summer, this extra staffing was not possible, and the Town had to reduce the number of planters, flower beds, and hanging baskets. Seasonal lights, however, were able to remain up for a longer period over the winter months, which helped bring a little cheer to the Town in the darker months.



Mayor's Message

"On behalf of the Town of Qualicum Beach Council, I want assure you that we understand and empathize with the growing concerns around COVID-19. We also want to assure you that we are working hard to take proactive measures to ensure we remain ready to respond to any situation, and are committed to communicating changes as they arise. We understand that this is a time for us to work together!"

March 16, 2020

“

“As we are called to meet the challenges and the opportunities of this pandemic, we have a chance to build something new. So, let's build it together.”

Prime Minister, Justin Trudeau

”

“

Stay apart, stay local, stay safe.
We can't let up.

Health Minister, Adrian Dix

”

FIRE DEPARTMENT



The Fire Department underwent significant modifications to training due to restrictions related to group sizes, physical distancing, and locations. Online digital training resources and meeting applications became more heavily relied upon.

In the midst of hardship, however, the Fire Department found a new way to celebrate a memory such as an anniversary, wedding, or birthday! To the thrill of the recipient, the fire crews would drive by in the fire truck, sound the siren, and make lots of noise for all the neighbours to enjoy!

Likewise, another fun way that the fire department brought a sense of community camaraderie was through surprise drive-bys. The display of 5-20 first response vehicles sounding sirens left many smiling and others with quite a fright! Either way, the Town felt their strong and supportive presence. These parades moved around from week to week to show support for the essential workers in each community and were not advertised to avoid large gatherings.

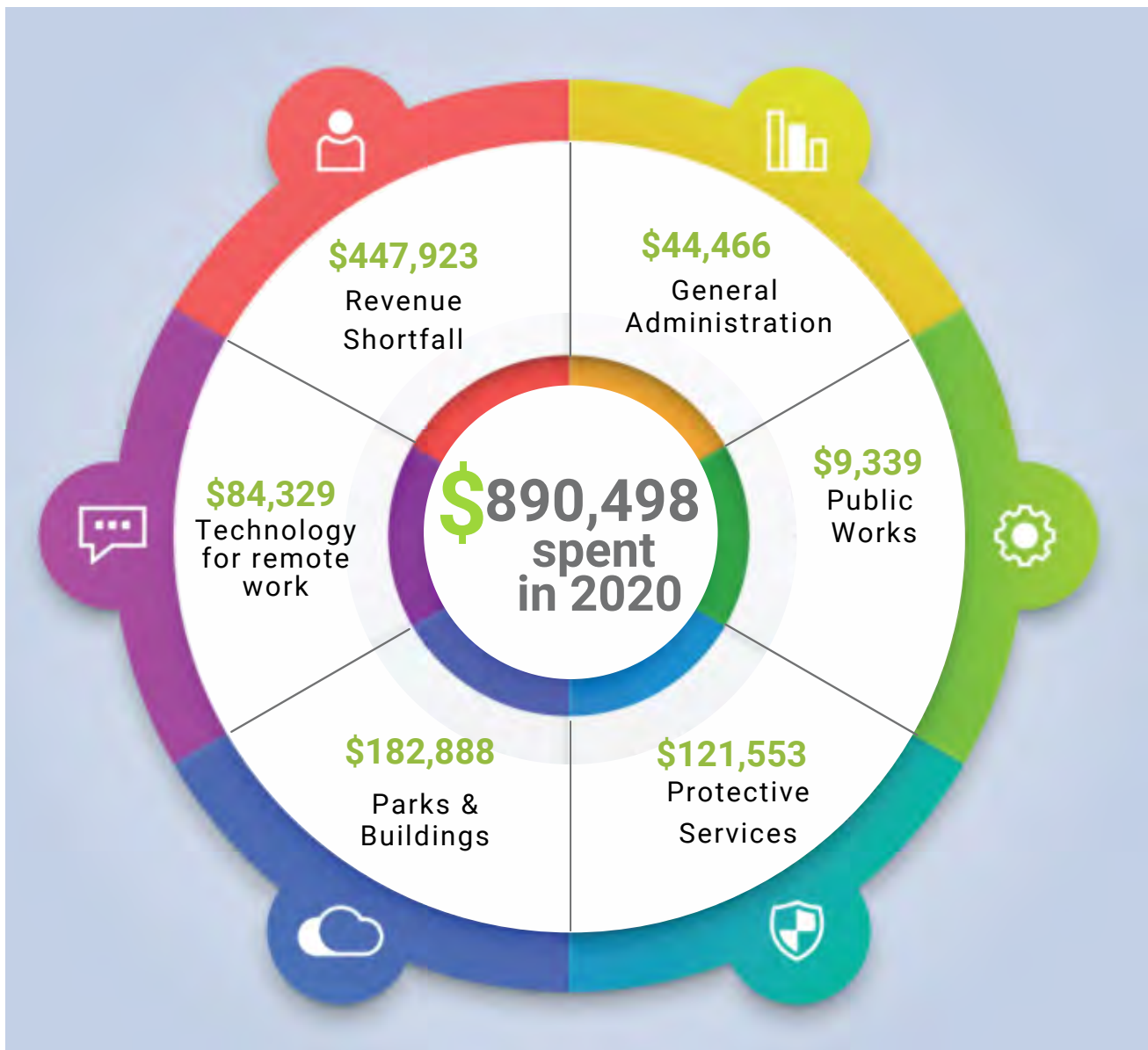
"We hope to help our residents create lasting memories for kids, seniors and families within the Qualicum Beach Fire Protection Area."



BY THE NUMBERS

\$2,359,000 Funds

To help address the financial challenges faced by local governments during COVID-19, the Provincial government provided funding through their **COVID-19 Safe Restart Grants** for Local Governments. The Town received \$2,359,000 to support increased operating costs, and lower revenues.



Other financial assistance was provided through Emergency Management BC, who provided funding of \$4,700 to cover wages for an additional weekend bylaw officer for the fall of 2020, and \$32,000 to assist with some of our direct COVID-19 Costs (overtime wages related to the EOC, plexiglas costs, signs etc).



At no greater times than these do we appreciate our front line workers! A huge call out to our local service providers – from our grocery stores & pharmacy workers, to care centres and health care workers, to restaurants offering take out, to municipal staff and our local hardware store. And to the many that are helping out their neighbours, and supporting one another. We thank you!

*Mayor Brian Wiese
March 24, 2020*





BE KIND. BE CALM. BE SAFE.

Dr. Bonnie Henry, Provincial Health Officer



2020 FINANCIAL INFORMATION



A FINANCIAL OVERVIEW FOR 2020

Town of Qualicum Beach
Statement of 2020 Property Tax Exemptions – Bylaw 736 & 737

Legal Description	Civic Address	Organization	Value of Permissive Exemption	
			Total Taxes	Municipal Portion
Lots 2 and 3, Plan 3414, District Lot 101A, Newcastle Land District	2945/49 Island Highway West	Rotary Club of Qualicum Beach – Welch Park	17,087	9,060
Lot 6, Block 10, Plan 1894, District Lot 78, Newcastle Land District	211 Fern Road West	Rotary Club of Qualicum Beach – Sunrise	4,313	2,287
Lot 1, Plan 27288, District Lot 78, Newcastle Land District	250 First Avenue West	Kiwanis Housing	33,938	15,972
Lot A, Plan 8548, District Lot 78, Newcastle Land District	110 Second Avenue West	Village Theatre	6,883	3,213
Portion of District Lot 101 & 101A, Newcastle Land District, SW PT NE of PL3868; SW PT NE of PL3868; REM SW PT; PT SW of RD; NE PT SW of RD	2711 Island Highway West	Tourist Bureau	1,478	690
Portion of Lot B, Plan VIP58293, District Lot 59 & 60, Newcastle Land District, Except Plan VIP59287	644 Memorial Avenue	Curling Rink	3,092	1,443
Portion of Lot 9, Plan 2047, District Lot 78, Newcastle Land District Except Plan 27288, 42165, VIP55424, VIP60676	665 Jones Street	Lawn Bowling Club	10,847	5,142
Portion of Lot A, District Lot 124, Nanoose District, Plan 42657 Except That Part in Plan 44330	Lease A3 – 1000 Ravensbourne Lane	Beaufort Squadron @ Airport	3,059	1,622
Lot A, Plan 16180, District Lot 57, Newcastle Land District, Except PART IN PLAN 3022 RW	587 Beach Road	Museum	4,954	2,539
Lot 3 & 4, Plan 2008, Block 17, District Lot 58, Land District 35	181 Sunningdale Road West	Blue Sphere Foundation	5,587	2,159
Lot A, Plan 9145, District Lot 63 and remainder of Plan 1026, DL 57-62, Newcastle Land District	469 Memorial Avenue	Qualicum Beach Memorial Golf Club	45,685	22,530
Lot 1, Plan 13424, District Lot 57, Newcastle Land District	210 Crescent Road West	Valhalla - Hospice	14,734	6,877
Lot 2, Plan 43567, District Lot 78, Newcastle Land District	122 Fern Road West	TOSH Arts Centre	19,029	8,882
Strata Lot 1, Plan VIS5454, District Lot 78, Newcastle Land District	703 Memorial Avenue	Qualicum Beach Seniors' Activity Centre	5,589	2,609
Lot 21, Block 8, Plan 1894, District Lot 78, Newcastle Land District;	124 Second Avenue West	Chamber of Commerce	6,684	3,120
Block 5, Plan 1894, DL 78, Newcastle Land District	180 Veterans' Way	Royal Canadian Legion Branch #76	11,267	5,662
Lot A, Plan VIP66629, District Lot 78 & 88, Nanoose Land District, Nanoose and Newcastle Districts Mile 99.13 to 100.114 – portion of VIP 66629; PID 024-135-232	E&N Railway	Island Corridor Foundation	11,615	6,150
Lot A, Plan VIP 66629, District Lot 78 & 88, Nanoose Land District, & Newcastle Land District except there out 0.21 acre lease – see Folio 565-01163.100; Mile 100.14 to 101.59 – portion of VIP66629 inside Qualicum Beach – located between Hollywood & First Avenue, VIP 70053-70058 73117-73120 – No Adj.	E&N Railway	Island Corridor Foundation	19,583	10,369

Lot A, Plan VIP 68672, District Lot 52-78, Newcastle Land District EXCEPT PLAN VIP74072-E & N R/W located in the Town-Mile 101.59 TO 103.297, VIP70059,70060, 70115, 70118, 70119, 70125,70332,70488, 73107-73116 – No Adj.	E&N Railway	Island Corridor Foundation	22,572	11,951
District Lot 52-60, Nanoose Land District, VIA Rail Lease situated on E&N R/W, DL 52 to 60 Incl. & Part of DL 78 within the Town of Qualicum Beach	174 Railway Street (Train Station)	Island Corridor Foundation	3,634	1,696
Lot A, Plan 19140, District Lot 78, Newcastle Land District	591 Arbutus Street	Church of Jesus Christ of Latter-Day Saints	1,818	964
Lot 12, Block 5, Plan 1835, District Lot 53, Newcastle Land District	423 First Avenue West	Jehovah's Witnesses	8,237	4,369
Lot A, Plan 50661, District Lot 58/59, Newcastle Land District	138 Hoylake Road West	St. Mark's Anglican Church	5,414	2,871
Lot A, VIP58293, District Lot 60, Newcastle Land District	150 Village Way	St. Stephen's United Church	2,721	1,443
Lot 1, Plan 13066, District Lot 122, Nanoose Land District	825 Village Way	Christian Fellowship Centre	14,914	7,910
Plan VIP59287, District Lot 57 & 58, Newcastle Land District, those parts shown as "Road to be Closed"	600 Beach Road	Qualicum Community Baptist Church	5,630	2,986

**TOWN OF QUALICUM BEACH
CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020**

TOWN OF QUALICUM BEACH
CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

Management's Responsibility Report	S1
Independent Auditors' Report	S2
Statements	
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2 Consolidated Statement of Operations	S4
3 Consolidated Statement of Changes in Net Financial Assets	S5
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**TOWN OF QUALICUM BEACH
MANAGEMENT'S RESPONSIBILITY REPORT
2020 FINANCIAL STATEMENTS**

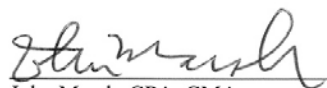
The preparation of these financial statements is the responsibility of management. The consolidated financial statements have been prepared in accordance with Canadian public sector accounting standards, and the integrity and objectivity of these statements are management's responsibility.

Management is also responsible for implementing and maintaining a system of internal control to provide reasonable assurance that reliable financial information is produced.

Council is responsible for ensuring that management fulfils its responsibilities for financial reporting and internal control and exercises this responsibility. Council meets with the external auditors two times per year.

The external auditors, McGorman MacLean, conduct an independent examination, in accordance with Canadian generally accepted auditing standards, and express their opinion on the financial statements. Their examination includes a review and evaluation of the Town's system of internal control and appropriate tests and procedures to provide reasonable assurance that the financial statements are presented fairly. The external auditors have full and free access to Council.

On behalf of the Town of Qualicum Beach



John Marsh, CPA, CMA
Director of Finance



Brian Wiese
Mayor

INDEPENDENT AUDITORS' REPORT

S2

To the Mayor and Council of the
Town of Qualicum Beach

Opinion

We have audited the accompanying consolidated financial statements of the Town of Qualicum Beach (the "Town"), which comprise the consolidated statement of financial position as at December 31, 2020 and the consolidated statements of operations, changes in net financial assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the Town as at December 31, 2020, and the results of its operations, changes in net financial assets and cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis of Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Town in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with Canadian public sector accounting standards and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Town's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Town or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Town's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

180 McCarter Street, 3rd Floor, PO Box 760, Parksville, BC V9P 2G8

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Town's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Town's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Town to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Parksville, Canada
April 28, 2021

McGorman Maclean
CHARTERED PROFESSIONAL ACCOUNTANTS

180 McCarter Street, 3rd Floor, PO Box 760, Parksville, BC V9P 2G8

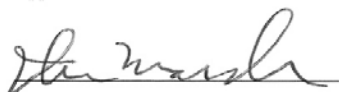
TOWN OF QUALICUM BEACH
CONSOLIDATED STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2020

S3
STATEMENT 1

	<u>2020</u>	<u>2019</u>
FINANCIAL ASSETS		
Cash and cash equivalents (note 2)	\$ 16,964,928	\$ 10,959,690
Accounts receivable (note 3)	2,099,414	3,256,633
Capital lease receivable (note 4)	79,877	90,163
Municipal Finance Authority debt reserve fund deposit	51,885	50,839
Assets held for sale	1,118,350	552,609
	<u>20,314,454</u>	<u>14,909,934</u>
FINANCIAL LIABILITIES		
Accounts payable (note 5)	2,551,165	1,998,199
Accrued employee benefits	853,082	751,833
Deferred revenue	2,910,422	1,396,655
Performance bonds and deposits	966,099	1,068,489
Deferred revenue - capital (note 6)	2,676,105	2,535,036
Long term debt (note 7)	2,314,682	2,777,618
	<u>12,271,555</u>	<u>10,527,830</u>
NET FINANCIAL ASSETS	<u>8,042,899</u>	<u>4,382,104</u>
NON-FINANCIAL ASSETS		
Inventories	110,782	95,686
Prepaid expenses	28,462	28,458
Tangible capital assets (note 8)	121,542,960	120,619,576
	<u>121,682,204</u>	<u>120,743,720</u>
ACCUMULATED SURPLUS (notes 9 and 10)	<u>\$ 129,725,103</u>	<u>\$ 125,125,824</u>

Contingent liabilities and commitments (note 11)

Approved:

 Director of Finance

The accompanying notes are an integral part of these consolidated financial statements

TOWN OF QUALICUM BEACH
CONSOLIDATED STATEMENT OF OPERATIONS
AS AT DECEMBER 31, 2020

S4
STATEMENT 2

	<u>2020 Budget (unaudited)</u>	<u>2020 Actual</u>	<u>2019 Actual</u>
REVENUE			
Net taxation	\$ 10,681,000	\$ 10,756,690	\$ 10,273,010
Water and sewer rates	2,070,000	1,846,078	2,033,148
Sale of services	680,000	612,081	635,590
Other revenue from own sources	1,406,000	1,408,819	1,556,044
Government transfers	3,867,000	4,689,086	4,448,081
Gain on disposal of tangible capital assets	3,517,000	461,240	36,668
Gain on disposal of assets held for sale	-	230,900	141,866
Capital contributions	-	140,745	2,245,543
	<u>22,221,000</u>	<u>20,145,639</u>	<u>21,369,950</u>
EXPENSES			
General government services	2,307,000	2,316,883	2,216,304
Protective services	3,099,000	2,992,544	2,873,436
Transportation services	5,025,000	4,792,856	4,901,813
Environmental services	799,000	809,125	805,882
Water services	1,466,000	1,360,775	1,370,876
Sewer services	423,000	379,459	360,923
Planning and development services	1,208,000	887,062	1,038,270
Parks and recreation services	2,011,000	2,007,656	1,758,257
	<u>16,338,000</u>	<u>15,546,360</u>	<u>15,325,761</u>
ANNUAL SURPLUS	5,883,000	4,599,279	6,044,189
ACCUMULATED SURPLUS AT BEGINNING OF YEAR	<u>125,125,824</u>	<u>125,125,824</u>	<u>119,081,635</u>
ACCUMULATED SURPLUS AT END OF YEAR	<u>\$ 131,008,824</u>	<u>\$ 129,725,103</u>	<u>\$ 125,125,824</u>

The accompanying notes are an integral part of these consolidated financial statements

TOWN OF QUALICUM BEACH
CONSOLIDATED STATEMENT OF CHANGES IN NET FINANCIAL ASSETS
AS AT DECEMBER 31, 2020

S5
STATEMENT 3

	<u>2020 Budget (unaudited)</u>	<u>2020 Actual</u>	<u>2019 Actual</u>
ANNUAL SURPLUS	\$ 5,883,000	\$ 4,599,279	\$ 6,044,189
Acquisition of tangible capital assets	(10,517,000)	(5,325,562)	(7,373,495)
Amortization of tangible capital assets	3,300,000	3,441,220	3,256,653
Proceeds on disposal of tangible capital assets	3,517,000	461,240	67,942
Gain on disposal of tangible capital assets	-	(461,240)	(36,668)
Tangible capital assets transferred to held for sale	-	960,958	-
	<u>(3,700,000)</u>	<u>(923,384)</u>	<u>(4,085,568)</u>
Purchase of supplies inventories	-	(15,096)	(6,899)
Increase in prepaid expenses	-	(4)	(13,544)
	<u>-</u>	<u>(15,100)</u>	<u>(20,443)</u>
CHANGE IN NET FINANCIAL ASSETS	2,183,000	3,660,795	1,938,178
NET FINANCIAL ASSETS AT BEGINNING OF YEAR	<u>4,382,104</u>	<u>4,382,104</u>	<u>2,443,926</u>
NET FINANCIAL ASSETS AT END OF YEAR	<u>\$ 6,565,104</u>	<u>\$ 8,042,899</u>	<u>\$ 4,382,104</u>

The accompanying notes are an integral part of these consolidated financial statements

TOWN OF QUALICUM BEACH
CONSOLIDATED STATEMENT OF CASH FLOWS
AS AT DECEMBER 31, 2020

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STATEMENT 4

	<u>2020</u>	<u>2019</u>
CASH PROVIDED BY OPERATIONS		
Annual surplus	\$ 4,599,279	\$ 6,044,189
Items not involving cash:		
Amortization of tangible capital assets	3,441,220	3,256,653
Gain on disposal of tangible capital assets	(461,240)	(36,668)
Tangible capital assets transferred to held for sale	960,958	-
Change in non-cash operating assets and liabilities:		
Decrease (increase)		
Accounts receivable	1,157,219	(2,146,288)
Capital lease receivable	10,286	10,286
Municipal Finance Authority debt reserve fund deposit	(1,046)	(1,157)
Assets held for sale	(565,741)	30,305
Inventories	(15,096)	(6,899)
Prepaid expenses	(4)	(13,544)
Increase (decrease)		
Accounts payable	552,966	532,940
Accrued employee benefits	101,249	50,222
Deferred revenue	1,513,767	(209,921)
Performance bonds and deposits	(102,390)	82,437
Deferred revenue - capital	141,069	209,419
	<u>11,332,496</u>	<u>7,801,974</u>
FINANCING ACTIVITIES		
Decrease in long term debt	<u>(462,936)</u>	<u>(462,937)</u>
CAPITAL ACTIVITIES		
Acquisition of tangible capital assets	(5,325,562)	(7,373,495)
Proceeds on disposal of tangible capital assets	461,240	67,942
	<u>(4,864,322)</u>	<u>(7,305,553)</u>
INCREASE IN CASH AND CASH EQUIVALENTS	6,005,238	33,484
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	<u>10,959,690</u>	<u>10,926,206</u>
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u>\$ 16,964,928</u>	<u>\$ 10,959,690</u>
SUPPLEMENTARY CASH FLOW INFORMATION:		
Cash paid for interest	<u>\$ 78,725</u>	<u>\$ 90,119</u>

The accompanying notes are an integral part of these consolidated financial statements

**TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020**

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The Town of Qualicum Beach (the "Town") was incorporated on May 5, 1942 under the provisions of the Local Government Act of British Columbia. The Town's principal activities include the provision of services to residents of Qualicum Beach. These include general government services, protective services, transportation services, environmental services, planning and development services and parks and recreation services.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of presentation

Consolidated financial statements have been prepared in accordance with Canadian Public Sector Accounting Board (PSAB) standards. The consolidated statement of financial position includes all assets and liabilities of the Town.

(b) Principles of consolidation

These financial statements include accounts of all funds of the Town and its proportionate interest in Arrowsmith Water Service Joint Venture. Inter-fund transactions and balances have been eliminated.

(c) Basis of accounting

Except as noted below, the basis of accounting followed in the financial statement presentation is the accrual basis and includes revenue in the period in which the transactions or events occurred that gave rise to the revenue, and expenses in the period the goods and services are acquired and a liability is incurred or transfers are due.

(d) Cash and cash equivalents

Cash and cash equivalents are comprised of cash on hand, demand deposits and short-term highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

(e) Assets held for sale

Assets held for sale are those expected to be sold within one year. They are valued at the lower of cost or expected net realizable value. When a decline in net realizable value is determined to be other than temporary, the impairment is recognized in the consolidated statement of operations and accumulated surplus.

(f) Employee future benefits

The Town and its employees make contributions to the Municipal Pension Plan. These contributions are expensed as incurred.

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

S7

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(f) Employee future benefits (continued)

In addition to the Municipal Pension Plan, sick leave and other retirement benefits are also available to the Town's employees. The costs of these benefits are determined based on years of service and best estimates of retirement ages and expected future salary and wage increases. The obligations under these benefit plans are accrued based on projected benefits earned as the employees render services necessary to earn the future benefits.

(g) Deferred revenue

Amounts that have been received in advance of services being rendered are recorded as deferred revenue until the Town discharges the obligations that led to the collection of funds.

(h) Non financial assets

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

Inventories

Inventories are recorded at the lower of cost and net realizable value.

Tangible capital assets

Tangible capital assets are recorded at cost, which includes amounts that are directly attributable to acquisition, construction, development or betterment of the assets. Tangible capital assets transferred to the Town from developers are recorded at their fair market value at the date of transfer and are also recorded as revenue under capital contributions. The cost, less the residual value, of the tangible capital assets, excluding land, are amortized on a straight line basis over their estimated useful lives as follows:

	<u>Years</u>
Buildings and structures	10 - 50
Infrastructure - utilities	50 - 80
Infrastructure - land improvements	25 - 75
Infrastructure - transportation	20 - 75
Equipment	3 - 20

A full year of amortization is charged in the year of acquisition and none in the year of disposal. Assets under construction are initially recorded as work-in-progress and are not amortized until the asset is available for productive use.

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

S7

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(h) Non financial assets (continued)

Works of art and cultural and historic assets

Works of art and cultural and historic assets are not recorded as assets in these consolidated financial statements.

(i) Taxation and related revenues

Property tax revenues in the form of local government requisitions are recognized in the year they are levied. Grants in lieu of taxes are recorded on an accrual basis when it is possible to reasonably estimate the amounts receivable. Parcel taxes are recognized in the year they are levied.

(j) Government transfers

Government transfers are recognized in the consolidated financial statements as revenue in the period the transfers are authorized and any eligibility criteria have been met, except when and to the extent that the transfer gives rise to an obligation that meets the definition of a liability for the recipient government. Transfers received which meet the definition of a liability are included in deferred revenue. Government transfer revenue is recognized in the statement of operations as the stipulation liabilities are settled.

(k) Contaminated sites

Contaminated sites are a result of contamination being introduced into air, soil, water or sediment of a chemical, organic or radioactive material or live organism that exceeds an environmental standard. The liability is recorded net of any expected recoveries. A liability for remediation of contaminated sites is recognized when a site is not in productive use and all of the following criteria are met:

- An environmental standard exists;
- Contamination exceeds the environmental standard;
- The Town is:
 - Directly responsible; or
 - Accepts responsibility;
- It is expected that future economic benefits will be given up; and
- A reasonable estimate of the amount can be made.

The liability is recognized as management's estimate of the cost of post-remediation including operation, maintenance and monitoring that are an integral part of the remediation strategy for a contaminated site.

There are no liabilities to be recorded as at December 31, 2020.

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

S7

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(l) Use of estimates

The preparation of financial statements in conformity with Canadian public sector accounting standards requires management to make estimates and assumptions that affect the amounts of assets and liabilities, disclosure of contingent assets and liabilities and the reported amounts of revenue and expenses. As such, actual results could differ from these estimates. Significant estimates include assumptions used in estimating provisions for accounts receivable, accrued employee benefits, performing calculations of employee future benefits, estimating fair value of contributed tangible capital assets, estimating the useful lives of tangible capital assets and allocation of expenses. Developer contributions of tangible capital assets are recorded at the Town's best estimate of fair value on the date of contribution. These estimates are reviewed periodically and adjustments are made to income as appropriate in the year they become known.

2. RESTRICTED CASH AND CASH EQUIVALENTS

Included in financial assets are cash and cash equivalents of \$241,484 (2019: \$230,318) that are invested on behalf of the cemetery trust fund. These funds may only be used for the upkeep and care of the cemetery and burial plots.

3. ACCOUNTS RECEIVABLE

	2020	2019
Property taxes	\$ 245,117	\$ 324,689
Water rates	244,679	262,515
Sewer rates	166,033	159,361
Solid waste	181,373	170,384
Receivable from federal government	111,999	982,895
Receivable from provincial government	958,631	1,139,530
Trades receivable	191,582	217,259
	<u>\$ 2,099,414</u>	<u>\$ 3,256,633</u>

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

S7

4. CAPITAL LEASE RECEIVABLE

On April 1, 2016, the Town entered into a long term lease agreement for a building owned by the Town. The lease requires annual payments of \$10,757, expiring March 31, 2028. Provided the tenant satisfies all the conditions of the lease, including payment in full of the rent due over the lease term, the tenant will have an exclusive option to purchase the building from the Town for a nominal amount.

Payments due over the next five years on the capital lease receivable are as follows:

2021	\$	10,757
2022		10,757
2023		10,757
2024		10,757
2025		10,757

5. ACCOUNTS PAYABLE

	2020	2019
Trades payable	\$ 722,499	\$ 1,350,801
Payable to federal government	540,547	422,117
Payable to provincial government	1,261,116	46,512
Holdbacks payable	27,003	178,769
	<u>\$ 2,551,165</u>	<u>\$ 1,998,199</u>

6. DEFERRED REVENUE - CAPITAL

	Off Street Parking	Development Cost Charges	Total
Balance at beginning of year	\$ 196,186	\$ 2,338,850	\$ 2,535,036
Additions	-	115,679	115,679
Interest	1,962	23,428	25,390
	<u>\$ 198,148</u>	<u>\$ 2,477,957</u>	<u>\$ 2,676,105</u>

Deferred revenue - capital includes statutory reserves that are required to be set-up under section 188(2) of the Community Charter.

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

S7

7. LONG TERM DEBT

	2020	2019
2.25% Municipal Finance Authority Loan, principal payments of \$231,468 semi-annually plus interest, due November 30, 2025	\$ 2,314,682	\$ 2,777,618

Principal due over the next five years on long term debt is as follows:

2021	\$ 462,936
2022	462,936
2023	462,936
2024	462,936
2025	462,938

8. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated Amortization	Net Book Value
<u>2020</u>			
Land	\$ 38,782,434	\$ -	\$ 38,782,434
Buildings and structures	31,759,226	11,098,304	20,660,922
Infrastructure	120,401,611	60,495,589	59,906,022
Equipment	6,330,190	4,136,608	2,193,582
	<u>\$ 197,273,461</u>	<u>\$ 75,730,501</u>	<u>\$ 121,542,960</u>

	Cost	Accumulated Amortization	Net Book Value
<u>2019</u>			
Land	\$ 39,276,088	\$ -	\$ 39,276,088
Buildings and structures	30,179,205	10,384,319	19,794,886
Infrastructure	117,761,844	58,164,720	59,597,124
Equipment	5,868,517	3,917,039	1,951,478
	<u>\$ 193,085,654</u>	<u>\$ 72,466,078</u>	<u>\$ 120,619,576</u>

The Town manages and controls various works of art located at Town sites and public display areas including paintings and a sculpture. These assets are not recorded as tangible capital assets and are not amortized.

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

S7

9. ACCUMULATED SURPLUS

	2020	2019
<u>Reserves and Surpluses</u>		
Equipment reserve fund	\$ 55,502	\$ 54,953
Property reserve fund	217,663	215,508
Park land reserve fund	95,650	94,703
Emissions reduction reserve fund	23,481	23,224
Park improvements reserve fund	92,259	91,345
Cemetery reserve fund	250,069	241,443
Municipal Finance Authority debt reserve fund	51,885	50,839
Arrowsmith water reserve	60,898	56,788
Protective services reserve	-	18,732
Buildings reserve	56,000	56,000
Developer contribution reserve	78,432	-
COVID-19 Safe Restart Grant reserve	1,468,502	-
Assets held for sale	1,118,350	512,313
Unallocated surplus		
General	4,352,825	3,852,663
Water	1,974,013	1,661,520
Sewer	601,296	353,835
	10,496,825	7,283,866
Investment in tangible capital assets (note 10)	119,228,278	117,841,958
Total accumulated surplus	<u>\$ 129,725,103</u>	<u>\$ 125,125,824</u>

10. INVESTMENT IN TANGIBLE CAPITAL ASSETS

	2020	2019
Investment in tangible capital assets at beginning of year	\$ 117,841,958	\$ 113,293,453
Add: Acquisition of tangible capital assets	5,325,562	7,373,495
Reduction in long term debt	462,936	462,937
Less: Amortization	(3,441,220)	(3,256,653)
Net book value of tangible capital asset disposals	-	(31,274)
Tangible capital assets transferred to held for sale	(960,958)	-
Investment in tangible capital assets at end of year	<u>\$ 119,228,278</u>	<u>\$ 117,841,958</u>

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

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11. CONTINGENT LIABILITIES AND COMMITMENTS

- (a) Regional District - The Town is responsible, as a member of the Regional District of Nanaimo and of the Nanaimo Regional Hospital District, for its proportion of any operating deficits or capital debt related to functions in which it participates.
- (b) Municipal Pension Plan - The Town and its employees contribute to the Municipal Pension Plan (a jointly trustee pension plan). The board of trustees, representing plan members and employers, is responsible for administering the plan, including investment of the assets and administration of benefits. The plan is a multi-employer defined benefit pension plan. Basic pension benefits provided are based on a formula. As at December 31, 2020, the plan has about 213,000 active members and approximately 106,000 retired members. Active members include approximately 41,000 contributors from local governments.

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent actuarial valuation as at December 31, 2018 indicated a \$2,866 million funding surplus for basic pension benefits on a going concern basis.

The Town of Qualicum Beach paid \$405,974 for employer contributions to the plan in the fiscal year ended December 31, 2020.

The next valuation will be as at December 31, 2021, with results available in 2022.

Employers participating in the plan record their pension expenses as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the plan. Contributions to the plan were as follows:

	2020	2019
Employer portion	\$ 405,974	\$ 372,289
Employee portion	354,555	324,742
	<u>\$ 760,529</u>	<u>\$ 697,031</u>

**TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020**

S7

11. CONTINGENT LIABILITIES AND COMMITMENTS (continued)

- (c) Municipal Finance Authority contingent demand notes - Under borrowing arrangements with the Municipal Finance Authority (MFA), the Town is required to lodge security by means of a demand note and an interest-bearing cash deposit based on the amount of the borrowing. As a condition of the borrowing, a portion of the debenture proceeds is withheld by the MFA as a debt reserve fund. This deposit is included in the Town's financial assets and is held by the MFA as security against the possibility of debt repayment default. If the debt is repaid without default, the deposit is refunded to the Town. At December 31, 2020, there was a contingent demand note of \$212,517 (2019 - \$212,517) which was not included in the financial statements of the Town.
- (d) Municipal Insurance Association of British Columbia - The Town is a participant in the Municipal Insurance Association of British Columbia. Should the Association pay out claims in excess of premiums received, it is possible that the Town, along with other participants, would be required to contribute towards the deficit.
- (e) Other contingent liabilities consisting of routine claims will be accounted for as an expense in the period in which the costs are incurred. It is not possible to determine the Town's liability, if any, with respect to these other matters.

12. SEGMENT DISCLOSURE BY SERVICE

The Town of Qualicum Beach is a diversified municipal government that provides a wide range of services to its residents. The following is a description of the types of services included in each of the main segments of the Town's financial statements:

General Government Services

Services related to general corporate and legislative governance and administration as well as human resources, information technology and financial management.

Protective Services

Services related to providing fire protection, bylaw enforcement and building inspection to the Town, as well as the Town's share of expenses related to providing policing.

Transportation Services

Services related to the delivery of municipal public works services including the development and maintenance of roadway systems, street lighting, airport operations and other public works and engineering related services.

TOWN OF QUALICUM BEACH
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED DECEMBER 31, 2020

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12. SEGMENT DISCLOSURE BY SERVICE (continued)

Environmental Services

Services related to the collection of garbage and chipping as well as environmental testing and monitoring. It also includes services related to the delivery of water, sanitary sewer removal and the planning and development and maintenance of the Town's water and sewer infrastructure.

Planning and Development Services

Services related to planning for development and for improving quality of life and sustainability initiatives.

Parks and Recreation Services

Services related to the development and maintenance of parks and trails, municipal landscaping, and providing and maintaining recreation and cultural buildings.

The accounting policies used in these segments are consistent with those followed in the preparation of the consolidated financial statements as disclosed in note 1. For additional information, see the Consolidated Schedule of Segment Disclosure by Service (Schedule D).

13. FINANCIAL IMPACTS OF COVID-19

In March 2020, the World Health Organization declared a global pandemic due to the novel coronavirus (COVID-19). It is not possible to reliably estimate the financial effects, if any, that the severity and length of the pandemic will have on the Town and its operations.

TOWN OF QUALICUM BEACH
SCHEDULE OF REVENUES
YEAR ENDED DECEMBER 31, 2020

	2020 Budget (unaudited)	2020 Actual	S8 SCHEDULE A 2019 Actual
NET TAXATION			
Taxes collected for municipal purposes			
General	\$ 9,370,000	\$ 9,376,607	\$ 8,875,521
Parcel tax - water	732,000	742,880	802,930
Parcel tax - sewer	163,000	165,375	164,675
1% utility tax	147,000	145,854	148,621
	<u>10,412,000</u>	<u>10,430,716</u>	<u>9,991,747</u>
Taxes collected for other government services			
Education	4,812,000	4,813,381	5,024,379
Regional District of Nanaimo	4,060,000	4,062,378	3,972,430
Nanaimo Regional Hospital District	520,000	522,843	526,363
Vancouver Island Regional Library	560,000	557,792	527,424
B.C. Assessment Authority	141,000	141,207	130,232
Municipal Finance Authority	1,000	647	647
	<u>10,094,000</u>	<u>10,098,248</u>	<u>10,181,475</u>
Less taxes paid to other governments	<u>(10,094,000)</u>	<u>(10,094,009)</u>	<u>(10,180,724)</u>
	<u>-</u>	<u>4,239</u>	<u>751</u>
Grants-in-lieu of taxes			
Federal government	14,000	12,783	15,614
Taxes paid to other governments	(7,000)	(4,937)	(7,802)
Fortis BC	47,000	51,181	47,281
B.C. Hydro	65,000	112,708	75,419
Permissive tax exemptions	150,000	150,000	150,000
	<u>269,000</u>	<u>321,735</u>	<u>280,512</u>
	<u>\$ 10,681,000</u>	<u>\$ 10,756,690</u>	<u>\$ 10,273,010</u>
WATER AND SEWER RATES			
Water user rates	\$ 1,400,000	\$ 1,209,704	\$ 1,389,629
Water connection fees	10,000	19,955	32,986
Sewer user rates	650,000	604,419	597,491
Sewer connection fees	10,000	12,000	13,042
	<u>\$ 2,070,000</u>	<u>\$ 1,846,078</u>	<u>\$ 2,033,148</u>
SALE OF SERVICES			
Public Works	\$ 34,000	\$ 17,959	\$ 25,637
Solid waste pickup	600,000	544,227	552,146
Cemetery	46,000	49,895	57,807
	<u>\$ 680,000</u>	<u>\$ 612,081</u>	<u>\$ 635,590</u>

TOWN OF QUALICUM BEACH
SCHEDULE OF REVENUES (continued)
YEAR ENDED DECEMBER 31, 2020

	2020 Budget (unaudited)	2020 Actual	\$ SCHEDULE A 2019 Actual
OTHER REVENUE FROM OWN SOURCES			
Licences and permits	\$ 226,000	\$ 205,330	\$ 240,392
Leases and rentals	500,000	571,372	578,359
Interest on investments	60,000	98,013	205,187
Interest on property taxes	52,000	38,083	62,988
Miscellaneous - operating	90,000	96,485	132,238
Contributions and other	137,000	248,820	37,650
Airport services	173,000	80,122	144,308
Community Hall	33,000	17,408	29,914
Civic Centre	135,000	53,186	125,008
	<u>\$ 1,406,000</u>	<u>\$ 1,408,819</u>	<u>\$ 1,556,044</u>
GOVERNMENT TRANSFERS			
Operating			
Revenue sharing grants	\$ 467,000	\$ 469,016	\$ 470,451
Fire protection	130,000	132,592	126,735
Community parks and other	150,000	153,357	151,778
Other grants	13,000	2,423,752	26,086
	<u>760,000</u>	<u>3,178,717</u>	<u>775,050</u>
Capital			
Infrastructure	2,675,000	1,078,637	2,802,500
Federal gas tax revenue	432,000	431,732	870,531
	<u>3,107,000</u>	<u>1,510,369</u>	<u>3,673,031</u>
	<u>\$ 3,867,000</u>	<u>\$ 4,689,086</u>	<u>\$ 4,448,081</u>
OTHER CAPITAL REVENUE			
Gain on disposal of tangible capital assets	\$ 3,517,000	\$ 461,240	\$ 36,668
Gain on disposal of assets held for sale	-	230,900	141,866
Developer contributions	-	83,700	2,000,589
Other contributions	-	57,045	244,954
	<u>\$ 3,517,000</u>	<u>\$ 832,885</u>	<u>\$ 2,424,077</u>
TOTAL REVENUE	<u>\$ 22,221,000</u>	<u>\$ 20,145,639</u>	<u>\$ 21,369,950</u>
SUMMARY OF REVENUE			
Operating revenue	\$ 15,597,000	\$ 17,802,385	\$ 15,272,842
Capital and other revenue	<u>6,624,000</u>	<u>2,343,254</u>	<u>6,097,108</u>
	<u>\$ 22,221,000</u>	<u>\$ 20,145,639</u>	<u>\$ 21,369,950</u>

TOWN OF QUALICUM BEACH
SCHEDULE OF EXPENSES
YEAR ENDED DECEMBER 31, 2020

	2020 Budget (unaudited)	2020 Actual	S9 SCHEDULE B 2019 Actual
GENERAL GOVERNMENT SERVICES			
Legislative	\$ 253,000	\$ 218,625	\$ 248,079
Grants-in-aid	246,000	207,600	245,000
Office and ground maintenance	165,000	171,773	189,460
Administrative	1,157,000	1,143,989	1,077,789
Other	390,000	474,380	378,498
	2,211,000	2,216,367	2,138,826
Fiscal services	26,000	18,833	19,811
Amortization of tangible capital assets	70,000	81,683	57,667
	<u>\$ 2,307,000</u>	<u>\$ 2,316,883</u>	<u>\$ 2,216,304</u>
PROTECTIVE SERVICES			
RCMP	\$ 1,421,000	\$ 1,347,496	\$ 1,098,971
Fire department	1,005,000	999,453	1,056,696
Other	483,000	450,879	517,563
	2,909,000	2,797,828	2,673,230
Fiscal services	60,000	59,892	70,308
Amortization of tangible capital assets	130,000	134,824	129,898
	<u>\$ 3,099,000</u>	<u>\$ 2,992,544</u>	<u>\$ 2,873,436</u>
TRANSPORTATION SERVICES			
Public Works administration and yard	\$ 715,000	\$ 718,852	\$ 736,273
Roads and drainage	888,000	697,152	820,551
Airport	549,000	484,021	548,794
Less fuel sales	(344,000)	(335,949)	(340,380)
Street lighting	192,000	192,400	187,324
Equipment operating costs	613,000	493,445	553,268
	2,613,000	2,249,921	2,505,830
Fiscal services	-	44,824	-
Amortization of tangible capital assets	2,412,000	2,498,111	2,395,983
	<u>\$ 5,025,000</u>	<u>\$ 4,792,856</u>	<u>\$ 4,901,813</u>
ENVIRONMENTAL SERVICES			
Waste removal	\$ 695,000	\$ 691,056	\$ 702,266
Solid waste landfill	20,000	19,167	26,377
Other solid waste	84,000	98,902	77,239
	<u>\$ 799,000</u>	<u>\$ 809,125</u>	<u>\$ 805,882</u>

TOWN OF QUALICUM BEACH
SCHEDULE OF EXPENSES (continued)
YEAR ENDED DECEMBER 31, 2020

	2020 Budget (unaudited)	2020 Actual	S9 SCHEDULE B 2019 Actual
WATER SERVICES			
Water maintenance	\$ 1,108,000	\$ 1,000,889	\$ 1,012,150
Amortization of tangible capital assets	<u>358,000</u>	<u>359,886</u>	<u>358,726</u>
	<u>\$ 1,466,000</u>	<u>\$ 1,360,775</u>	<u>\$ 1,370,876</u>
SEWER SERVICES			
Sewer maintenance	\$ 273,000	\$ 224,713	\$ 210,262
Amortization of tangible capital assets	<u>150,000</u>	<u>154,746</u>	<u>150,661</u>
	<u>\$ 423,000</u>	<u>\$ 379,459</u>	<u>\$ 360,923</u>
PLANNING AND DEVELOPMENT SERVICES			
Planning and zoning	\$ 383,000	\$ 327,822	\$ 335,804
Community development	<u>825,000</u>	<u>559,240</u>	<u>702,466</u>
	<u>\$ 1,208,000</u>	<u>\$ 887,062</u>	<u>\$ 1,038,270</u>
PARKS AND RECREATION SERVICES			
Parks administration and yard	\$ 358,000	\$ 442,008	\$ 340,777
Civic Centre and Community Hall	384,000	326,004	353,138
Buildings and other	136,000	247,723	128,609
Trails	115,000	82,169	90,176
Community Park	167,000	132,409	144,353
Beach maintenance	130,000	106,580	122,373
Garden and park areas	486,000	414,888	379,777
Cemetery	<u>55,000</u>	<u>43,905</u>	<u>35,336</u>
	1,831,000	1,795,686	1,594,539
Amortization of tangible capital assets	<u>180,000</u>	<u>211,970</u>	<u>163,718</u>
	<u>\$ 2,011,000</u>	<u>\$ 2,007,656</u>	<u>\$ 1,758,257</u>
TOTAL EXPENSES	<u>\$ 16,338,000</u>	<u>\$ 15,546,360</u>	<u>\$ 15,325,761</u>
SUMMARY OF EXPENSES			
Operating costs	\$ 12,952,000	\$ 11,981,591	\$ 11,978,989
Fiscal services	86,000	123,549	90,119
Amortization of tangible capital assets	<u>3,300,000</u>	<u>3,441,220</u>	<u>3,256,653</u>
	<u>\$ 16,338,000</u>	<u>\$ 15,546,360</u>	<u>\$ 15,325,761</u>

TOWN OF QUALICUM BEACH
SCHEDULE OF RECEIPTS AND DISBURSEMENTS OF GAS TAX AGREEMENT
YEAR ENDED DECEMBER 31, 2020

S10
SCHEDULE C

	<u>2020</u>	<u>2019</u>
Gas Tax Agreement Funds		
Opening balance	\$ 823,942	\$ (46,589)
Add: Amount received during the year	431,733	870,531
Add: Interest earned	4,120	-
Less: Amount spent on projects	<u>(1,259,795)</u>	<u>-</u>
	<u>\$ -</u>	<u>\$ 823,942</u>

Federal gas tax funding is provided by the Government of Canada. Use of the funding is established by a funding agreement between the Municipality and the Union of British Columbia Municipalities. Gas tax funding may be used towards designated public transit, community energy, water, wastewater, solid waste and capacity building projects, as specified in the funding agreements.

TOWN OF QUALICUM BEACH
CONSOLIDATED SCHEDULE OF SEGMENT DISCLOSURE BY SERVICE
DECEMBER 31, 2020

S11
SCHEDULE D

2020	Consolidated	General Government Services	Protective Services	Transportation Services	Environmental Services	Planning and Development Services	Parks and Recreation Services
Revenue							
Net taxation	\$ 10,756,690	\$ 9,848,435	\$ -	\$ -	\$ 908,255	\$ -	\$ -
Sale of services	2,458,159	-	-	16,341	2,440,200	-	1,618
Other operating revenue	1,408,819	752,793	209,061	103,372	70,117	170,483	102,993
Government transfers	4,689,086	2,773,152	299,293	418,754	443,825	-	754,062
Gain on disposal of assets	692,140	692,140	-	-	-	-	-
Other capital revenue	140,745	-	-	23,800	83,700	33,245	-
	<u>20,145,639</u>	<u>14,066,520</u>	<u>508,354</u>	<u>562,267</u>	<u>3,946,097</u>	<u>203,728</u>	<u>858,673</u>
Expenses							
Wages and salaries	6,171,064	1,191,071	1,058,414	1,313,622	952,929	327,173	1,327,855
Goods and services	5,810,527	1,025,296	1,739,414	936,299	1,081,798	559,889	467,831
Amortization	3,441,220	81,683	134,824	2,498,111	514,632	-	211,970
Fiscal services	123,549	18,833	59,892	44,824	-	-	-
	<u>15,546,360</u>	<u>2,316,883</u>	<u>2,992,544</u>	<u>4,792,856</u>	<u>2,549,359</u>	<u>887,062</u>	<u>2,007,656</u>
Annual surplus (deficit)	<u>\$ 4,599,279</u>	<u>\$ 11,749,637</u>	<u>\$ (2,484,190)</u>	<u>\$ (4,230,589)</u>	<u>\$ 1,396,738</u>	<u>\$ (683,334)</u>	<u>\$ (1,148,983)</u>

TOWN OF QUALICUM BEACH
CONSOLIDATED SCHEDULE OF SEGMENT DISCLOSURE BY SERVICE
DECEMBER 31, 2020

S11

SCHEDULE D

2019	Consolidated	General Government Services	Protective Services	Transportation Services	Environmental Services	Planning and Development Services	Parks and Recreation Services
Revenue							
Net taxation	\$ 10,273,010	\$ 9,305,405	\$ -	\$ -	\$ 967,605	\$ -	\$ -
Sale of services	2,668,738	-	-	23,400	2,643,101	-	2,237
Other operating revenue	1,556,044	877,156	245,428	152,108	-	110,230	171,122
Government transfers	4,448,081	417,323	226,535	2,407,322	882,623	-	514,278
Gain on disposal of assets	178,534	178,534	-	-	-	-	-
Other capital revenue	2,245,543	-	-	521,100	335,690	238,354	1,150,399
	<u>21,369,950</u>	<u>10,778,418</u>	<u>471,963</u>	<u>3,103,930</u>	<u>4,829,019</u>	<u>348,584</u>	<u>1,838,036</u>
Expenses							
Wages and salaries	6,319,574	1,169,322	1,177,289	1,447,404	957,729	373,307	1,194,523
Goods and services	5,659,415	969,504	1,495,941	1,058,426	1,070,565	664,963	400,016
Amortization	3,256,653	57,667	129,898	2,395,983	509,387	-	163,718
Fiscal services	90,119	19,811	70,308	-	-	-	-
	<u>15,325,761</u>	<u>2,216,304</u>	<u>2,873,436</u>	<u>4,901,813</u>	<u>2,537,681</u>	<u>1,038,270</u>	<u>1,758,257</u>
Annual surplus (deficit)	<u>\$ 6,044,189</u>	<u>\$ 8,562,114</u>	<u>\$ (2,401,473)</u>	<u>\$ (1,797,883)</u>	<u>\$ 2,291,338</u>	<u>\$ (689,686)</u>	<u>\$ 79,779</u>

TOWN OF QUALICUM BEACH
CONSOLIDATED SCHEDULE OF TANGIBLE CAPITAL ASSETS
DECEMBER 31, 2020

S12
SCHEDULE E

	Land	Buildings	Equipment	Water	Sewer	Drainage	Roads	Other	WIP	Parks	Total
COST											
Opening Balance (Jan 1, 2019)	\$ 37,769,788	\$ 30,112,962	\$ 5,614,611	\$ 15,381,994	\$ 9,667,970	\$ 20,168,428	\$ 43,813,442	\$ 20,140,864	\$ 1,462,715	\$ 1,654,209	\$ 185,786,983
2019 Additions	1,537,574	66,243	297,456	725,343	187,765	374,716	275,111	200,671	3,690,811	17,805	7,373,495
2019 Disposals	(31,274)	-	(43,550)	-	-	-	-	-	-	-	(74,824)
2019 Transfers	-	-	-	-	-	-	-	-	-	-	-
2019 Assets held for sale	-	-	-	-	-	-	-	-	-	-	-
Closing Balance (Dec 31, 2019)	39,276,088	30,179,205	5,868,517	16,107,337	9,855,735	20,543,144	44,088,553	20,341,535	5,153,526	1,672,014	193,085,658
2020 Additions	467,304	1,580,021	566,423	83,700	245,108	456,029	783,413	5,091,146	(3,947,582)	-	5,325,562
2020 Disposals	-	-	(104,750)	-	-	-	(72,047)	-	-	-	(176,797)
2020 Transfers	-	-	-	-	-	-	-	-	-	-	-
2020 Assets held for sale	(960,958)	-	-	-	-	-	-	-	-	-	(960,958)
Closing Balance (Dec 31, 2020)	38,782,434	31,759,226	6,330,190	16,191,037	10,100,843	20,999,173	44,799,919	25,432,681	1,205,944	1,672,014	197,273,461
ACCUMULATED AMORTIZATION											
Opening Balance (Jan 1, 2019)		9,738,865	3,638,277	5,839,839	5,355,227	7,328,421	26,864,344	9,445,098	-	1,032,904	69,252,975
2019 Amortization		655,454	302,312	230,027	164,263	355,243	1,102,067	405,401	-	41,886	3,256,653
2019 Disposals		-	(43,550)	-	-	-	-	-	-	-	(43,550)
2019 Transfers		-	-	-	-	-	-	-	-	-	-
Closing Balance (Dec 31, 2019)		10,384,319	3,917,039	6,069,866	5,519,490	7,683,664	27,966,411	9,850,499	-	1,074,790	72,466,078
2020 Amortization		713,985	324,319	231,187	168,347	362,843	1,102,263	496,390	-	41,886	3,441,220
2020 Disposals		-	(104,750)	-	-	-	(72,047)	-	-	-	(176,797)
2020 Transfers		-	-	-	-	-	-	-	-	-	-
Closing Balance (Dec 31, 2020)		11,098,304	4,136,608	6,301,053	5,687,837	8,046,507	28,996,627	10,346,889	-	1,116,676	75,730,501
Net Book Value (Dec 31, 2019)	\$ 39,276,088	\$ 19,794,886	\$ 1,951,478	\$ 10,037,471	\$ 4,336,245	\$ 12,859,480	\$ 16,122,142	\$ 10,491,036	\$ 5,153,526	\$ 597,224	\$ 120,619,576
Net Book Value (Dec 31, 2020)	\$ 38,782,434	\$ 20,660,922	\$ 2,193,582	\$ 9,889,984	\$ 4,413,006	\$ 12,952,666	\$ 15,803,292	\$ 15,085,792	\$ 1,205,944	\$ 555,338	\$ 121,542,960

TOWN OF QUALICUM BEACH
SCHEDULE OF COVID-19 SAFE RESTART GRANT
YEAR ENDED DECEMBER 31, 2020

S13
SCHEDULE F

	<u>2020</u>
COVID-19 Safe Restart Grant received November 2020	\$ <u>2,359,000</u>
Eligible costs incurred	
Revenue shortfalls	(447,923)
Technology costs to improve remote work	(84,329)
General administration	(44,466)
Public Works	(9,339)
Protective Services	(121,553)
Parks and Buildings	(182,888)
Total eligible costs incurred	<u>(890,498)</u>
Balance December 31, 2020	\$ <u><u>1,468,502</u></u>

The above schedule is a requirement under the COVID-19 Safe Restart Grant for Local Governments which is funded jointly by the Government of Canada and the Government of British Columbia under the Safe Restart Agreement.



TOWN OF QUALICUM BEACH

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