



# NVCA 2021 Annual General Meeting Highlights February 26, 2021

Next Meeting: March 26, 2021, held virtually

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For the full meeting agenda including documents and reports, visit [nvca.on.ca/about/boardofdirectors](http://nvca.on.ca/about/boardofdirectors)

## Land acknowledgement

NVCA Board meetings will start with a land acknowledgement, to honour Indigenous history and culture and committed to moving forward in the spirit of reconciliation and respect with all First Nation, Métis and Inuit people.

## 2020 Annual Report

NVCA's 2020 Annual Report is now available. Through storytelling, the report highlights NVCA's efforts to serve our watershed residents quicker and more efficiently, even during the COVID-19 pandemic.

[Download the 2020 Annual Report here.](#)

## Presentation on Education

The Manager of Education provided an overview of the accomplishments of the education program. Prior to the COVID-19 pandemic, NVCA's environmental educators reach out to 20,000 students per year.

NVCA's education department partners with many organizations to deliver environmental education to students across the Nottawasaga Valley Watershed. Some examples include:

- Georgian Bay Forever (GFB)  
As part of its microplastics capture and divert program, GFB partnered with NVCA to deliver microplastics programming to students in the Town of Collingwood.

In 2020, this program was delivered to 112 students, with a goal of 400 students per year until 2022.

NVCA purchased microscopes and led students to collect water samples from neighbouring areas to investigate the presence of microplastics, educate on the impacts of this new type of pollution and to facilitate conversation about lifestyle changes.

The program received great feedback from principals. One principal mentioned their entire school had a discussion about the use of Styrofoam cups, and how this practice should end.

- Simcoe County District School Board (SCDSB)

NVCA has a long term partnership with SCDSB to deliver programming to Grade 4 students three times throughout the year.

NVCA's environmental educators take students on field trips in their communities. This is especially impactful because students do not need to take a bus to the forest to visit nature, in fact, they learn that they live in nature.

During the COVID-19 pandemic, NVCA's outdoor educators go to schools for a contact-less school yard visit.

For students who chose to learn remotely, the same lessons are offered

virtually, along with other initiatives for them to get outside with their family.

- City of Barrie – Winter Fest  
NVCA’s education program delivered programming to the City of Barrie’s 2021 Winter Fest. Although programming was not allowed in person, the city, in partnership with its local libraries delivered Winter Fest virtually.  
NVCA made scavenger hunt cards for students to learn how to track animals, and also completed a live Q&A session for the Barrie residents.
- Ministry of Environment and Climate Change (MOECC)  
Through funding from MOECC, NVCA, along with St. Clair Conservation, South Nation Conservation and EcoSuperior is delivering virtual programming about the Great Lakes.
- Other conservation authorities  
Each year, NVCA participates in the Rekindle the Sparks conference with educators from other conservation authorities to share knowledge and experiences.

## South Innisfil Creek Drain

Pursuant to Ontario Regulation 172/06 and as resolved by the Board, staff can issue permits with a term up to 24 months. The Regulation allows for the NVCA Board of Directors to approve permits for up to 60 months for projects that, in their opinion, cannot reasonably be completed within 24 months from the day the permission is granted.

The Board of Directors approved staff to issue a permit for a 60 months for works on the South Innisfil Creek Drain in the Town of Innisfil.

The application is for public infrastructure works including drain maintenance and alteration, floodplain enhancement, culvert/structure replacements, aquatic habitat improvements, and restoration.

## Customer Satisfaction Report

In 2013, NVCA adopted a Customer Service Charter and Strategy that sets out the authority’s commitment to providing excellence

in customer service. Continuous improvement is a key element of the charter.

In 2020, 115 individuals and organizations completed a client survey on the NVCA permit application process. The survey is sent to all those receiving NVCA permits.

Ninety five (95%) of those completing the client survey rated their overall experience with NVCA’s permit application process as good or excellent. Between 93% and 100% of respondents rated staff knowledge, courtesy, information accuracy, communication, and customer service as good or excellent. Response time received a slightly lower rating, with 88% of survey respondents rating it as good or excellent.

With reduced programming due the COVID-19 pandemic, very little feedback was received for events, education and weddings.