Township of Leeds and the Thousand Islands

Annual Report Come, Join Us...









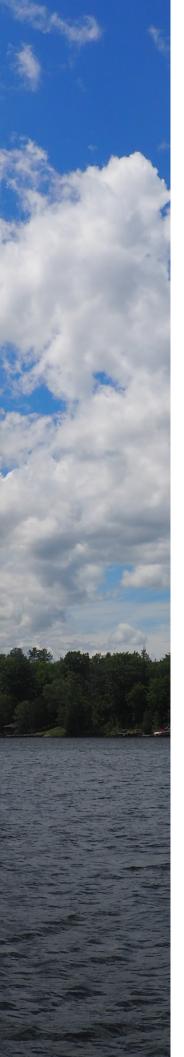




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A Message From the Mayor

2021 - what a year! We are very pleased and proud to say that we made it through this year of increased demand on our services, and meeting the needs of both our ratepayers and visitors.

The Township saw an increase in the demand for planning services, which means new homes and increased tax base. People have been busy building new homes and renovating to upgrade their spaces. Getting a permit is an important part of the process as it ensures that the renovations are being completed in accordance with the building code. If ever the property was to be sold, permits are on file to verify it's been done correctly. With the demand on local real estate, this is a key role we play in the safety of commercial, industrial and residential spaces.

In 2021, TLTI appointed a new Fire Chief and saw many new recruits come forward to volunteer as firefighters. This is great news for our residents and businesses. We depend on these people in the most difficult times and it's very encouraging to see so many people wanting to serve our community.

Not without challenge, 2021 saw limitations on businesses who were doing their absolute best to adapt and persevere through very difficult times. We appreciate all their tenacity and commitment to serving the community throughout this pandemic. I know that many local residents are making concerted efforts to access these businesses to ensure they are there long after the pandemic is over. In a small way, the Township strives to raise the profile of our local businesses through programs such as the Provincial Red Grant Project funding.

This project has allowed us to support and promote our businesses in partnership with the Town of Gananoque. See the Economic Development section of this report to learn more - our local businesses and entrepreneurs are uplifting and make us very proud!

Our Operations & Infrastructure Department has been hard at work to better our road network and complete infrastructure projects such as the Rockport Boat Ramp. The work being done on Asset Management Planning internally is allowing us to better project future needs for fleet, buildings and roads (both gravel and surface treated) so we can be financially prepared to complete the work that will need to be done. From a Council perspective, this makes budgeting decisions much easier as we will have current data that informs the requests for resources from staff so that Council are making sound decisions now and in the future.

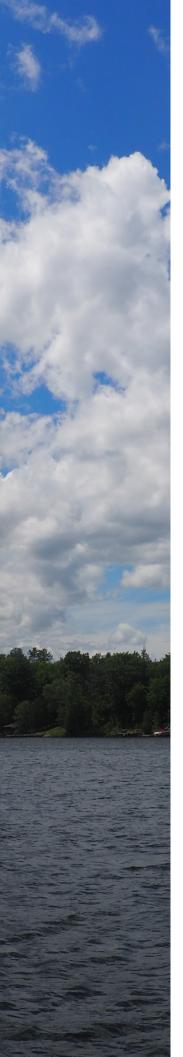
In 2021, we had a full complement of summer staff keeping our parks and open spaces in great shape. We have seen an unprecedented number of visitors to the Township wanting to enjoy our outdoor spaces and beauty.

We have seen some retiring staff who have dedicated many years of service to you, the taxpayer. Thank you for all your dedication and hard work! Also, we have hired new staff to allow us to meet the service levels you expect. Our corporate foundation is stronger than ever, which will allow us to continue to grow and prosper while serving you, the residents of TLTI.

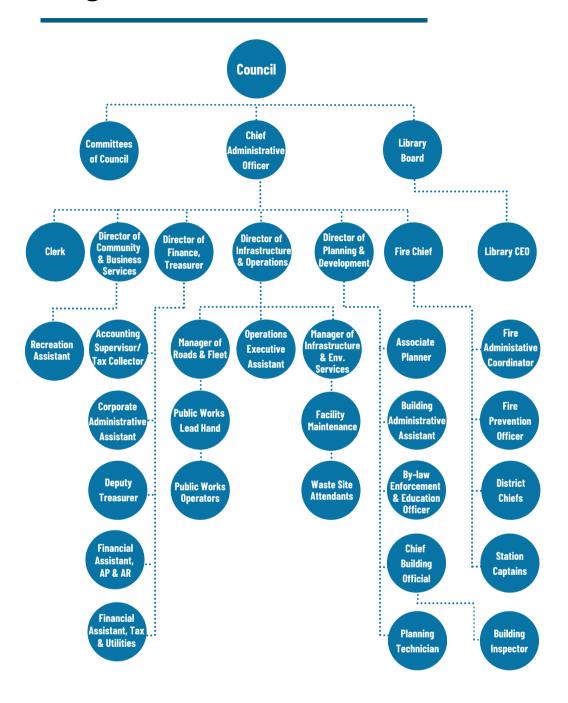
Council looks forward to 2022, but it also is nice to look back on last year with pride.

Mayor Corinna Smith-Gatcke





Organizational Chart



Contract, temporary, part-time and/or seasonal positions may not be listed here, however may be created occasionally, pending organization needs.

2021 TLTI Staff Changes

Retired Staff Members

New Staff Members



Dale Tye Lead Hand Operator



Aaron Hatton Manager of Roads & Fleet



Glenn Marsden
Operator



Allan McRae Waste Disposal Site Attendant 2



Rick Lawson Fire Chief



Dayna DeBenedet LTI Public Library CEO

Changes to Staff Positions



Jessica ThainDeputy Treasurer



James Tuck
Manager of Infrastructure
& Environmental Services



Katie Forrester Recreation Assistant



Mike Prior Fire Chief



Leasa Burns Building Clerk (temp)

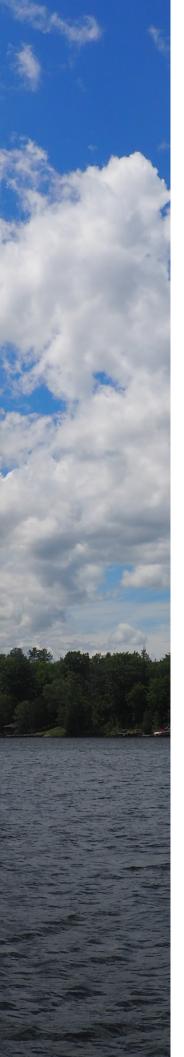


Trish Brown
Facilities Maintenance



Monica Warren
Corporate Administrative
Assistant





COVID-19: Our Response

Through 2021, the Township's Council, staff and Fire Services personnel remained committed to following provincial government and public health COVID-19 protocols as well as adhering to the Township's screening procedures and other preventative actions.

The Township actively supported public health measures to combat COVID-19 by providing space for COVID-19 testing clinics at the Lansdowne Community Building and encouraging vaccinations through public messaging.

In 2021, the Township incurred almost \$46,000 in COVID-19-related expenses. To mitigate potential financial impacts due to the pandemic, the 2021 operating and capital budgets approved by Council factored reductions in revenue streams from the Casino, facility rentals and program fees. Further, salaries for Council members and all non-unionized staff were frozen for 2021 and all discretionary training and travel was curtailed.

In alignment with the Stay-at-Home order being lifted by the Province of Ontario, effective June 2, 2021, the Declaration of Emergency was terminated in the Township of Leeds and the Thousand Islands. In accordance with the Province's schedule, the Township entered Step 2 of the re-opening plan on June 30, 2021.

In July, the Township welcomed the federal announcement that fully vaccinated U.S. citizens and permanent residents would be able to visit Canada without needing to quarantine for two weeks, commencing on August 9, 2021.

Summer 2021 saw an increasing number of groups become eligible to receive second doses of the COVID-19 vaccine. On July 23, 2021 the Leeds, Grenville and Lanark District Health Unit (LGLDHU) achieved the top First Dose Vaccination Rate in the province.

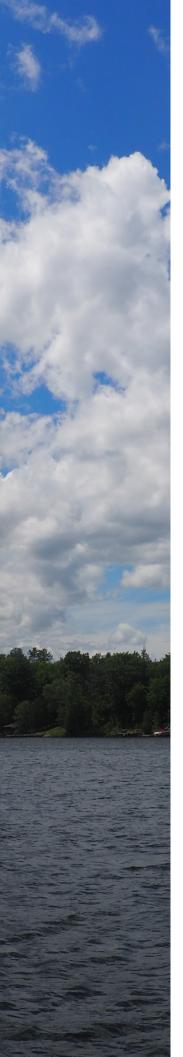
Schools re-opened in September 2021 and LGL District Health Unit reached the milestone of 90% of residents ages 12+ having 2 doses of the COVID-19 vaccine.

By November 2021, with vaccination rates increasing around the world, Canada's border measures changed to reflect the global context. The same month, the LGLDHU began the next phase of our regional COVID-19 vaccination program, with the province announcing that a vaccine had been approved for 5 to 11-year-olds.

As the year came to a close, there was a significant increase in cases of COVID-19 in Leeds & Grenville and in our neighbouring KFL&A Health Unit. With the rise of the Omicron variant, the Township was once again reminded the importance to maintain COVID-19 protocols.

In TLTI, a special acknowledgement goes out to members of Council, staff, boards and committees, volunteers, residents and businesses for their ongoing patience and adaptability through 2021 as we modified our service delivery to adapt to the changing COVID-19 environment.





Strategic Plan

In February 2021, Leeds and the Thousand Islands began a process to create a new strategic plan.

Strategic Plans are essential tools for municipalities. All municipalities must make choices regarding what services to provide and what physical assets to build. A Strategic Plan is important because it sets out the vision of the Township and catalogues the priorities and goals of the community. Council decided that this would be a "Community Strategic Plan" and not just a plan for the Township administration.

The journey to develop a Strategic Plan for Leeds and the Thousand Islands included a thorough review of the context for the plan and input from numerous stakeholders, including Mayor and Council, Township staff and the community. Residents were encouraged to provide input into the Township's future over the next decade. Digital surveys were available to residents, targeted community stakeholders and businesses and returned over 400 responses collectively.

Township of Leeds and the Thousand Islands
Strategic Plan was adopted by Council in 2021.
Planning until 2031, this plan offers a strategic
vision for TLTI to continue to be a friendly and
historical rural community surrounded in natural
beauty where the economy, nature and our people
flourish together.

The Strategic Plan is divided into 4 Pillars that set the Township's key priorities.

Delivering Effective and Accountable Government

- Continue continuous improvements
- Commit to Asset Management Plan and prudent funding
- · Advocate for the community
- Invest in a Communications Strategy and capacity
- Enhance Customer Service
 Experience

Growing a Livable Community with Great Services

- Enhance community safety & well-being
- · Promote new Residential growth
- Explore opportunities for Affordable Housing
- Preserve and promote Heritage & Culture
- Improve trails, lookouts, and waterfront access

Promoting Quality of Life and Environmental Stewardship

- Address Solid Waste Management issues
- Maintain and improve water quality
- Promote natural landscapes through community & agency partnerships
- Mitigate climate change impacts

Fostering Jobs and Economic Development

- Promote Economic Development Attraction, Expansion and Retention
- · Promote new tourism investment
- Accelerate investment in broadband

Each pillar is explained by a list of strategic initiatives that will give effect to the pillar. Actions and projects proposed by the Township will complement each initiative and supports the Township in implementing the strategic priorities.

The Strategic Plan clearly outlines the Township's Vision, Mission, and Values. The Strategic Plan will be used to:

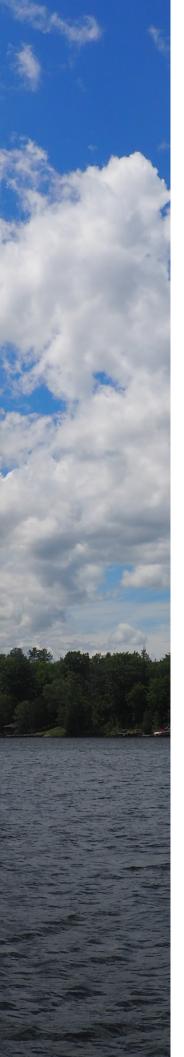
- · guide Council's decision-making;
- steer Township budget and staff work plans;
- inform and advocate to other levels of government and provide leadership with other community partners;
- provide the basis on which TLTI reports to the community on progress.

The Strategic Plan will provide the direction and foundation for further plans that will enable the Township and community to collaboratively achieve their Vision.

Learn more about and view the 2021-2031 Strategic Plan:

www.leeds1000islands.ca/StrategicPlan





Asset Management Plan

Collaborating with all departments across the Township, particularly Operations and Infrastructure Department, finance staff prepared an updated 2020 Asset Management Plan which was received by Council in fall of 2021. This plan is one part of the overall asset management program that staff have been diligently working on over the past two years.

An asset management and work order management software system has been implemented which provides a central repository of asset data, assists with tracking work done to assets and handles customer inquiries and questions.

This provides benefits in providing enhanced documentation, creating efficiencies and providing valuable asset data which will facilitate the proactive management of asset related costs, thereby reducing the life cycle costs of the various groups of assets.

The asset management program feeds into the annual budget process. The 2022 capital budget approved by Council in November 2021 was based, in part, on the asset information contained in the asset management software system.

Staff will continue to enhance the asset data available and refine expected capital requirements for the next three to five years. This will help facilitate the development of a financial plan which will outline how capital budgets will be financed, allowing staff to work with Council to proactively plan for future funding requirements.

Service Delivery Review

A Service Delivery Review was undertaken in 2021 through support provided by the Municipal Modernization Fund(MMF). The MMF is provincial funding to improve local service delivery and efficiency.

The objective of the project was to review the Township's internal workflow and service processes with the goal of recommending improvements, cost savings, and efficiencies. A third-party reviewer was retained to conduct the Service Delivery Review that assessed internal processes and workflow based on efficiency and overall organizational performance. Specifically measured, was TLTI's capacity to perform business functions and deliver programs and services efficiently. The final recommendations were focused on cost savings opportunities and efficiencies in services, as well as digital modernization. Township Council received the final recommendations in January 2022.

6 areas of focus for the service delivery review:

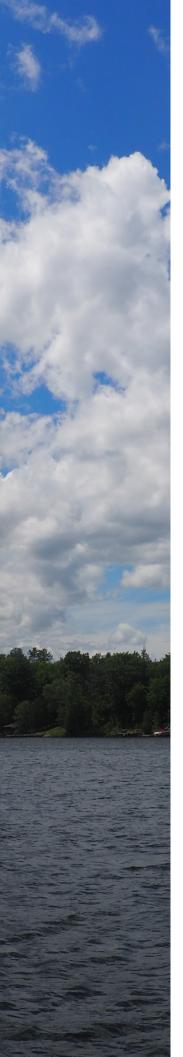
Finance
Human Resources
Records Management
Information Technology
Planning & Development
Internal & External Communications

4 types of recommendations resulted from the review:

Strategy Recommendations Technology Recommendations Recruitment Recommendations Staff Training Recommendations

The executive summary is available viewing at: www.leeds1000islands.ca/ServiceDeliveryReview





Administration & Finance

The COVID-19 pandemic has had financial impacts on the Township, affecting revenue received as well as creating operating budget pressures related to costs including PPE, additional cleaning and virtual meeting software. The 2021 budget included reductions in revenue, most significantly from the Shoreline Casino Thousand Islands. This revenue has gradually decreased over the years, but has been significantly lower since 2020 because of COVID-19 restrictions and closures on the Casino.

Year	Budget	Year to Date Actuals
2022	\$400,000	
2021	\$100,000	\$531,536
2020	\$1,500,000	\$688,272
2019	\$1,500,000	\$1,450,629
2018	\$1,750,000	\$1,501,485
2017	\$1,675,000	\$1,683,499

Even with the large decrease to the Casino revenue, the Township continues to endeavour to grow transfers to capital reserves to ensure the longer term sustainability of the Township.

Transfers	to capital reserve funds	2019	2020	2021	2022
		Actual	Actual	Actual	Budget
6205	Reserves - Bridges & Culverts	0	0	0	0
6206	Reserves - Fire Services	270,000	290,974	235,000	0
6207	Reserves - Buildings & Facilities	434,334	240,000	170,000	430,000
6211	Reserves - Road network & storm sewer	1,027,500	990,000	816,999	700,000
6212	Reserves - Fleet, Machinery & Equipmen	345,000	556,983	240,000	660,000
6213	Reserves - Parks & Land Improvements	100,000	350,000	100,000	125,000
6221	Reserves - IT	25,000	33,211	30,000	0
Total Trans	sfers to Capital Reserve Funds	2,201,834	2,461,168	1,591,999	1,915,000

Staff continue to work on the reliability and accuracy of the asset data to facilitate the development of a financial plan. The financial plan will provide an overview of how future capital requirements are expected to be financed over the next few years, which will assist with setting target levels for the capital reserves, as well as identifying projects that may require to be financed by debt.

Staff have also been working to streamline business processes and leverage technology where possible.

- Accounts payable vendor payments have transitioned to payment by electronic funds transfer (EFT).
- Staff have transitioned to preparing and approving staff reports to Council through the electronic meeting and agenda package software.
- Employing CityWide software to track incoming queries and questions. Also, linking forms that are completed on the external website to become service requests in CityWide for ease of delegation and tracking.
- Working on a number of IT related initiatives to ensure the reliability and stability of the Township's IT infrastructure.





Communications

- **Editions of the Community Recreation** Guide were published and distributed
- Area municipalities partnered to create a Seniors Resource Directory with provincial funding
- **Township Times Newsletters were** 6 published and distributed to over 4000 households
- Weekly news updates were broadcasted **52** on myFM, email, website, Facebook and Twitter

and LinkedIn posts were published

Facebook, Instagram, Twitter published



Community Events

Events in 2021 were impacted by COVID-19 guidelines and restrictions.

Seeley's Bay Frost Fest, Rockport Winter Carnival, Canada Day events and public gatherings were cancelled for another year in 2021.

Canada Day was shadowed this year by the discovery of mass graves at several residential schools. This reminder of colonialization and subjugation fueled conversations about Canada's past and the treatment of Indigenous Peoples.

The inaugural National Day for Truth and Reconciliation was commemorated as a Federal holiday for the first time on September 30, 2021.

The Leeds and Thousand Islands Public Library and TLTI partnered to offer a small outdoor Halloween celebration at Jerry Park with a children's treasure hunt, an outdoor movie and pizza.

Seeley's Bay Spookfest and annual holiday events were hosted outdoors in Seeley's Bay, Rockport and Lansdowne. Special thanks to the LTI Public Library, TLTI recreation and the community volunteers and local businesses who bring about these memorable social events for our communities.





Economic Development

The week of May 9-15, 2021 was Economic
Development Week. The Township of Leeds and the
Thousand Islands recognized our Economic
Development Committee and the local business
community for the positive contribution they make
to support economic development in our Township.

Council, based on recommendations from the Economic Development Committee, adopted an Economic Development Strategy focused on:

- **Secure the Core:** Supports existing businesses in the Township.
- Sustain the Core: Undertakes initiatives that foster the sustainability and expansion of the Township's existing economic base and businesses.
- **Grow the Core:** Builds on new opportunities to expand the Township's economic base.

As part of the Strategy, the following sectors are prioritized:

- Agriculture: including farming, agri-services and value-added products;
- Hospitality: building on the natural, cultural and recreational attributes of the Township as well as the subsectors of visitor accommodation, food and beverage; and
- Housing: including a mix of housing that meets the needs of current Township residents and attracts a diverse expanded population.

Over the past year, Township staff have worked diligently to support small and local businesses. Such assistance includes supporting marketing efforts, and identifying grants and other funding mechanisms that are available to local businesses.

TLTI Partnered with the Town of Gananoque on:

- **Digital Main Street:** designed to support businesses in improving their online presence
 - 200 businesses were directly contacted
 - 80 businesses received support
- OMAFRA-Funded Economic Innovation Project:

 a multi-faceted project designed to help build capacity among the business community to develop their online footprint, expand on augmented reality, and grow business awareness and retention
 - Digital Footprint Webpage created for businesses to access online resources www.leeds1000islands.ca/DigitalFootprint
 - TLTI businesses participated in the Business Chronicles. View their stories at www.leeds1000islands.ca/BusinessChronicles
 - The Business Chronicles video was created to showcase starting a business in our region, www.leeds1000islands.ca/BusinessChronicles Video
 - Make a Life, Make a Living Storefront Initiative showcased through a window decal at Wing's Live Bait & Tackle and promoted through a Post Media article at www.leeds1000islands.ca/NationalPost
- In partnership with Front of Yonge, and funding by OMAFRA, Agricultural Economic Development and other opportunities to support local food producers such as market opportunities were conducted
- Engaging with the United Counties of Leeds and Grenville on regional initiatives and surveys, economic priorities and participating in regional business support information sharing





Fire Services

- With funding received in 2021, the department completed a Fire Master Plan and Community Risk Assessment
- Deputy Fire Chief Mike Prior was promoted to Fire Chief
- A realignment of positions and duties resulted in the creation of two District Chief Positions
- 4 new Station Captains were identified and several members were promoted to Lieutenants
- The department received Tanker Shuttle
 Accreditation with a Commercial Rating. This
 helps lower insurance rates for Township
 residents living in detached homes within 8 km
 of a fire station.



3	Shipping containers were purchased for training materials and exercises
4	New gas detectors were purchased to replace old units
9	Driver Training Courses were offered
10	Ontario Fire College Courses were offered
10	Offsite Deliveries/Ground Rentals/TLTI formed onsite deliveries
16	Sets of Bunker Gear were purchased
19	Recruits started in 2021
29	Courses were offered through the Regional Training Center (RTC)
35	Leeds Fire members enrolled in multiple training courses, over and above their regular training
40	TLTI Fire Students enrolled at the RTC
342	External students enrolled at the RTC





Leisure and Recreation Services

In 2021, there were 508 recreation program registrations. Approximately 40% of these participants were youth.

TLTI continued to host recreation classes virtually and offered a series of online programs, from blanket fort building challenges to seniors fitness programs. Over 225 recreational sessions were offered virtually in 2021.

One TLTI resident even participated in a virtual fitness class from the Turks & Caicos Islands!



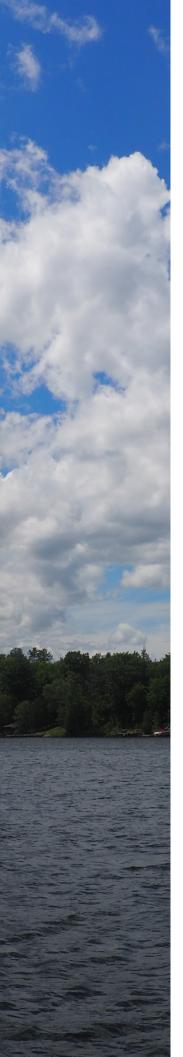
Special initiatives included the Adventure Awaits challenge and the PLAY Days program - a parksbased program to engage youth in (safe) risk-based play, which will hopefully resume in full capacity in 2022. TLTI also hosted a tree planting day at Sweets Corners Elementary School in partnership with Frontenac Arch Biosphere Network and TD Tree Days in fall 2021.

Library Services

- Library branches reopened with reconfigured spaces
- Community survey conducted to gather feedback on library services
- **Summer Reading Club** returned with take-home materials and outdoor programming

186	new cardholders
382	program participants
428	items borrowed by interlibrary loan
1,011	reference and technology questions answered
2,345	items added to the collection
2,847	library service hours
5,478	in-person visitors
9,856	digital resources used
11,343	public computer and Wi-Fi users
16,115	physical items circulated to Township residents
6,558	visits to the website





Operations & Infrastructure

Administration

After-Hours Call Response Implemented for calls outside normal working hours. An on-call schedule and escalation process has been established to include the Managers and Director of Operations to respond to emergency situations.

Bridge and Culvert Biennial inspections TSI Inc. completed required biennial OSIM bridge and culvert inspections. This included the categorization of all asset components, replacement costs and 10 year capital investment plan. This information has been entered into the Municipal Asset Management Plan for long-term investment profiles and PSAB compliance.

Building Condition Assessments Staff engaged UL Business Solutions to undertake a complete accounting and assessment of all municipal facilities. This work included the categorization of all asset components, replacement costs and 30 year capital investment plan. This information is to be entered into the Municipal Asset Management Plan for long-term investment profiles and PSAB compliance.

Road Needs Study was completed and data was entered into Citywide Asset Management Software.

Private Road Grants 18 road associations were approved in 2021 for private road grants to assist in the cost of improvements.

Infrastructure and Environmental Services (IES)
Centennial Park Play Structure Replacement
Henderson Play facilitated the installation of a new accessible play structure with ground cover in Seeley's Bay.

Facilities Staff sealed the exterior timber structure to address infiltration issues in the Administration Building.

Rockport Boat Ramp TLTI engaged Al White Landscaping Inc for the removal, installation and enhancement of the Rockport Boat Ramp. A concrete head wall was included in the contract for a future floating dock to assist with loading and unloading.

Waste Management Working Group (WMWG) A WMWG was formed to address pressures and the next steps for solid waste and recycling. A survey was released for feedback.

Roads and Fleet

Drainage Long standing drainage issues were addressed on Gananoque Lake Road and Lekx Road.

Gravel Resurfacing Staff revamped the 3 year gravel resurfacing program, resulting in 65km of gravel roads resurfaced within the allotted budget. Various issues were addressed to promote better drainage on Russell, Holland, Blue Mountain, and Grahams Roads.

Joint Tendering TLTI participated in joint procurement with the City of Kingston in a Surface Treatment tender to achieve efficiencies and cost savings. TLTI completed 34,621m2 of double surface treatment for the rehabilitations and 61,003m2 of single surface treatment to local hard surfaced roads as identified in the AMP.

In-House Construction TLTI and Front of Yonge Township entered into partnership for the rehabilitation of Escott-Yonge Townline Road (delivered on time & on budget). TLTI crews completed the rehabilitation of 1.8km of Junetown Rd.

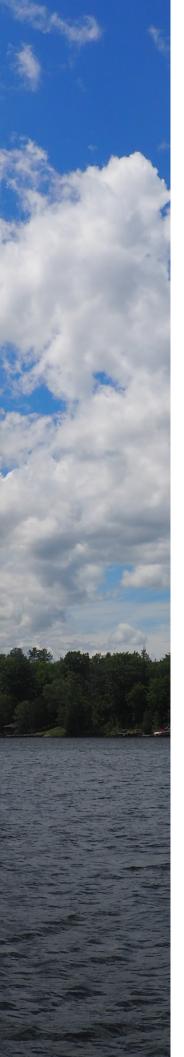












Planning & Development

The Planning and Development Department includes Planning, Building, and By-law Enforcement & Education Officer.

2021 was an exceptionally busy year for development. There was an increase in the number of applications received and processed (see table below). Of note is the increase in the number of consent, site plan and zoning compliance requests received. Fourteen of the consent applications were for the creation of new lots, compared to 4 new lots in both 2019 and 2020. The increase in the number of zoning compliance letters is an indicator of the increase in real estate activity in the Township in 2021.

In December of 2021 Council approved a new Site Plan Control By-law for the Township and endorsed Site Plan Control Guidelines and Technical Design Standards.

Year	2019	2020	2021
Minor Variance	34	30	37
Zoning Amendment	17	13	17
Consent	13	18	38
Site Plan Control	4	6	12
Zoning Compliance Letters	22	34	43
Road Allowance Closure	2	1	3

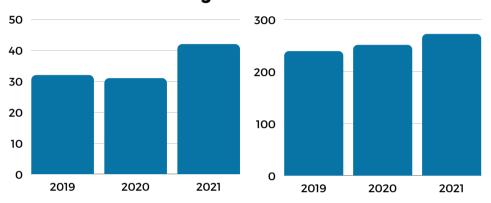
These documents will assist applicants/developers through the approval process by establishing clear requirements and standards for the information that is required to support an application. This will assist staff in review of applications and providing Council with the information required to make decisions regarding applications for development.

The increase in development activity in the Township is further supported by the number of building permits that were issued during the year. In 2021, 272 building permits were issued which was an increase compared to 2019 and 2020.

The total value of construction based on the permits issued in 2021 was \$26,386,103

Number of New Residential & Seasonal Dwellings

Total Permits Issued



By-law Enforcement completed over 60 investigations in 2021. This work includes property standards, safe yards, canine control and enforcement of other Township By-laws. For situations that require more complex interventions, a process has been established where Township By-law Enforcement co-ordinates with Planning, Building, Fire, Health Unit, OPP, SPCA and County Social Services, as required, to ensure a comprehensive approach to achieve compliance on a property.

The Heritage Celebration & Conservation Grant program assists in the revitalization and conservation of heritage properties within the Township as a method of helping maintain and celebrate our heritage, which is a source of pride for the community. In 2021, grants were awarded to 3 Front Street, Rockport and the Long Point School House, 3410 County Road 3.





Recognized in 2021

Wendy Merkley received the 2021 Bill Thake Award for Economic Leadership for her hard work, dedication and experience that she brings to the community. Mrs. Merkley not only operates Andress Boatworks but is also an active member of several community groups such as the Rockport Development Group, which raised over \$600K for improvements at Rockport Customs House. Mrs. Merkley was presented the award by Ann Weir on behalf of the United Counties of Leeds and Grenville and received thanks for her service to the community by Mayor Smith-Gatcke on behalf of Council.

Wendy Merkley

Donna Dempsey received 2021 Senior of the Year Award in recognition of her leadership within the community. Mrs. Dempsey works closely with the Lansdowne Agricultural Society and Lansdowne Association for Revitalization and generously donates her time serving on several committees and volunteering at many events. Mrs. Dempsey continues to engage and welcome residents to our community.

Donna Dempsey

Fire Chief Rick Lawson (retired) was recognized for his decades of service at his retirement in 2021. Chief Lawson joined the Fire Services in 1974 and progressed through the ranks to become Chief, a role that he held until his retirement in 2021. Chief Lawson's dedication and service to the Township are an inspiration. Council and staff thank Chief Lawson for all his work and wish him and his wife, Sue, all the best in their retirement.



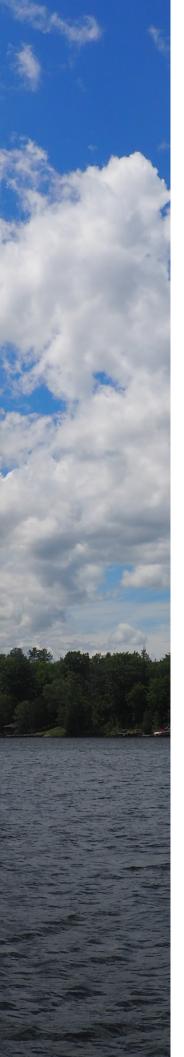
Rick Lawson

1000 Islands Gananoque Chamber of Commerce recognized municipal employee Kate Tindal (Township of Leeds and the Thousand Islands, Director of Finance) for her support for local businesses throughout the COVID-19 pandemic. Kate was highlighted as an individual who has gone above and beyond their duties to contribute to the economic well-being and quality of life in our community. In 2021, Kate took a leadership role in assisting a number of business support initiatives.



Kate Tindal





Youth Bursary Recipients

The Youth Bursary is meant to give recognition to youth for their academics, volunteerism, leadership, and extra-curriculars while giving them a modest bursary to go towards their post-secondary endeavours.

Brett Lackie

Brett is a graduate of Regiopolis-Notre Dame Catholic High School, attending York University to study Digital Media Arts.





Jaycee Banks

Jaycee is a graduate of Rideau District High School, pursuing her Bachelor of Science in Nursing.

Richard Wills

Richard is a graduate of Thousand Islands Secondary School, attending University of Waterloo for Software Engineering.



To learn about the Youth Bursary, visit www.leeds1000islands.ca/YouthServices



Township of Leeds and the Thousand Islands

