



**Date:** November 22, 2021  
**Time:** 3:00 P.M.  
**Location:** Haldimand County Administration Building  
Council Chambers

COUNCIL PRESENT K. Hewitt, Mayor  
S. Patterson, Councillor  
J. Metcalfe, Councillor  
D. Lawrence, Councillor  
T. Dalimonte, Councillor  
R. Shirton, Councillor  
B. Corbett, Councillor

STAFF PRESENT C. Manley, Chief Administrative Officer  
C. Case, General Manager, Corporate & Social Services  
M. Evers, General Manager, Community & Development Services  
T. Haedrich, General Manager, Engineering & Capital Works  
M. Merritt, General Manager, Financial & Data Services  
P. Mete, General Manager, Public Works Operations  
T. Cardwell, Manager, Customer Experience & Communications  
T. Cassidy, Council Services Coordinator

**A. CALL TO ORDER**

Deputy Mayor Corbett called the Committee of the Whole meeting to order at 3:00 p.m.

**B. ROLL CALL**

The Mayor and all Members of Council were in attendance. Councillors Shirton and Metcalfe arrived at 3:04 p.m. and 3:06 p.m., respectively.

**C. DISCLOSURES OF PECUNIARY INTEREST**

None.

**D. NEW BUSINESS**

- 1 Council Customer Experience Engagement Workshop  
C. Case introduced T. Cardwell.

T. Cardwell provided an overview of the Customer Experience & Communications division, highlighting their accomplishments, goals, and communication priorities. The objective of today's workshop is to gain a better understanding of the current customer experience, concerns, and expectations from Council's perspective.

Mayor Hewitt assumed the Chair at 3:04 p.m. for the remainder of the meeting.

**Recommendation 1**

Moved By: Councillor Metcalfe

Seconded By: Councillor Corbett

THAT the presentation material from Trish Cardwell, Manager, Customer Experience & Communications Re: Council Customer Experience Engagement Workshop be received.

**CARRIED**

**E. CLOSED SESSION**

None.

**F. ADJOURNMENT**

**Recommendation 2**

Moved By: Councillor Dalimonte

Seconded By: Councillor Patterson

THAT this meeting is now adjourned at 4:06 p.m.

**CARRIED**

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MAYOR

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DEPUTY CLERK