



Haldimand County  
**strategicplan**  
*2025-2045*

# HOW WILL THE PLAN BE USED?



## For the Public

- the plan will communicate the vision for Haldimand and the related short and long term priorities
- reflect community aspirations
- formalize Council's commitment to resident satisfaction

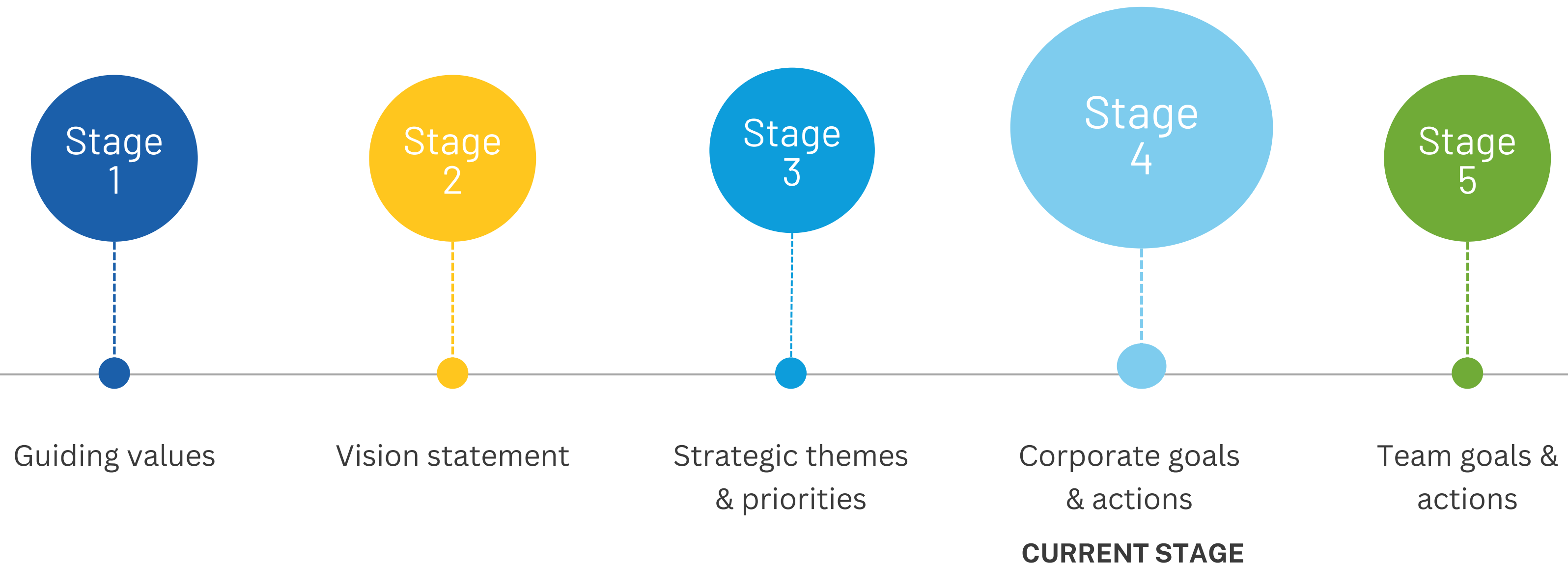


## For Council and Administration

- the plan will inform policy, operational and budget decisions
- provide a framework for oversight and management of service delivery



## COMPONENTS OF THE STRATEGIC PLAN



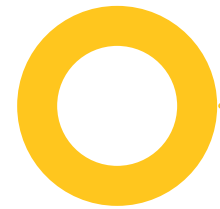
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## VISION

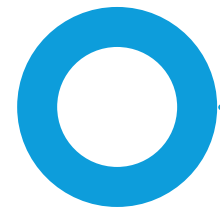
Distinct, yet connected communities where growth and innovation harmonize with rural life, creating a vibrant and sustainable future for all.

# VISION AND GUIDING VALUES



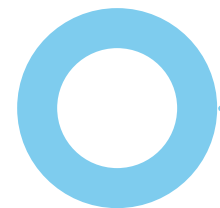
## Respect

We conduct ourselves with courtesy, inclusivity and fairness in all interactions, ensuring that co-workers, elected officials, and residents are treated with dignity, professionalism and open-mindedness. By conducting ourselves with respect, we strengthen trust, civic engagement and a positive working environment.



## Accountability

We take responsibility for our actions and decisions, delivering on our commitments and being answerable to the public and each other for our conduct and performance.



## Transparency

We operate openly, ensuring that our processes and decisions are clear and understandable. We maintain high ethical standards, building trust through honesty and fairness.



## Collaboration & Teamwork

We work together effectively, valuing teamwork and cooperation. We seek to build strong partnerships both within our organization and with external stakeholders to achieve common goals.



## Integrity

We commit to maintain consistency between our guiding values and our actions, following through on commitments and conducting our work with good intent.



## Professionalism

We conduct ourselves with a high degree of expertise, tact and diligence. We commit to being mindful of our conduct, reflecting the integrity and respect that our role as a public official demands.

# DRAFT PRIORITIES INFORMED BY:



## Customer experience feedback

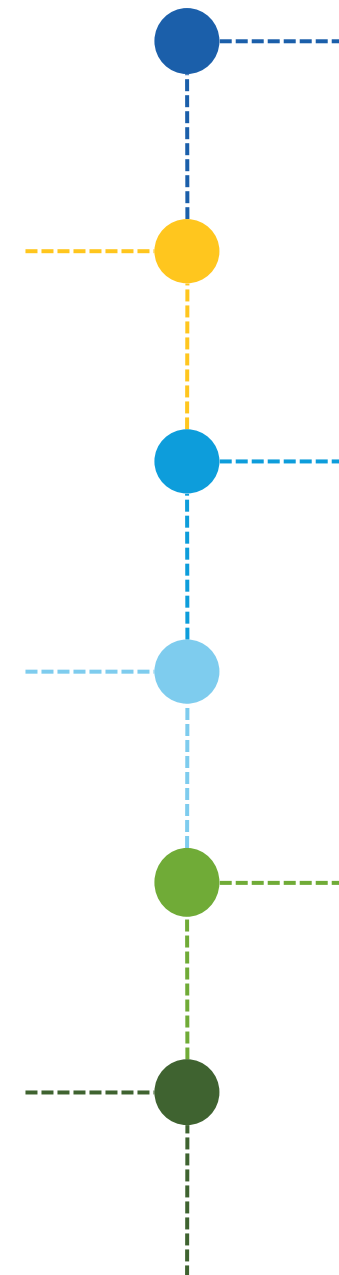
Feedback was received from internal and external customers and Council experiences on communication, website and service preferences.

## Business community outreach

Targeted engagement with the business community on various topics to obtain input on their needs and priorities.

## Public consultation opportunities

Dedicated public consultation opportunities such as the Recreation Strategy or Traffic Management survey gathered critical feedback.



## Feedback on projects & plans

Project consultation for various new initiatives in the County often reveals public concerns and desires.

## Legislative requirements & best practices

Staff knowledge of legislative drivers and industry best practices was considered.

## Municipal research

Significant research and review of other municipal strategic plans from across North America and Australia.

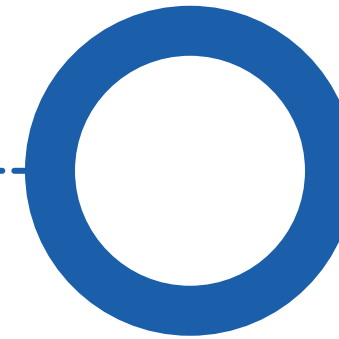




# Haldimand County strategic plan 2025-2045

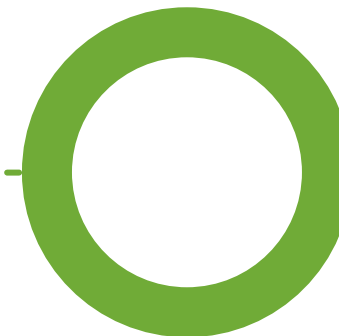
## Future ready

Prepare for and adapt to anticipated future challenges and opportunities to ensure Haldimand can thrive in the face of evolving economic, environmental, technological and social conditions.



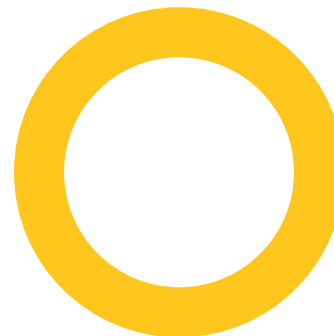
## Good governance

Foster an efficient, effective and accountable municipal government that prioritizes the well-being of its citizens and staff.



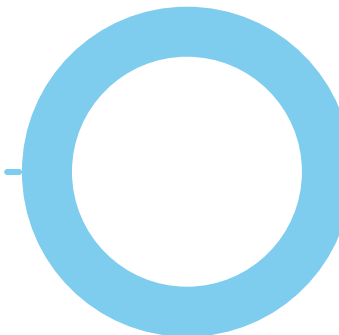
## Exceptional service

Deliver quality public services that meet the day-to-day community expectations reliably and affordably, ultimately enhancing the quality of life for all residents.



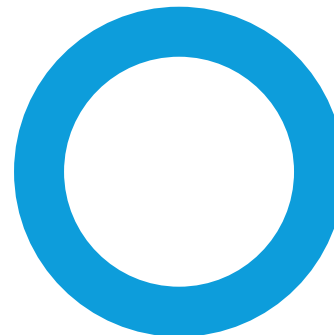
## Healthy communities

Invest in quality programs and services that promote the safety and well-being of communities and residents.



## Economic vitality

Be a location of choice for business growth and sustainable investment, promoting a vibrant, diversified economy while having regard for our agricultural community, small business and industry.



**Future Ready**  
Prepare for and adapt to anticipated future challenges and opportunities to ensure Haldimand can thrive in the face of evolving economic, environmental, technological and social conditions.



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- **Infrastructure Reliability**  
Investment in sustainable and resilient municipal infrastructure.
- **Innovation**  
Leverage technology and modern practices to enhance service delivery.
- **Financial Sustainability**  
Responsible fiscal planning to support long-term municipal viability.
- **Environmental Stewardship**  
Commit to sustainability and climate resilience for the well-being of current and future generations.
- **Growth Management**  
Coordinated strategic planning to accommodate future population and economic growth.



## Exceptional Service

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### Citizen Centred service

Enhance accessibility and responsiveness to residents.

### Operational Excellence

Streamline processes for improved efficiency and effectiveness to deliver quality services our residents expect.

### Continuous Improvement

Regularly assess and refine services to ensure best practices, with a view to reduce unnecessary spending.

### Communication

Strengthen transparency and the sharing of information with the public.

## Economic Vitality

Be a location of choice for business growth and sustainable investment, promoting a vibrant, diversified economy while having regard for our agricultural community, small business and industry.



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### Business Pathways

Reduce barriers and creating opportunities for local businesses.

### Employment Opportunities

Support workforce development and job creation.

### Tourism

Enhance attractions and services to promote sustainable tourism growth, promoting our community strengths such as our natural environment and our agri-tourism potential.

## Healthy Communities

Invest in quality programs and services that promote the safety and well-being of communities and residents.



# Haldimand County strategic plan 2025-2045

### Community Safety

Invest in emergency services and proactive safety measures.

### Healthy Lifestyle Opportunities

Provide excellent cultural, recreational and wellness programs and amenities.

### Diversity, Equity & Inclusion

Ensure municipal policies and services are inclusive and foster a welcoming community.

**Good Governance**  
Foster an efficient, effective and accountable municipal government that prioritizes the well-being of its citizens and staff.



# Haldimand County **strategic plan** 2025-2045

- **Effective Government**  
Strengthen policies and decision-making processes, guiding the organization with long term goals and objectives.
- **Citizen Engagement**  
Encourage and offer active public participation opportunities in municipal affairs.
- **Staff Investment**  
Provide training and competitive resources to support, attract and retain municipal employees.
- **Partnerships & Collaboration**  
Build and nurture partnerships across Haldimand, provincially and regionally to leverage diverse resources, foster innovation and create stronger, more resilient communities.

HEALTHY COMMUNITIES

Community  
Safety



Ensure residents feel secure by maintaining safe public spaces, positive collaboration with law enforcement and appropriate emergency response.



Immediate Goals

- Address wider range of property and land use issues**  
Extended by-law hours and additional staff resources
- Meet new legislative requirements geared to public safety and law enforcement**  
Implementation of new OPP detachment board
- Address local health challenges and reduce strain on hospitals**  
Expansion of Community Paramedic Program  
New EMS stations in Caledonia and Dunnville
- Implementation of drinking water backflow prevention program**
- Implementation of Traffic Management Study short-term recommendations**



Short Term Goals

- Provide adequate resources and service levels for health**  
Complete a paramedic services master plan
- Community policing program**  
Investigate opportunities to engage community members to revitalize these committees
- Community Paramedic Program expansion**  
Homeless prevention and substance abuse prevention



Long Term Goals

- Provide adequate resources and service levels for the well-being of life and property**  
Assess fire hall locations and coverage;  
Potential implementation of career fire-fighter model (full or hybrid) per Fire Master Plan