



Community Services Update

Town of Fort Erie

July 21, 2025



Adding new capacity to “Integrate community and government relations into broader organizational strategies and decision processes”

Government & Partner Relations:

Stakeholders include all levels of government, school boards, post-secondary institutions, NPC, NRPS, NPCA, AMO, OMAA, ROMA, FCM etc.

- Establish & maintain productive relationships
- Identify areas of shared interest
- Analyze and influence public policy
- Create database & schedule for GR engagement
- Coordinate on grants & funding opportunities

Community Relations & Outreach:

Stakeholders include business owners, community agencies, service clubs, associations, citizens, visitors, NFPs, advocacy groups, community hubs

- Establish & enhance mutually beneficial relationships
- Leverage existing capacity, knowledge & resources
- Align on projects and advocacy
- Share information across organizations



Town of Fort Erie
Strategic Plan 2023-2026

1. Health Care | 2. Quality of Life | 4. Economic Prosperity & Diversification

Community Services Department

Clare Cameron, Director

Relationships | Experiences | Connections

“closing the loop”

**Communications
& Marketing**

Kevin Beauchamp,
Manager

(2.2, 2.3)

**Community
Health**

Alice Preston,
Coordinator

(1.1-1.5)

**Corporate &
Community
Initiatives**

Bev Bradnam,
Manager

(2.1, 2.4, 3.3)

**Economic
Development &
Tourism**

Caralee Grummett,
Manager


(4.1-4.7)

**Museum &
Cultural
Services**


Jane Davies,
Manager

(2.2, 4.4)


Service Missions

 To **connect** with people and **support** the community in creative, empathetic ways

Communications & Marketing

 To **coordinate** with primary health care providers and increase well-being


Community Health

 To **listen** to people, **advocate** for customers and **report** on progress

Corporate & Community Initiatives

 To **create** opportunity for businesses and visitors

Economic Development & Tourism

 To **preserve** the past, and keep it alive

Museum & Cultural Services

DEPARTMENT MISSION

Connecting people to great information, services, experiences and opportunities.
We help to make Fort Erie a great place to live, work, invest in and visit.





VISION

To be a community that cares about the quality of **relationships, connections and experiences** that happen here

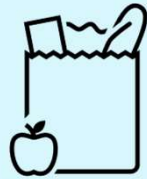
Community Services Essential Operations

Director Focus: Strategic Leadership

Team Leadership and Development, Connections & Relationships, Work Portfolio Management

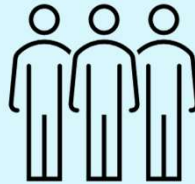
Communications & Marketing	Community & Corporate Initiatives	Community Health	Economic Development & Tourism	Museums & Cultural Services
<ul style="list-style-type: none"> • Website • Social Media • Engagement • Graphic Design • Media Relations • Advertising 	<ul style="list-style-type: none"> • Customer Service • Accessibility • Strategy Updates • Envisio Data • Reporting 	<ul style="list-style-type: none"> • Primary Care Relationships • Physician Recruitment • Community Wellness 	<ul style="list-style-type: none"> • Business Retention, Expansion and Attraction • Tourism Marketing • Business Licensing • STR Licensing • Community Events 	<ul style="list-style-type: none"> • Collections Management • Research • Culture Programs • Exhibit Design

900



lbs of food donated at tree giveaway

2:5



Ministers : Days

700+



attendees to Employment Fair

21k



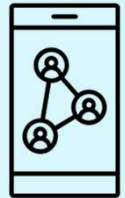
customer requests received

66



local history research requests

3m+



views on social media

2k+



new social media followers and
newsletter subscribers

15



grand openings

11



networked physicians

2025 so far



Community Services

Strategic Priorities (2025-26)

Improving and Enhancing Core Services, Meeting Town Strategic Goals
Beginning | Middle | End
“SMART”

Communications & Marketing	Community & Corporate Initiatives	Community Health	Economic Development & Tourism	Museums & Cultural Services
<ul style="list-style-type: none"> • Brand Standards • Let's Talk FE • Work Intake • Influencers 	<ul style="list-style-type: none"> • CSU Technology • CX Strategy • Process Design • CX Training for All 	<ul style="list-style-type: none"> • Douglas Memorial • Primary Care • Wellness Network 	<ul style="list-style-type: none"> • Tourism Strategy • Industrial Lands • Digital Campaigns 	<ul style="list-style-type: none"> • Digital Strategy • Visitor Data • Civic Recognition



CSU: Customer Service Unit
CX: Customer Experience





Fort Erie Museum and Cultural Services



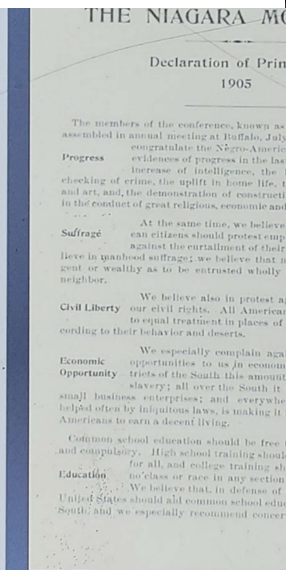
Digitization Strategy 2025 - 2027



son pledge:
 freedom: freedom of
 o vote, freedom to enjoy
 ociate with those who
 ising as justice...
 t our principles never.



Learn More



May 15th, 2025

MADE in FORT ERIE: the Fort Erie Historical Museum

Time Capsules, Windows to the Past

Fort Erie Museum Services put together a time capsule in 2000 representing life in Fort Erie at the turn of the century.

The dawn of a new millennium was a natural time to reflect on the past, present, and future. Time capsules provide us with a medium for capturing a moment in time in order to tell "our story" to future generations.



A collection of items popular in the year 2000 were fastened to large panels and displayed at the Friendship Festival that year. To remember life at the turn of the millennium and see how things have changed in the last 25 years, the time capsule will be on temporary exhibition at the Fort Erie Historical Museum. Also included in this exhibit are panels on how to make your own time capsule, famous time capsules, and other time capsules in Fort Erie.

Come experience this window to Fort Erie's past at the Historical Museum, 402 Ridge Road North. Open 7 days a week as of May 17.







BIRMINGHAM, UK

SAT. MAY 31



UK GP RECRUITMENT EVENT



Saturday, May 31, 2025
1:00pm-5:00pm



Delta by Marriott Birmingham,
Westpoint Room



- Explore GP jobs across Ontario
- Learn about licensing, relocation and incentives
- Discover practice models that fit you
- Find a community your whole family will love!



a.ca

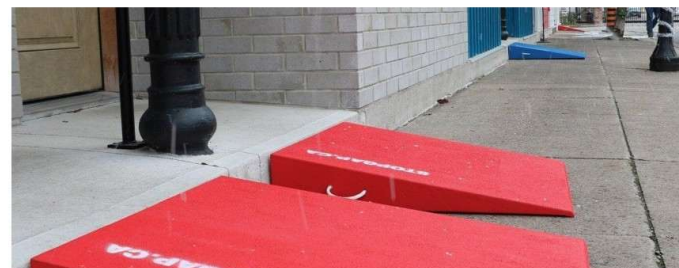


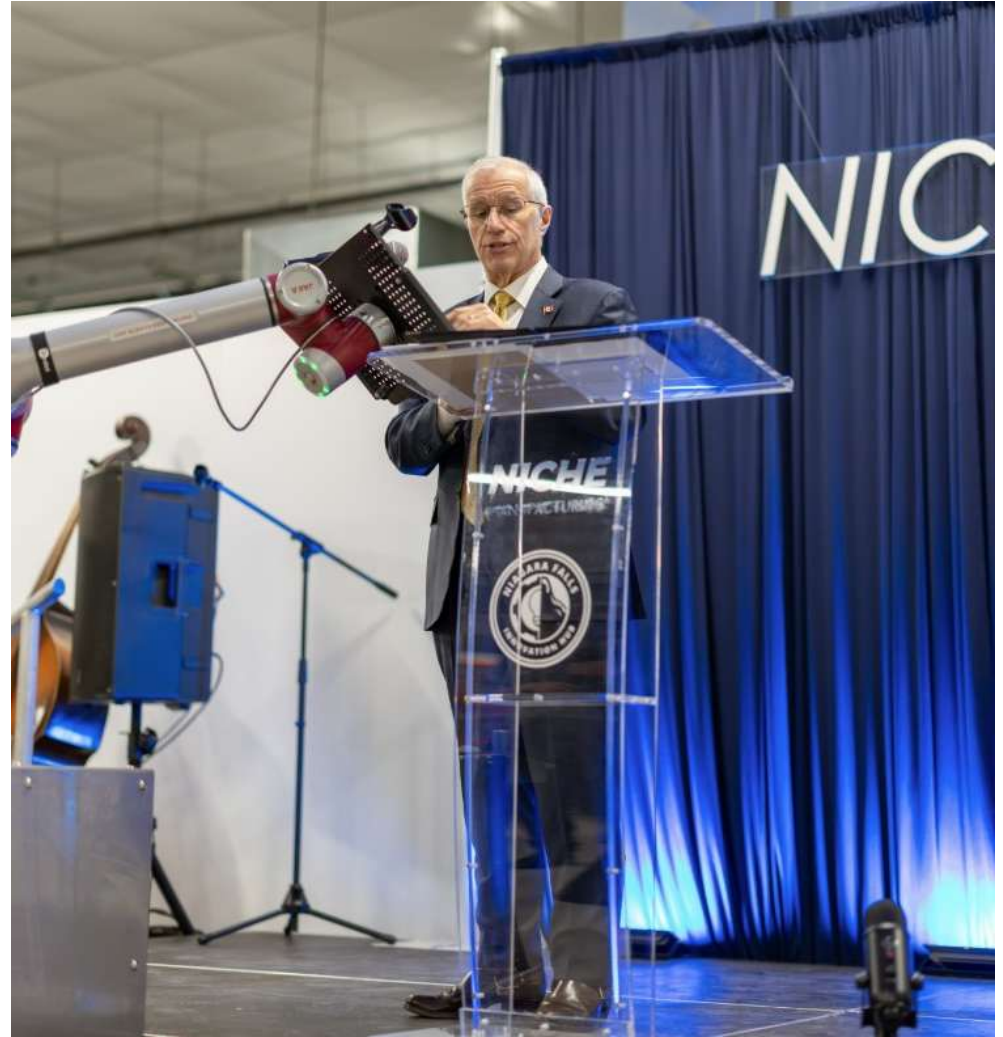


StopGap Ramp Project: Fort Erie businesses saluted for improving accessibility

The town's initiative provides temporary ramps to businesses with single entrance steps, removing a key barrier to people using wheelchairs, walkers, strollers or canes.

Updated 22 hrs ago | May 27, 2025







Ridgeway Grand Opening!

Dario's Family Cucina recently celebrated its official ribbon-cutting and grand opening ceremony. They offer a variety of daily-prepared grab-and-go items, including hot and cold foods such as spaghetti and meatballs, paninos, pizza/wings, among others. If you're not in a hurry, you can also enjoy your meal in their cozy dining area. Visit them today at 3822 Dominion Rd, Ridgeway.

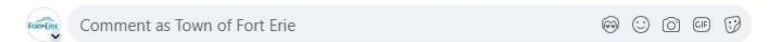
Welcome to Fort Erie, and Congratulations!

Learn more - <https://bit.ly/4jCZYKE>

George McDermott

Joan M. Christensen

Wayne Gates



Next Steps

- Share questions, ideas and feedback
- Request any further reports or information from our services
- Share contacts and suggestions
- Strategic plan progress updates coming in September

A wide-angle photograph of a busy beach at sunset. The sky is filled with soft, orange and pink clouds. In the foreground, the ocean waves gently wash onto a sandy shore. Numerous people are scattered across the beach and in the water. Some are standing, some are sitting on towels or blankets, and others are playing in the sand. A few children are visible, some running along the water's edge. In the background, a dense line of green trees separates the beach from a residential area where some houses are visible. The overall atmosphere is peaceful and summery.

THANK YOU
