



Keeping Track

City of St. Thomas Council Highlights

September 22, 2026 | Issue 51



BY-LAW ENFORCEMENT AND SERVICE LEVEL POLICY

Council has adopted a new By-law Enforcement and Service Level Policy to provide greater consistency, transparency and accountability in how by-law complaints are addressed. The policy establishes general response timelines and priority levels, helping residents better understand what to expect after submitting a complaint. The policy emphasizes education and voluntary compliance as the first approach, while allowing officers to consider the circumstances of each case and respond proportionately. Complaints involving health or safety concerns may be prioritized accordingly. The policy also clarifies when reactive, proactive and patrol enforcement may occur and reinforces confidentiality requirements. Service and priority levels will be reviewed regularly as community needs evolve.

A LOOK INSIDE THIS ISSUE:

1. Frivolous, Vexatious, and Unreasonable Complaints Policy
2. Parking Control for Upper St. Catharine Lot and Various Locations
3. Health Recruitment Partnerships
4. Spring & Summer Recreation Programs Update
5. Proposed Interim Control By-law - Data Centres, Enterprise Computing Facilities and Similar High-Intensity Digital Processing Facilities



PROPOSED INTERIM CONTROL BY-LAW – DATA CENTRES, ENTERPRISE COMPUTING FACILITIES AND SIMILAR HIGH-INTENSITY DIGITAL PROCESSING FACILITIES

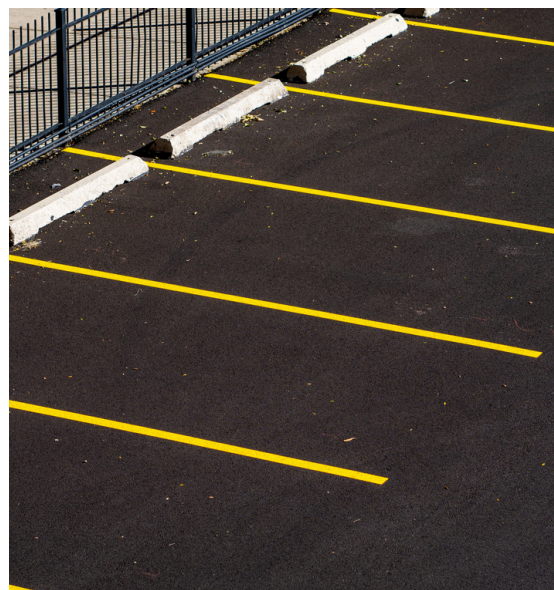
Council approved an Interim Control By-law temporarily prohibiting new data centres and similar high-intensity digital processing facilities within designated Employment Lands and Business Employment areas until September 21, 2027. The temporary pause will allow the City to complete a detailed study and determine appropriate planning policies for these emerging uses. The review will consider potential impacts including noise, vibration, emissions, infrastructure demands and compatibility with surrounding properties. Other permitted uses within the affected employment areas can continue. The study will help inform future Official Plan and Zoning By-law requirements and ensure the City has an appropriate framework to guide future data centre development.



PARKING CONTROL FOR UPPER ST. CATHARINE LOT AND VARIOUS LOCATIONS

Council directed amendments to the Traffic and Parking By-law following a review of several locations. Approved changes include:

- adding three five-hour parking spaces on John Street
- revising parking in the Upper St. Catharines Lot to better accommodate childcare drop-off, Legion operations and public parking
- No Parking Anytime restrictions on Queen Street from Talbot to Centre, Manitoba Street north of Barwick, and Fifth Avenue north of Hemlock
- No Stopping Anytime restrictions will be added near pedestrian crossovers on Scott Street at East and Hiawatha Streets
- Updated times for flashing 40 km/h school-zone times on South Edgeware Road





FRIVOLOUS, VEXATIOUS, AND UNREASONABLE COMPLAINTS POLICY

Council has adopted a new Frivolous, Vexatious, and Unreasonable Complaints Policy to support a fair and consistent approach to handling complaints. The City of St. Thomas continues to value public input and recognizes complaints as an important way for residents to share concerns and feedback. The new policy provides guidance for situations where repeated or unreasonable complaints may require disproportionate staff time and resources, while ensuring legitimate concerns continue to be addressed appropriately. Developed with input from several City departments, the policy complements existing customer service and workplace policies. Together with a new By-law Enforcement and Service Level Policy, it provides a consistent framework for City staff.

SPRING & SUMMER RECREATION PROGRAMS UPDATE

Recreation continues to bring St. Thomas residents together, with strong participation creating more opportunities to stay active, learn new skills and build connections.

2026 participation highlights include:

- 517 spring program participants — up 42% from 2025
- 255 young players in Spring Hockey
- 1,375 summer campers — up 25.6% from 2025
- 607 participants in swim lessons at Jaycees Pool

Through expanded programming, community partnerships and financial assistance, the City continues working to make recreation welcoming and accessible. These programs do more than keep residents active—they create friendships, support healthy families and help people of all ages feel connected to the St. Thomas community.





HEALTH RECRUITMENT PARTNERSHIP

The City of St. Thomas is welcoming four new family physicians through the Elgin-St. Thomas Health Recruitment Partnership, strengthening local primary care and helping more residents connect with a family doctor.

The Elgin-St. Thomas Health Recruitment Partnership brings local municipalities and health-care partners together to attract and retain physicians in St. Thomas and Elgin County. Along with actively recruiting doctors to our region, the Partnership supports physicians as they establish practices and build long-term connections within the community.

Dr. Syed Shahzeb Gillani joined Thompson Medical Centre in August, Dr. Bijoux Mimpongo joined Dr. Collins Family Health Practice in September, and Dr. Cynthia Ebuele joined Thompson Medical Centre (TMC+) in September. Dr. Elisabeta Moglan will begin practicing at 1063 Talbot Street in October.

Council has supported \$33,000 in Health Recruitment Incentive funding for each physician to help with practice start-up costs. The interest-free, forgivable funding requires a minimum four-year commitment to serving the St. Thomas-Elgin area.

Welcoming four physicians is an exciting step forward for our community and will help expand local primary care capacity as their practices grow.

Welcome Dr. Bijoux Mimpongo, Dr. Cynthia Ebuele, Dr. Elisabeta Moglan and Dr. Syed Shahzeb Gillani to St. Thomas!





UPCOMING FLAG RAISINGS & PROCLAMATIONS

SEPTEMBER

25

Franco-Ontarian
Day
⌚ 2:00 pm

30

Orange Shirt Day
⌚ 12:00 pm

OCTOBER

1

International
Toastmasters Day
⌚ 10:00 am

7

Community Health &
Wellbeing Month
⌚ 11:30 am

16

International Day for
the Eradication of
Poverty
⌚ 10:00 am

19

Foster Family
Appreciation Week
⌚ 10:00 am

20

Ontario Public
Library Week
⌚ 11:00 am

JUMBO MONUMENT LIGHTING

Sept 28

Immune
Thrombocytopenia



Purple

Sept 29

Franco-
Ontarian Day



Green &
White

Oct 1-5

International
Toastmasters
Day



Blue



Make your mark in the community with a proclamation, flag-raising, or by lighting up the iconic Jumbo monument! The Proclamation, Flag-Raising, and Jumbo Lighting Request Form can be found on the City's website or is available at the City Clerk's office in City Hall. Requests should be submitted as far in advance as possible to ensure they can be placed on a Council agenda. Request forms can be submitted in electronic or hard copy format.



FUTURE MEETINGS

- Monday, October 5, 2026 at 5 p.m.
- Tuesday, October 13, 2026 at 5 p.m.
- Monday, October 19, 2026 at 5 p.m.

To view the council meetings live, visit:
www.stthomas.ca/watch

PAST MEETINGS

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