



COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM COMMITTEE AGENDA

Thursday, March 28, 2019 at 6:30 p.m.

55 Zina Street, Orangeville – Sutton Room (2nd Floor)

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Members of the public will be provided an opportunity to ask questions of the Committee during this time (limited to 10 minutes).

COMMUNITY SERVICES

1. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – March 28, 2019 –
ITEM #1 – Built For Zero (CFZ-C) Campaign

A report from the Director of Community Services, dated March 28, 2019, to inform Council on the Built for Zero Canada (BFZ-C) Campaign.

Recommendation:

THAT the report from the Director of Community Services, dated March 28, 2019, titled Built For Zero Canada (BFZ-C) Campaign, be received.

2. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – March 28, 2019 –
ITEM #2 – Dufferin County Equity Collaborative (DCEC)

A report from the Director of Community Services, dated March 28, 2019, to inform Council on the formation of the Dufferin County Equity Collaborative (DCEC).

Recommendation:

THAT the report from the Director of Community Services, dated March 28, 2019, titled Dufferin County Equity Collaborative (DCEC), be received.

DUFFERIN OAKS

3. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – March 28, 2019 – ITEM #3 – Dufferin Oaks 2018 Annual Report

A report from the Administrator of Dufferin Oaks, dated March 28, 2019, to present the 2018 Annual Report for Dufferin Oaks.

Recommendation:

THAT the report of the Administrator of Dufferin Oaks, dated March 28, 2019, regarding the 2018 Dufferin Oaks Annual Report, be received.

Next Meeting

Tuesday, April 23, 2019, at 6:30 p.m. *please note date change*

55 Zina St, Orangeville – Sutton Room (2nd Floor)

REPORT TO COMMITTEE

To: Chair Ryan and Members of the Community Services/Dufferin Oaks/Museum Committee

From: Anna McGregor, Director of Community Services

Date: March 28, 2019

Subject: **Built For Zero Canada (BFZ-C) Campaign**

In Support of Strategic Plan, Priorities and Objectives:

Communication and Connections: (2.4) Promote Internal Communications
Good Governance: (3.2) Increase Transparency

Purpose

The purpose of this report is to inform Council on the Built for Zero Canada (BFZ-C) Campaign.

Background and Discussion

Founded in 2012, the Canadian Alliance to End Homelessness (CAEH) lead a national movement of individuals, organizations and communities working together to end homelessness.

On June 16, 2015, the Canadian Alliance to End Homelessness (CAEH) joined 21 communities to launch the 20,000 Homes Campaign with a goal to house 20,000 of Canada's most vulnerable homeless people by July 1, 2018. (The movement was inspired by Community Solution's successful 100,000 Homes Campaign in the US, which later became Built for Zero.)

In July 2016, the Dufferin Community Advisory Board (CAB), with the County of Dufferin, joined the 20,000 Homes Campaign. The Community Advisory Board (CAB) is a steering committee that develops a local community plan designed to tackle homelessness. Their funding comes from the federal government and is flowed through the County of Dufferin, who act as the Community Entity (CE).

The Canadian Alliance to End Homelessness (CAEH) and their campaign communities soon realized to reduce chronic homelessness, they had to put much more emphasis on

critical community strategies like using real-time data, creating coordinated homeless systems and embracing strategies for continuous performance improvement, in addition to a focus on urgently housing the most vulnerable homeless population.

The Canadian Alliance to End Homelessness (CAEH) and their campaign communities, (including Dufferin) in late 2017, early 2018, re-grouped, redefined and committed to the new aim to end chronic homelessness in 20 communities and house 20,000 of Canada's most vulnerable homeless people by July 1, 2020. This saw a bigger push for communities to start creating By Name Lists, so they can see who was homeless and why.

The campaign reached over 20,000 housing move-ins in March 2019. Please see attached info graphic.

With the campaign target reached, they again refocused their efforts and relaunched as Built for Zero Canada (BFZ-C) to support communities to reach functional zero chronic homelessness, and then expand those efforts to all forms of homelessness. For a community the size of Dufferin, functional zero is where chronic homelessness accounts for three or less actively homeless people as measured on the By Name List.

Built for Zero Canada (BFZ-C) is also helping communities, like Dufferin, to accelerate progress on the federal homelessness program called Reaching Home. Under Reaching Home, Canada's new homelessness strategy, communities will be expected to develop By Name Lists of all people experiencing chronic homelessness, develop Coordinated Access Systems and implement the Homelessness Individuals and Families Information System (HIFIS) or equivalent. The intent is to collect and then use real time data to help communities better understand homelessness and have better evidence on what works to tackle it.

County of Dufferin staff are currently working with local agencies, who serve the homeless population, on the creation of a Dufferin By Name List and development of the Homelessness Individuals and Families Information System (HIFIS), in order to create a Coordinated Access System in Dufferin, for those in housing/homelessness crisis. The federal government is expected, within this coming fiscal year 2019/2020, to provide funding to the County to assist with this work. The details on the funding have not yet been shared by the federal government.

Financial, Staffing, Legal, or IT Considerations

Being part of the former 20,000 Homes campaign and now the Built for Zero Canada (BFZ-C) campaign has afforded both the Community Advisory Board (CAB) and the County of Dufferin Community Services/Community Entity (CE) access to numerous resources at no cost.

This has proved invaluable when, for example, conducting staff training, creating marketing material and conducting both of Dufferin County's Homelessness Enumeration exercises in 2016 and 2018.

Potential costs in the ongoing development and implementation of the Homelessness Individuals and Families Information System (HIFIS) are unknown at this time. More will be known when the federal government share more on their mandatory requirements and the funding associated with them.

Strategic Direction and County of Dufferin Principles

It adheres to the County of Dufferin Principles:

1. **We Manage Change** – By looking for opportunities to collaborate on preparing and sharing evolving information that is of community interest.
2. **We Deliver Quality Service** – By investigating other perspectives to understand opportunities to better serve local residents.
3. **We Communicate** – By providing clear information on collaborative programming, in an open and timely manner.
4. **We Make Good Decisions** – By working collaboratively with local and national organizations to help address needs in the community.

Recommendation

THAT the report from the Director of Community Services, dated March 28, 2019, titled Built For Zero Canada (BFZ-C) Campaign, be received.

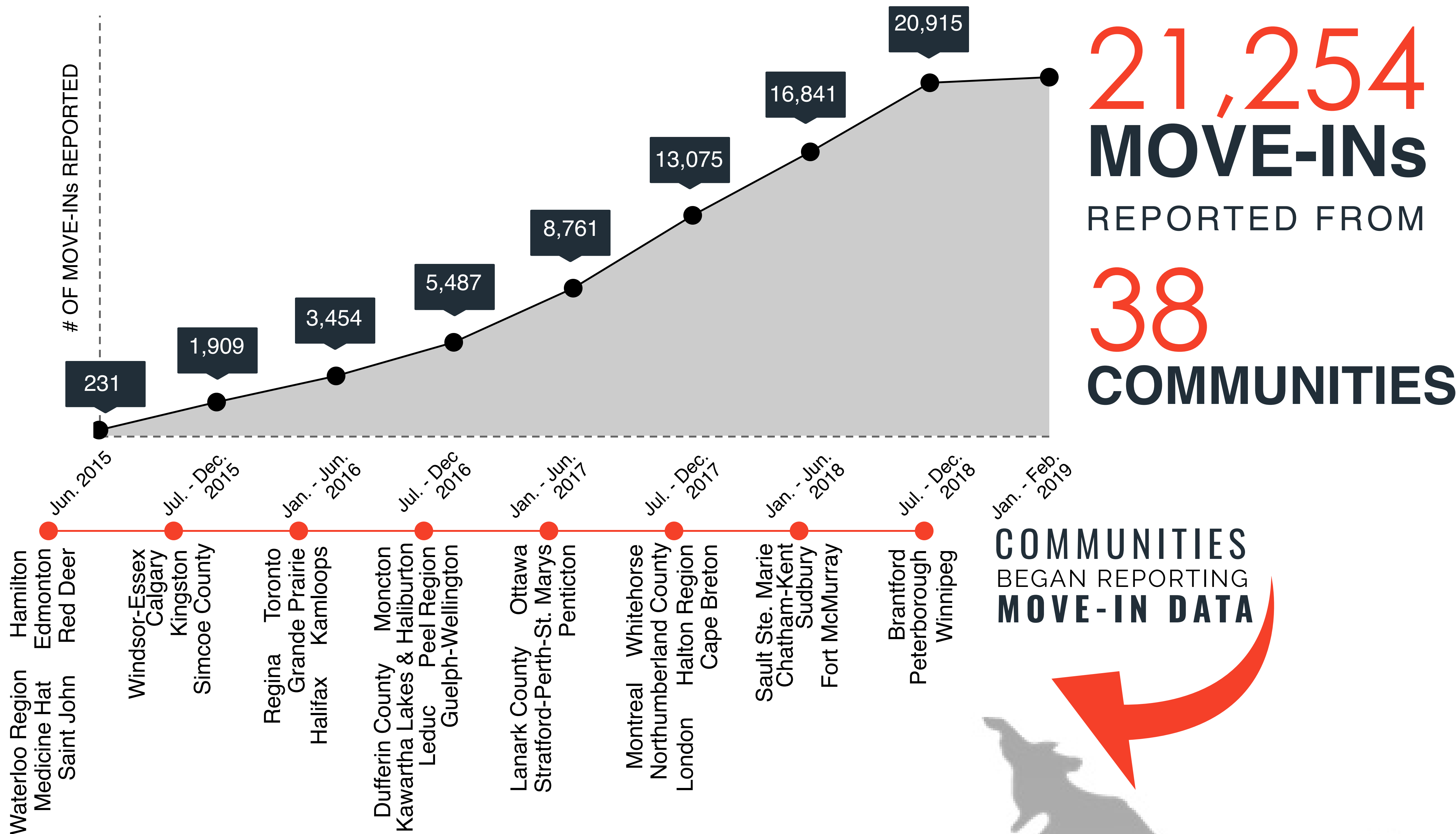
Respectfully submitted by:

Anna McGregor
Director, Community Services



20,000 HOMES FINAL MOVE-IN REPORT

Built for Zero Canada (BFZ-C) is an ambitious national change effort helping a core group of leading communities end chronic homelessness – a first step on the path to eliminating all homelessness in Canada. BFZ-C is building on the success of the 20,000 Homes Campaign after participating communities exceeded their goal by housing 21,254 people between June 2015 and February 2019.



TOTAL MOVE-INS INCLUDES THE NUMBER OF INDIVIDUALS EXPERIENCING CHRONIC, EPISODIC, AND/OR HIGH ACUITY HOMELESSNESS THAT MOVED INTO LONG-TERM HOUSING. SOME COMMUNITIES WERE ABLE TO PROVIDE A BREAKDOWN OF THEIR TOTAL MOVE-INS:





REPORT TO COMMITTEE

To: Chair Ryan and Members of the Community Services/Dufferin Oaks/Museum Committee

From: Anna McGregor, Director of Community Services

Date: March 28, 2019

Subject: **Dufferin County Equity Collaborative (DCEC)**

In Support of Strategic Plan, Priorities and Objectives:

Communication and Connections: (2.4) Promote Internal Communications

Good Governance: (3.2) Increase Transparency

Purpose

The purpose of this report is to inform Council on the formation of the Dufferin County Equity Collaborative (DCEC).

Background and Discussion

DC MOVES is an acronym for Dufferin County Managing Organizing Visualising Engagement Strategy. It is an initiative founded by two partners in 2016. The County of Dufferin Community Services and Headwaters Communities in Action (HCIA).

Its purpose is to increase collaboration between, and integration of, social service delivery and social service providers operating in Dufferin County.

All human service providers are invited to participate in the sharing of local data, information and knowledge, through regularly scheduled forums, online communications and special events. For example, "What's on the MOVES" is an electronic newsletter sent out on the first and third Friday of the month. The number of participating organizations, as at the end of 2018 was one hundred and twenty three (123).

The goal is to share information about upcoming events, agency news and relevant announcements with the DC MOVES mailing list. A wide range of local community agency information is shared through this bulletin. Anyone who wishes to sign up or share details simply emails to the DC MOVES Coordinator: coordinator@dcmoves.org

Collaboration and partnership also extends to municipal staff and leaders, the business and service club community as well as interested community members. It is guided by a Leadership Table and supported by participating organizations.

Its mandate is to focus on the three priority pillars, Community Wellbeing, Poverty Reduction and Resource Sharing. Each pillar has a lead agency: Community Wellbeing is led by Public Health, Poverty Reduction is led by the County of Dufferin and Resource Sharing is led by Georgian College.

The DC MOVES Poverty Reduction Pillar has now evolved. The poverty reduction work, now re-framed as “equity” takes place at the Dufferin County Equity Collaborative (DCEC) table, where the County of Dufferin co-chair with Public Health.

Dufferin County Equity Collaborative (DCEC) was formed when the DC MOVES Poverty Reduction Pillar and the Local Health Integration Network (LHIN) Poverty Sub Collaborative Table merged, in December 2018. Both tables recognised there was some duplication in their work. They also recognised their shared vision for ‘equity’ and the benefits to be gained from bringing more recognised human services agencies together, covering a broader spectrum of service provision.

Dufferin County Equity Collaborative (DCEC) does not require direction from the DC MOVES leadership table. Dufferin County Equity Collaborative (DCEC) shares its work with the DC MOVES leadership table and any other pertinent tables, on an ongoing basis.

Dufferin County Equity Collaborative (DCEC) represents a strategic partnership of a broad base of stakeholders with a shared mandate to increase social prosperity and decrease inequities for the Dufferin population affected by economic hardship. Working together in collaboration, the membership will jointly set strategic direction, identify evidence informed priorities that can be actioned locally, and capitalize and enhance existing systems and programming.

Dufferin County Equity Collaborative (DCEC) will be holding their third meeting on April 5, 2019. They are currently working on refining three main Community Priorities/Strategic Directions, namely Housing and Homelessness, Employment and Health Equity. Please see attached diagram illustrating how DC MOVES and Dufferin County Equity Collaborative (DCEC) are linked.

Financial, Staffing, Legal, or IT Considerations

County of Dufferin staff and the DC MOVES Coordinator will continue to work collaboratively with the new Dufferin County Equity Collaborative (DCEC), in the same capacity as they did when it was the Poverty Pillar. Therefore, no additional resources are required with no changes to the existing funding arrangements.

Strategic Direction and County of Dufferin Principles

It adheres to the County of Dufferin Principles:

1. **We Manage Change** – By continuing to enhance local table/committee relationships, designed to address the needs of the local community.
2. **We Deliver Quality Service** – By promoting, supporting and chairing local decision-making tables.
3. **We Communicate** – By providing information in an open and timely manner.
4. **We Make Good Decisions** – By ensuring we continue to work with local service agencies to better service local residents.

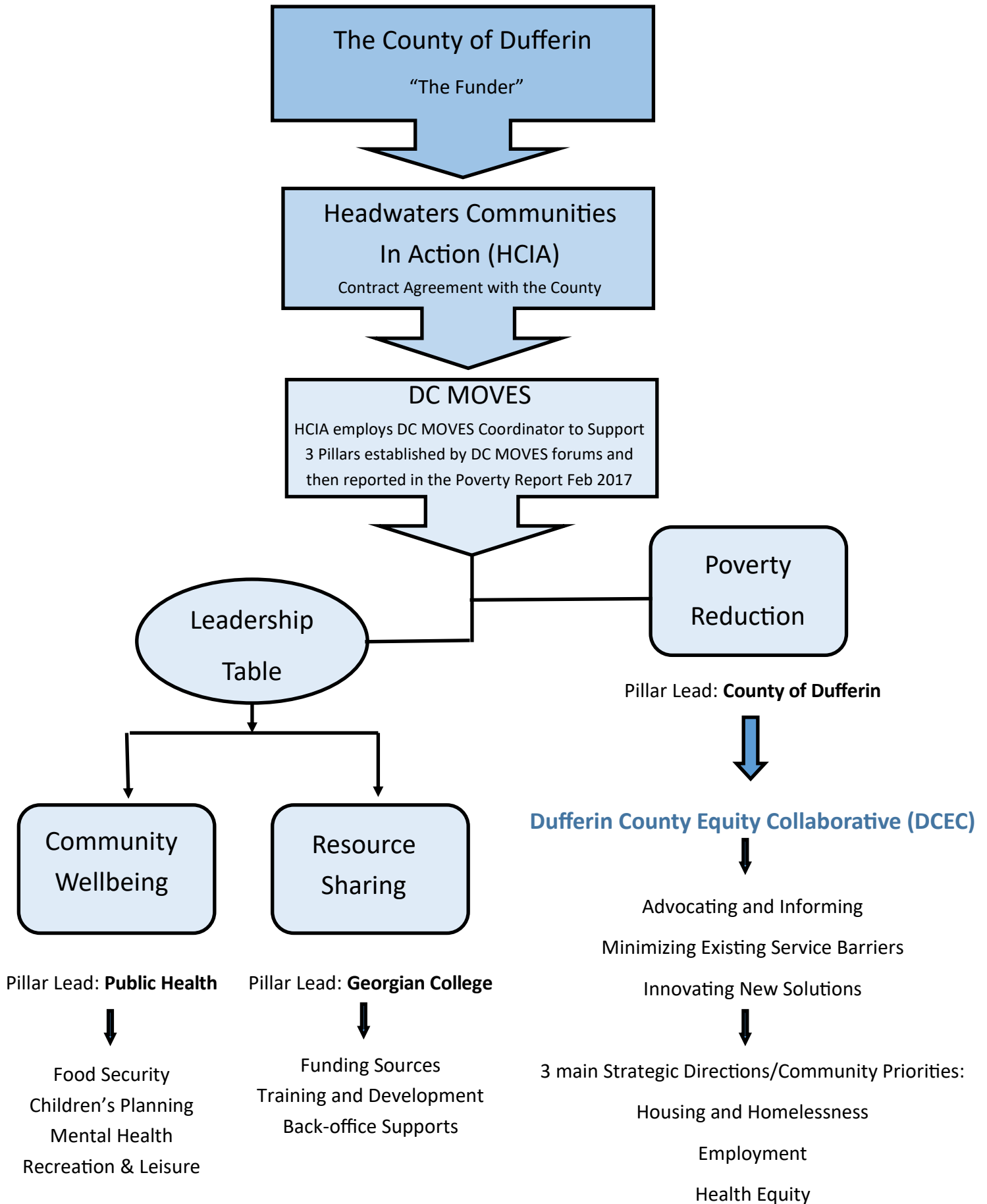
Recommendation

THAT the report from the Director of Community Services, dated March 28, 2019, titled Dufferin County Equity Collaborative (DCEC), be received.

Respectfully submitted by:

Anna McGregor
Director, Community Services

DC MOVES Organizational Structure





REPORT TO COMMITTEE

To: Chair Ryan and Members of the Community Services/Dufferin Oaks/Museum Committee

From: Brenda Wagner, Administrator

Date: March 28, 2018

Subject: Dufferin Oaks 2018 Annual Report

In Support of Strategic Plan Priorities and Objectives:

Good Governance: 3.3 Improve policies, practices and procedures

Service Excellence: 4.2 Improve senior and social services and 4.4 Promote organizational excellence and celebrate success

Purpose

The purpose of this report is to present the 2018 Annual Report for Dufferin Oaks.

Background & Discussion

Dufferin Oaks has prepared an annual report to summarize home operations, accomplishments and program directions. A copy of the 2018 Annual Report is attached to this report.

Strategic Direction and County of Dufferin Principles

The completion of this Annual Report adheres to the County of Dufferin Principles:

1. We Manage Change - the annual report reflects the changes and improvements we have made in the previous year to respond to regulatory requirements or changing conditions and needs.
2. We Deliver Quality Service – by reporting our annual summary to demonstrate that we are providing quality program and services for our clients.
3. We Communicate – by providing a detailed review of our previous years' activities and accomplishments and highlights our goals for the upcoming year.

4. We Make Good Decisions – by reviewing the previous year highlights and the good decisions that have been made, this helps us look forward to make informed and thoughtful decisions in the future.

Recommendations

THAT the report of the Administrator of Dufferin Oaks, dated March 28, 2019, regarding the 2018 Dufferin Oaks Annual Report, be received.

Respectfully submitted,

Brenda Wagner,
Administrator

Attachment: Dufferin Oaks Annual Report

DUFFERIN OAKS ANNUAL REPORT March 28, 2019

Mission Statement

Dufferin Oaks is a non-profit, long-term care home, owned and operated by the Corporation of the County of Dufferin, dedicated to providing a continuum of the highest quality holistic care for both residents and clients in partnership with the community.

Vision Statement

Dufferin Oaks' vision is to be a centre of excellence for non-profit, long-term care programs and community services.

Values Statement

At Dufferin Oaks, we provide non-profit, long-term care programs and services based on the following values:

- Dignity and well being for our residents and clients
- Respect for each individual
- Multi-disciplinary planning for client focused care
- Quality, cost effective, client centred services
- A workplace focused on team effort and personal growth
- A safe, comfortable home-like environment.

Summary

Dufferin Oaks

Dufferin Oaks continues to be a facility of choice for long term care services in Dufferin County. It operates at full capacity and, as of December 31, 2018, Dufferin Oaks' waiting list was 177 which is up significantly from last December's wait list of 146 and is the highest that the wait list has been.

The Long Term Care Homes Act and Regulations continue to drive work planning and changes in order to meet the many requirements of the Act and to meet the inspection process for homes to ensure compliance. All homes in the province are mandated to receive regular inspections. Dufferin Oaks received one inspection this past summer to follow up on several critical incidents and one complaint. This

inspection process was a three day inspection process completed by one Ministry inspector.

As per our Accountability Agreement in order to receive funding from the Local Health Integration Network, the home is now required to undergo accreditation. Accreditation is a process where the home is reviewed by an accrediting body approved by the Ministry of Health. The home is compared to international standards outlining its areas of quality and giving recommendations and suggestions for improvements. Dufferin Oaks worked diligently to prepare to meet the hundreds of accreditation standards in preparation for the survey that was held in February 2017 which resulted in Dufferin Oaks being awarded a three year accreditation. 2018 saw Dufferin Oaks continuing to maintain its accredited status with preparation underway for its 2020 survey.

A major challenge for the home continues to be the increasing care needs of our residents including those with responsive behaviours. The upcoming 2019/20 LSAA calls for LTC homes to work collaboratively on not only a Seniors Strategy but a Dementia Strategy as well. Dufferin Oaks continues to work with the Local Health Integration Network (LHIN) and our Association to advocate for changes to support the increasing care levels throughout the home. Another challenge is the Personal Support Worker shortage that is being experienced not only locally but across the province.

Dufferin County Community Support Services

Dufferin County Community Support Services operates under the umbrella of Dufferin Oaks and provides a wide range of services to support seniors and the physically disabled living in the community. This program submits a separate annual report detailing service levels and annual accomplishments.

McKelvie Burnside Village

McKelvie Burnside Village is a 22 unit housing program for the physically disabled and the frail elderly located in two wings of the Mel Lloyd Centre. It continues to operate at full occupancy. Programs for the tenants continue in partnership with the Ontario March of Dimes.

Mel Lloyd Centre

The Centre continues to flourish providing numerous recreational, social and health care services for residents of the surrounding community. The following programs provide services in the Mel Lloyd Centre:

- The Shelburne Physiotherapy Clinic
- Dufferin County Alzheimer Society satellite office
- Hospice Dufferin satellite office
- Wellington-Dufferin-Guelph Public Health Unit (satellite office)

- Dufferin County Community Support Services and Adult Day Program
- New Horizon's Seniors Centre
- McKelvie Burnside Village
- March of Dimes Community Outreach Office
- EarlyON-Dufferin
- Service Canada
- Shepherd's Cupboard Food Bank
- Shelburne Centre for Health and Dufferin Family Health Team
- Specialist and Telemedicine Clinics
- Life Labs
- A satellite site for Dufferin County Emergency Services
- Contact North – E-Learning
- Dufferin Employment Resource Centre
- Headwaters Speech Language Pathology
- CMHA (Canadian Mental Health Association)
- Georgian College (satellite office)
- Family Transition Place

In addition, the following community groups use the amenity space of the Mel Lloyd Centre: Shelburne Community Indoor Walking Path, Lions Club, TOPS, Abiding Place Ministries and Alcoholics Anonymous.

Community Linkages

Staff are represented in many community and professional organizations ensuring that the needs of clients in Dufferin County are identified and addressed. Staff is currently involved in the following organizations:

- AdvantAge Ontario
- Central West LHIN committees and meetings
- Shelburne and Area Chaplaincy Network
- Regional Palliative Care Network
- Dufferin Network for the Prevention of Elder Abuse
- Shelburne Area Ministerial Association
- Headwaters and Long Term Care Partners Network
- Dufferin Health Links

Inspections/Reports

Received 1 Ministry of Health and Long Term Care Inspection:

August 8, 9 & 10– an inspection occurred to follow up on 3 critical incidents and one complaint which resulted in 4 written notifications.

Received 3 Public Health Inspections:

1st in Kitchen in March 2018 with 0 issues identified

2nd in Kitchen in June 2018 with 0 issues identified

3rd in Kitchen in October with 0 issues identified.

Accomplishments/Quality Improvements in 2018

Below are just some of our accomplishments and quality improvements that occurred in 2018:

- New wheelchair van was purchased through funding provided by the Central West LHIN - March 2018
- CTV Barrie did a feature story on our Companion Pets program – January 2018
- Received Orangeville Banner's Readers Choice Award for "Best Long Term Care Facility" in Dufferin County – January 2018
- A new Hydration Program for our residents was implemented in May 2018 which included training of all nursing and dietary staff
- A successful Health & Safety week was held in May which involved staff throughout Dufferin Oaks taking part in activities and training. A special thank you to the Shelburne Fire Department for assisting us with our Fire extinguisher training.
- Purchased new equipment for improved resident care including 3 Arjo tubs, 10 new beds, 2 wheelchair adjustable dining tables,
- Successfully completed mandatory fire evacuation scenario as required by Ontario Fire Marshall under approved timelines by the Shelburne Fire Department with the minimum night staffing numbers – November 2018
- Implemented SURGE on line training for all Dufferin Oaks staff – April 2018
- In July, our Tuck shop went green! Plastic straws and stir sticks were replaced with paper
- Resident/Family survey completed with 97% percent of respondents stating they would recommend this home to others and 98% stating they are satisfied with the care provided to their loved one. In total, we received 59 surveys (37% of our residents and their families responded)
- Implemented additional PSW hours for resident care (7.5hrs/day) and 7.5hrs of RPN hours on the night shift– September 2018
- Contracted a new Hairdresser – March 2018
- a request for proposal for pharmacy was posted which resulted in our current provider, Classic Care, being awarded the tender
- A Reading Buddies program was established with the grade 2/3 class of our local elementary school – October 2018
- A funding application was submitted to the Ministry of Health and Long Term Care for *Excellence in Resident Centred Care* training for Personal Support Workers. Funding was received for 4 PSWs to be trained as

- facilitators and 57 PSWs to receive this training from their peers. Training will occur in winter 2019.
- Our volunteers were recognized with a Volunteer dinner catered by the dietary department – June 2018
 - A review of our Quality Risk Management program was completed and recommendations have been reviewed and are in the process of being implemented – March 2018
 - Successfully recruited several new managers - Manager of Dufferin County Community Support Services (March 2018), Manager of Dietary Services (July 2018) and coordinated with the Director of Human Resources to recruit for the new created role of Employee and Labour Relations Manager (August 2018).
 - The Resident & Family Christmas Tea was held in the Home Areas and the Adult Day Program enjoyed a Christmas Lunch catered by the Dietary Department - December 2018
 - A freezer was purchased and installed on 2nd floor (March 2018)
 - 47 rooms were painted at Dufferin Oaks – January – December 2017
 - All common areas (lounges, hallways, dining rooms and nursing stations) including the elevator areas were painted and had new signage installed (July 2018)
 - Several staff attended Mental Health First Aid training
 - Monthly Tenant meetings were implemented at McKelvie Burnside Village which encourages a forum for tenants to discuss ideas and concerns
 - Teepa Snow training (specialized training for staff working with our cognitively impaired residents) was provided to staff by our own Nurse Practitioner, Marilyn Fender, who is a certified Teepa Snow trainer.

2019 Action Plan – The Highlights

The County of Dufferin's strategic plan, adopted in 2015, provides a framework guide actions to support the established priorities of the corporation. The strategic plan has 4 key priority areas: Economic Vitality, Communications and Connections, Good Governance and Service Excellence. Dufferin Oaks' Action Plan flows from and supports the County of Dufferin's Strategic Plan. Below are some of the highlights from the Dufferin Oaks Action Plan for 2019:

Key Priority Area: Economic Vitality

- 1.3. Promote conservation and environmental sustainability –*
a) Continue to replace all lighting with energy efficient LED lighting.

Key Priority Area: Communication and Connections

- 2.3.2 Collaborate to provide feedback on provincial policy –*

a) To work with local health care agencies and the CWLHIN to develop strategies to meet the needs of an aging population that cannot have their needs met in the community.

b) Participate fully with the CW LHIN in support of the Dementia Strategy.

2.4.1 Maintain positive connections with all staff –

a) Review scheduling systems and ensure system has capability for staff to submit and receive information electronically;

b) Review the current staff performance review system and update for a more inclusive process.

Key Priority Area: Good Governance

3.3.1 Ensure compliance with Ministerial standards and requirements -

a) Ensure all Annual program evaluations completed

b) Review and update Dufferin Oaks *Quality Improvement Plan (QIP)* for submission to the CW LHIN and Health Quality Ontario

c) Participate in the CW Palliative Care Network

d) Review and update Annual Quality Improvement Plan for DCCSS

e) Complete M-SAA 2019-22 as required for LHIN

f) Complete L-SAA 2019-22 as required for LHIN

3.3.2 Review and update current policies and procedures -

a) Complete ONA and CUPE contract negotiations.

c) Conduct annually required mock fire evacuation with new scenario involving local Fire Department to meet Ontario Fire Code Regulations for Care Occupancies.

Key Priority Area: Service Excellence

4.1.3 Develop a facilities, maintenance and capital plan

a) Expand and pave McKelvie Burnside Village Parking lot

b) Upgrade various resident care equipment including beds and lifts.

4.2.2 Ensure inclusive support services that promote safe and healthy living are available to Dufferin Residents.

a) Partner with LHIN and other community providers in Health Links and new sub-LHIN activities to ensure appropriate services are available to residents including psycho-geriatric resources.

b) Complete RFP for Physio services at Dufferin Oaks

4.3.2 Explore alternative sources of funding

a) Apply for one time funding opportunities with the Ministry/Central West Local Health Integration Network