



## **COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM COMMITTEE AGENDA**

**Tuesday, April 23, 2019 at 6:30 p.m.**

**Museum of Dufferin – 936029 Airport Road, Mulmur**

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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).

### **CORRESPONDENCE**

1. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – April 23, 2019 –  
ITEM #1 – Association of Municipalities Ontario (AMO)

Correspondence from the Association of Municipalities (AMO), dated April 16, 2019, regarding an analysis of the 2019 Provincial Budget.

#### **Recommendation:**

**THAT the correspondence from the Association of Municipalities (AMO), dated April 16, 2019, regarding an analysis of the 2019 Provincial Budget, be received.**

2. COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – April 23, 2019 –  
ITEM #2 – Ministry of Municipal Affairs and Housing

Correspondence from the Ministry of Municipal Affairs and Housing, dated April 17, 2019, regarding funding for housing and homelessness programs as confirmed through the 2019 Ontario Budget.

#### **Recommendation:**

**THAT the correspondence from the Ministry of Municipal Affairs and Housing, dated April 17, 2019, regarding funding for housing and homelessness programs as confirmed through the 2019 Ontario Budget, be received.**

## **COMMUNITY SERVICES**

3. **COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – April 23, 2019 –  
ITEM #3 – Social Enterprise Update**

A report from the Director of Community Services, dated April 23, 2019, to provide an update on the County's Social Enterprise collaborations.

**Recommendation:**

**THAT the report from the Director of Community Services, dated April 23, 2019, titled Social Enterprise Update, be received.**

4. **COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – April 23, 2019 –  
ITEM #4 – Provincial Changes Update**

A report from the Director of Community Services, dated April 23, 2019, to provide an update on the most recent Provincial changes and announcements affecting Community Services.

**Recommendation:**

**THAT the report of the Director of Community Services, dated April 23, 2019, titled Provincial Changes Update, be received.**

5. **COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – April 23, 2019 –  
ITEM #5 – Dufferin Coalition for Kids (DuCK) Annual Report 2018-2019**

A report from the Director of Community Services, dated April 23, 2019, to share the April 1, 2018 - March 31, 2019 Dufferin Coalition for Kids (DuCK) Annual Report and to highlight how they assist the Children's Services Division of Community Services with local service planning.

**Recommendation:**

**THAT the report from the Director of Community Services, dated April 23, 2019, titled Dufferin Coalition for Kids (DuCK) Annual Report 2018-2019, be received.**

## **DUFFERIN OAKS**

6. **COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – April 23, 2019 –  
ITEM #6 – Declaration of Compliance – Multi-Sector Service Accountability Agreement**

A report from the Administrator of Dufferin Oaks, dated April 23, 2019, to sign the annual Declaration of Compliance for the fiscal year ending March 31, 2019 as required by the Multi-Sector Service Accountability Agreement with the Central West Local Health Integration Network (LHIN).

### **Recommendation:**

**THAT the report of the Administrator of Dufferin Oaks dated April 23, 2019, regarding the Declaration of Compliance with the Multi-Sector Service Accountability Agreement be received;**

**AND THAT the Council authorizes the Warden to sign the Declaration on behalf of Council for submission to the Central West Local Health Integration Network.**

## **MUSEUM**

7. **COMMUNITY SERVICES/DUFFERIN OAKS/MUSEUM – April 23, 2019 –  
ITEM #7 – MoD 2018 Report on Activities**

A report from the Director of Planning, Economic Development and Culture, dated April 23, 2019, to provide an overview of the Museum of Dufferin's (MoD) activities in 2018.

### **Recommendation:**

**THAT the report of the Director of Planning, Economic Development and Culture, dated April 23, 2019, regarding Museum of Dufferin 2018 Report on Activities be received.**

### **Next Meeting**

Thursday, May 23, 2019 at 6:30 p.m.

Mel Lloyd Centre, Shelburne (EOC - Lower Level)

April 16, 2019

## AMO's Deeper Look at the 2019 Provincial Budget

This is the second installment of AMO's Budget Analysis. AMO President Jamie McGarvey provided his initial overall reaction in this [video](#). In case you missed it, please see AMO's first installment of Budget Analysis, [Budget Day Highlights](#).

This installment covers:

- (A) Areas of concern
- (B) Areas where discussion work is to occur (i.e. provincial reviews)
- (C) Matters of broad municipal interest

It also identifies "new" initiatives/policies and "status updates" for others.

The Minister of Finance, the Honourable Vic Fedeli on an April 12th live radio show, said that all provincial ministries were reducing their Budgets by 4% and some up to 8% due to administrative efficiencies, including technology use. He stated that he expected municipalities to also find 4% efficiencies. This could be seen to be connected to the recent provincial announcement of a one-time \$200 million to 405 municipal governments to modernize service delivery and efficiency.

### A. Matters of Concern to AMO and Municipal Governments

#### Ambulance (EMS)- new

Land ambulance dispatch services will be streamlined by integrating Ontario's 59 emergency health services operators (e.g. 52 EMS, 6 First Nations, Ornge) and 22 provincial dispatch communication centres. Municipal governments have called for years for improvements to the paramedic dispatch system for which the province has 100% funding responsibility. The government will be exploring new models of care and delivery for emergency health services to improve care for patients and reduce duplication so not every ambulance is sent to an emergency department.

In terms of any restructuring of paramedics services, the Ministry of Health and Long-Term Care has committed to work directly alongside its municipal partners, including AMO, under the MOU. It will involve working groups having meaningful discussions about protecting and enhancing emergency support services across Ontario. We expect these working groups to begin shortly and will work with the ministry to communicate as appropriate.

#### Conservation Authorities - new

Conservation Authorities (CA) were told on April 12<sup>th</sup> that \$3.7 million (50%) is to be cut from the annual \$7.4 million transfer payment from the Hazard Program this year. This looks like a 2019 in-year financial impact on conservation authorities.

The Hazard Program protects life and property from natural *hazards, such as flooding and erosion*. It would appear that this action is an outcome of the provincial multi-year line by line financial review and was identified as “administrative savings”.

In addition, the Ministry of Natural Resources and Forestry (MNRF) is consulting on a proposal to streamline and focus conservation authorities’ role in development permitting and municipal plan review. For more information, visit Environmental Registry [013-4992](https://www.ontario.ca/environmental-registry). This consultation will end on May 21, 2019.

AMO is discussing these matters with Conservation Ontario and seeking more information from MNRF. With increases in weather events, pressure for fill/development in floodplains and wetlands, this a direct cut to a provincial program that protects people and property. AMO feels this requires more discussion.

### **Infrastructure- status update**

The Ontario Government’s infrastructure fiscal plan forecasts \$144 billion over 10 years.

#### **(i) Transit- new**

The government is committing to municipal transit infrastructure funding including:

- \$1.2 billion for Ottawa LRT
- \$1 billion for Hamilton LRT
- It will use \$4.2 billion from the Investing in Canada Infrastructure Plan (ICIP) as part of the federal contribution to transit in Toronto to fund a new subway
- \$2.25 billion in Ontario’s federal Green Infrastructure Stream will also be directed toward Toronto/GTHA subways
- The province is committed to creating plans for regional transportation in Southwestern and Northern Ontario with the SW plan coming in Fall 2019.

#### **(ii) Ontario Community Infrastructure Fund (OCIF) – status update**

OCIF provides assistance to communities less than 100,000 population. OCIF increased in phases starting in 2016 and among other matters, limited access to the application funding to those municipalities receiving less than \$2 million in formula funds annually.

2019 marks the year the OCIF program was to mature to \$300 million; (\$200 million in formula allocation and \$100 million in application funds). The OCIF formula component did increase in 2019 to \$200 million. However, the government also cancelled the application funds for 2018 and 2019. This means \$200 million that would have been available is not accessible to smaller municipalities. The government will

review the program. As a result, the government has declined to confirm formula allocation envelopes for future years.

While no details are currently available regarding potential changes to the OCIF formula allocation, a reduced envelope is possible. This would diminish the amount of infrastructure support available from the province to municipal governments eligible for OCIF.

### **Public Health - new**

The provincial government will:

- Improve program and back office efficiencies by adjusting provincial-municipal cost sharing of public health funding in 2019-20. The nature of this adjustment is not known yet.
- By 2020-21, establish 10 regional public health entities and 10 new regional boards of health with one common governance model (currently there are several board governance models, each with a local government approach that relates to performance and local accountability); and
- By 2021-22, the province anticipates that these changes will lead to annual savings of \$200 million. If this is provincial savings, the \$200 M represents a 26% reduction in the public health funding the province currently provides in this municipal – provincial cost shared program.
- There will also be modernization through regionalization of the public health laboratory system and a streamlining of Public Health Ontario.

In the Budget document, it is stated that: "the current structure of Ontario's public health units does not allow for consistent service delivery, could be better coordinated with the broader system and better aligned with current government priorities." It is our expectation that the ministry will look to AMO and the municipal/public health sector to work with them in confidence as to implementation matters related to the government's vision.

Under the current *Health Protection and Promotion Act* (s. 72), municipalities in a health unit are responsible for the costs of a health unit and the Medical Officer of Health in the performance of its legislated functions and duties. The Minister may make grants for the purposes of this Act on such conditions as he or she considers appropriate under (s. 76).

### **Provincial Gas Tax- update**

The Province will not move forward on its campaign promise to increase the municipal share of the provincial gas tax funds from 2 cents/litre to 4 cents in 2021-22.

Recently \$364 million (2019 envelope) was provided to 107 municipal public transit systems. This funding is for established systems only. The Province has committed to consult with municipalities to review the program parameters and identify opportunities for improvement.

The outcome of the anticipated increase is \$364 million less to invest.

### **Property Assessment- new**

The province will be conducting a review to explore opportunities to:

- “Enhance the accuracy and stability of property assessments;
- Support a competitive business environment;
- Provide relief to residents; and
- Change the composition of the Board of the Municipal Property Assessment Corporation (MPAC) to increase the representation of property taxpayers.”  
(This would dilute current municipal government representatives who are taxpayer representatives by virtue of being elected).

To date there is no additional information on this or how significant it will be.

### **Wastewater – new**

As first indicated in the Made in Ontario Environment Plan, the government is targeting sewage overflows into Ontario water bodies. Municipalities will be required to provide real-time reporting of sewage outflows.

The Budget reiterates the commitment to work with Ontario municipalities to update policies surrounding reporting combined sewer overflows to the public in real time to inform them of water quality issues (impacting swimming, fishing, drinking water, etc.)

## **B. Provincial Consultations/Reviews of Municipal Interest– underway or about to start**

Some have been announced previously – but are included here. This provides a snapshot of lots of municipal work.

1. Aggregates reform
2. Ambulance/Paramedic Services dispatch streamlining + integration
3. Animal Welfare- new legislation
4. Conservation Authorities Modernization and Sec. 28 review
5. Digital First Strategy
6. Environmental Assessment (EA) modernization
7. Housing
  - o Housing Supply Action Plan
  - o Community Housing Renewal Strategy
  - o National Housing Strategy Trilateral Coordination Forum
  - o Supportive Housing
8. Joint and Several Liability
9. Ontario Community Infrastructure Fund (OCIF) redesign
10. Ontario Energy Board (OEB) modernization
11. Ontario Immigrant Nominee Program
12. Ontario Municipal Partnership Fund (OMPF)
13. *Planning Act* streamlining

14. *Police Services Act* – regulations including OPP boards
15. Provincial Gas Tax program
16. Property Assessment (MPAC) review
17. Public Health re-structuring
18. Reducing Litter and Waste
19. Reducing the Municipal Reporting Burden
20. Regional Review
21. Resource Revenue Sharing (northern communities)
22. Social Assistance Reform
23. Species at Risk
24. Workplace Safety and Insurance Board (WSIB)- operational review

### **C. Budget Items of Municipal Interest** (Alpha ordered)

Includes elements of Bill 100, *Protecting What Matters Most Act* (Budget Measures), 2019 that may not have stood out in the budget paper.

#### **Accessibility - new**

\$1.3M over two years to implement the Rick Hansen Foundation Accessibility Certification™ program in selected communities across the province to improve accessibility, including in public buildings.

#### **Alcohol - new**

The Province will introduce legislation to permit municipal governments to designate public areas, such as parks for the consumption of alcohol. There are other alcohol reforms contained in the Budget such as the creation of a tailgating permit for eligible sporting events and extending hours of service in licensed establishments to a 9 am start, seven days a week.

#### ***Liquor Licence Act* (Schedule 38) of Budget Bill**

- Amends the *Liquor Licence Act* to allow the council of a municipality, by by-law, to designate a public place where persons may have or consume liquor, subject to the regulations.
- Also expands the regulation-making powers of the Lieutenant Governor in Council.

#### **Broadband - new**

Provincial commitment of \$315 million over the next 5 years to support rural high speed broadband and cellular services in regional and “shovel ready” projects. At this point, we do not know the profile of the \$315 million over 5 years: criteria to access; what amount is in each year, or how this is to enable or leverage private funding for capital.

For reference, the recent federal Budget noted a federal investment of \$5 - 6 billion (including leveraged private investment) over 10 years for all of Canada. Of this, \$1.7



billion will be new funding, with an additional \$1 billion in financing to be made available through the Canada Infrastructure Bank.

### **Cannabis – status update**

The Ontario Cannabis Store lost \$25 million in 2018-19 but is expected to turn a profit of \$10M, \$25M and \$40M in 2019-20 to 2021-22. Ontario took in \$17 million in cannabis excise tax in 2018-19 and is anticipating this to be between \$70-80M each year over the next 3 years.

If these projections are accurate, it means that there will be no additional cannabis funding to municipal governments for 2019-20 (beyond the current \$40 million), as the threshold of \$100 M of cannabis excise tax would not be reached.

### **Child Care and Early Years- new**

The new CARE (Ontario Childcare Access and Relief from Expenses) tax credit would provide about 300,000 families with up to 75 per cent of their eligible child care expenses and allow families to access a broad range of child care options, including care in centres, homes and camps. It remains to be determined how the tax credit will work with the existing funding and service delivery model including the provision of fee subsidies to low-income families and general operating grants given to operators to help keep fees down.

\$1 billion to create up to 30,000 child care spaces in schools, including approximately 10,000 spaces in new schools, over a five year period. Operating funding will be needed for these new spaces to ensure affordability for families.

### **Digital Services**

#### ***Simpler, Faster, Better Services Act, 2019 (Schedule 56) of Budget Bill – new***

- Would allow the province to make regulations that apply to municipal governments respecting digital services and the publication of data.
- Formalizes the position of the Chief Digital and Data Officer and requires this officer to provide the broader public sector and **municipal governments** with advice on: the collection, management and use of data; the use of common tools and digital platforms; the effective use of data in policy and program development; and the proactive publication of data.
- Require Ontario to develop a digital and data action plan and implement digital service standards. Ministries would be required to make all their datasets publically available for free or at a reasonable cost. The availability of these datasets should support municipal analysis and decision-making.

### **Education Property Tax - new and status update**

Education Property Tax revenue is projected to increase at an average annual rate of 0.9% between 2018–19 and 2021–22. This is largely due to growth in the property assessment base resulting from new construction activities.

Regulatory amendments introduced March 29, 2019 have implemented restricted rate increases of 5% or \$300 per residential unit (whichever is greater) and a maximum yearly increase of 5% for non-residential rates.

### **Energy - status update**

The Budget summarized the many provincial energy actions taken to date including: supporting natural gas expansion and general expansion of pipeline projects, reducing electricity costs, repealing the *Green Energy Act* and board changes at the OEB and Hydro One were among the highlights in the Budget.

It said that the global adjustment will be removed from electricity bills. Municipal governments should see this reduction on electricity bills once the Bill 87 (*Fixing the Fair Hydro Mess*) has passed later this legislative session.

### **Environmental Assessment (EA) Act Modernization – new**

The Budget notes the province will modernize the EA Act. Making infrastructure projects faster and providing a risk threshold/financial threshold for projects could reduce building time for many public works.

### **Fire Services**

#### ***Fire Protection and Prevention Act, 1997 (Schedule 29) of Budget Bill – new***

- Amendments are made to strengthen and enable more effective and efficient enforcement of fire safety across Ontario. Changes are intended to reduce cost-related barriers fire departments may currently face;
- Changes the amounts of fines as penalties for certain offences and to create penalties for subsequent offences;
- Adds a limitation period for the prosecution of offences; and,
- Expands the power of the Fire Marshal, a fire chief or an assistant to the Fire Marshal to issue an order under Section 35 of the Act for payment of costs.

### **Guns and Gangs- new and status update**

The City of Toronto received \$25 million in 2018 and the City of Ottawa is receiving \$2 million in 2019 under this program, and an additional \$16.4 million funding over two years will help other centres throughout Ontario. In addition, other initiatives relate to:

- Establishing a provincial Guns and Gangs Support Unit to assist local police officers
- A dedicated Gun and Gang Specialized Investigations Fund to support joint forces operations targeting the organized crime areas that fuel gang operations, such as drug, gun and human trafficking, and provide intelligence analysis; and

- Protecting the most vulnerable people with the highest risk of experiencing gun and gang violence and victimization.

## **Housing - status update**

\$4 billion in combined federal and provincial funding over the next nine years through the National Housing Strategy Canada-Ontario bilateral agreement. This appears to commit to provincial cost matching of the agreement.

The Province has signaled an intent to negotiate and co-design the Canada-Ontario Housing Benefit with the Canada Mortgage and Housing Corporation (CMHC) to help address housing affordability.

Making home ownership and renting more affordable by helping to increase the supply of housing that people need through the forthcoming Housing Supply Action Plan. Details to come in a spring announcement.

Stabilizing and growing Ontario's community housing sector through a Community Housing Renewal Strategy. The intent is to make it more efficient, sustainable and easier to navigate for the people of Ontario and community housing providers. Specific details to come in an announcement in 2019.

Key elements of the strategy will include:

- Creating incentives for community housing providers.
- Simplifying rent-geared-to-income calculations.
- Streamlining and updating waitlist and eligibility rules.
- Addressing community safety concerns especially for the most vulnerable.

**New** - Undertaking a review to streamline and improve coordination of the more than 20 supportive housing programs. A portion of \$174 million in 2019–20 for mental health and addictions services will go toward supportive housing.

It is not known whether the Province will follow through on the previous government's multi-year plan to increase funding by \$15 million this year for the Community Homelessness Prevention Initiative (CHPI). The Ministry of Municipal Affairs and Housing will significantly reduce expenditures this year according to the Budget. This may affect funding levels for housing and homelessness programs administered by municipal service system managers.

The Budget did not indicate if the government is going to fund provincial homelessness and prevention programs at the same level as the previous year. We will look for further details.

## **Immigration Pilot Initiative + Changes to the Ontario Immigrant Nominee Program - new**

The 2019 Ontario Budget includes a commitment to develop an immigration pilot initiative with select communities to explore innovative approaches to disperse the

benefits of immigration to smaller communities in Ontario. This Budget commitment responds to long-standing municipal economic development-related immigration asks. AMO will seek out more information to make sure the initiative reflects municipal priorities.

The Budget also indicates that changes are coming to the Ontario Immigration Nominee Program to enhance the program's capacity to respond to labour market shortages across the province. These changes include the creation of a new stream to attract highly skilled employees to the technology sector, changes to the in-demand skills stream expanding the eligible occupation list to include transport truck drivers and personal supports workers, and changes to the investment and net worth thresholds levels under the entrepreneur stream. These changes should help address labour market shortages in different Ontario regions.

### **Long-term Care – new and status update**

As promised, Ontario will create 15,000 new long-term care beds over the next five years and to provide more appropriate care to patients with complex health conditions. The government is committed to upgrading an additional 15,000 older long-term care beds to modern design standards, which will allow the long-term care sector to provide more appropriate care to those with complex health conditions. These measures represent a total investment of approximately \$1.75 billion in additional funding over five years.

In addition to the over 6,000 new beds previously allocated, 1,157 new long-term care beds will immediately be allocated to 16 projects across the province.

### **Northern Matters – status update**

#### **Developing the Ring of Fire**

The Province will work to cut red tape and end the delays that block the development of the Ring of Fire area by working with willing partners to ensure sustainable development in the North.

#### **Mining Working Group**

The creation of a Mining Working Group to focus on reducing red tape and attracting major new investments/opportunities to assist future growth, competitiveness and prosperity.

#### **Reviewing the Forestry Sector Review**

Development of a strategy to encourage economic growth within the forestry sector and promote the sector as open for business. The strategy aims to increase wood supply and will help unleash the potential of Ontario's forest industry, creating conditions for the industry to innovate, attract investment, and create jobs and prosperity for the North.

### ***Ontario Proceedings Against the Crown Act (Schedule 17) of Budget Bill – new***

- Amendments to the *Ontario Proceedings Against the Crown Act*, which would make it harder to pursue legal action against the government when it comes to misfeasance and negligence, civil lawsuits and class action lawsuits, among other things.
- However, there is clarity that the Crown is not relieved of liability in any of the *Environmental Assessment Act*, *Environmental Bill of Rights*, *Environmental Protection Act*, the *Environmental Review Tribunal Act*, the *Resource Recovery and Circular Economy Act*, and the *Workplace Safety and Insurance Act*.

### **Ontario Provincial Police - new**

Exploring opportunities to encourage workforce optimization, including vacancy management, overtime and scheduling at the Ontario Provincial Police to save approximately \$30 million annually, starting in 2019–20, without impacting front-line policing and community safety. This would need to be found as be part of the OPPA collective agreement negotiations with Ontario.

### **Privacy Legislation**

#### ***Freedom of Information and Protection of Privacy Act (Schedule 31) of Budget Bill - new***

- Amendments to allow Ontario to collect personal information to be de-identified from municipal governments, entities that receive provincial funding or administer government services, or a municipal board.
- De-identified personal information can only be collected under certain conditions, namely for analysis related to the management and allocation of resources, program and service planning and program evaluation.
- The disclosure of personal information for law enforcement purposes and in other circumstances is also proposed.

#### ***Municipal Freedom of Information and Protection of Privacy Act (Schedule 41) of Budget Bill – new***

- Would enable municipal governments to share personal information for law enforcement purposes. This may have negative impacts on the privacy of individuals accessing municipal services.
- The Schedule amends the grounds on which personal information can be disclosed under Part II of the *Municipal Freedom of Information and Protection of Privacy Act*.

### **Provincial Surpluses**

#### ***Investing In Ontario Act (Schedule 34) of Budget Bill– new***

- The Budget Bill proposes to repeal the *Investing In Ontario Act*
- This Act allowed surpluses to be provided to certain projects or sectors

- It was used to provide one-time capital funding to municipalities prior to 2010
- This reflects provincial direction on eliminating the deficit and reducing debt.

## **PSTD Awareness**

### ***PTSD Awareness Day Act, 2019 (Schedule 52) of Budget Bill – new***

- Enacts the *PTSD Awareness Day Act, 2019*, which proclaims June 27 in each year as PTSD Awareness Day.

## **Seniors Dental Program – new**

To improve the life of seniors, the Province will develop a new strategy that will involve effort across government. Individual seniors with annual incomes of \$19,300 or less, or senior couples with combined annual incomes of less than \$32,300, will be able to receive dental services in public health units, community health centres and Aboriginal Health Access Centres across the province.

The program will start in late summer 2019. By winter, investments in the program will expand new dental services in underserved areas, including through mobile dental buses and an increased number of dental suites in public health units.

## **Social Assistance – status update**

The Social Assistance system reform is expected to result in an estimated annual saving of over \$1 billion at maturity by simplifying the rate structure, reducing administration, cutting unnecessary rules, and providing greater opportunities to achieve better employment outcomes. This could be a positive fiscal implication, potentially also saving municipal service managers money in addition to the province.

However, it is unclear if this means less administration funding from the province in 2019 and if so, it will need to be assessed if the planned measures will fully produce the projected savings to offset any funding reductions and when. If this is not the case, there may be pressure on service managers to fill in the gap.

The municipal Ontario Works employment services will be integrated into the provincial Employment Ontario network. If there is a transfer of this function, this could have labour relations implications as it will likely involve staff layoffs. Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) may compete to deliver employment services however there is no guarantee they will be successful proponents. CMSMs and DSSABs provide employment services linking them to economic and labour force development and also local poverty reduction strategies.

Wrap-around supports will be provided to help vulnerable social assistance recipients address barriers and access employment supports.

There will be strengthened accountability of both social assistance service system managers and the planned employment service system managers to help people achieve employment goals.

### **Trade – status update**

Interprovincial trade continues to be a focus, especially alcohol rules. The Budget notes that the new agreement replacing NAFTA is positive but reiterates impacts on forestry and supply managed agriculture sectors, calling on the federal government to help manage this and for federal action to help reduce/eliminate US steel + aluminum tariffs. The province will also target any states directly that are proposing 'Buy America' legislation or rules

### **Workplace Safety and Insurance Board (WSIB) – status update**

New WSIB premium rate framework in 2020. Operational review of the WSIB pertaining to the board's financial oversight, effectiveness and efficiency.

Municipal governments pay higher rates (Schedule 1) and self-insurance costs with WSIB administrative costs (Schedule 2) than most other Ontario workplaces due to the nature of municipal emergency services (presumptive PTSD, fire presumptive cancers).

**AMO Contact:** Monika Turner, Director of Policy, [mturner@amo.on.ca](mailto:mturner@amo.on.ca), 416-971-9856 ext. 318.

\*Disclaimer: The Association of Municipalities of Ontario (AMO) is unable to provide any warranty regarding the accuracy or completeness of third-party submissions. Distribution of these items does not imply an endorsement of the views, information or services mentioned.



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April 17, 2019

Warden Darren White  
County of Dufferin  
55 Zina Street  
Orangeville ON L9W 1E5

Dear Warden White: *Darko*

Our government for the people understands the importance of housing that is affordable, adequate and accessible, and that meets the needs of Ontario's diverse communities and populations. Despite the significant budget challenges our government faces, I am pleased that we will support critical continued housing investments and leverage federal funding under the National Housing Strategy through new provincial investments. I am writing to you today to outline funding for housing and homelessness programs as confirmed through the 2019 Ontario Budget.

My Ministry will be providing over \$1 billion in transfer payments for housing and homelessness programs in 2019-20, inclusive of federal transfers. As we work to address the province's fiscal circumstances, total transfers will decrease slightly in 2020-21 to just under \$1 billion and will return in 2021-22 to just over \$1 billion, subject to future multi-year budget decisions. This funding envelope enables us to maintain commitments to existing programs and use a flexible approach to cost-match funds for the National Housing Strategy over a multi-year period. The vast majority of these transfer payment programs flow through Service Managers.

This letter provides further program-by-program information and your specific allocations are detailed in an attachment.



## Ongoing Programs

The **Investment in Affordable Housing for Ontario (2014 Extension)** program has successfully helped communities to build affordable rental housing, make home ownership attainable for lower-income Ontarians and offer funding for much-needed repairs. Federal funding under this program concluded in 2018-19. Our government is committing \$80.1 million in 2019-20 to complete the cost-matching requirements under this program. I am pleased to confirm your funding allocation for this final year of program funding, consistent with the previously communicated planning allocation.

To support communities across Ontario in their efforts to prevent and address homelessness, the **Community Homelessness Prevention Initiative (CHPI)** provides a flexible, outcomes-based, and accountable approach to funding. Despite the significant fiscal challenges this government faces, I am pleased we are able to maintain this critical funding in 2019-20 at the 2018-19 level of \$323.7 million and to increase funding to a new base of \$338.7 million beginning in 2020-21.

## New Programs

Today I announced our government's Community Housing Renewal Strategy – a multi-year plan to sustain and grow our community housing system. Two new programs are being launched in 2019-20 to support this Strategy, leveraging federal investments under the bilateral agreement between the Ministry of Municipal Affairs and Housing and Canada Mortgage and Housing Corporation.

The **Canada-Ontario Community Housing Initiative (COCHI)** will provide funding to replace the federal Social Housing Agreement funding that expires each year, beginning 2019-20. Total federal funding under this program is \$33.2 million in the current year, \$81.0 million in 2020-21 and \$112.1 million in 2021-22.

The federal government has acknowledged that their funding for social housing has declined over time and through their funding of the Canada-Ontario Community Housing Initiative federal social housing investments will be maintained at about the 2018-19 levels. Over the period that federal expenditures have been declining, municipal expenditures on social housing have been growing. As allowed under the bilateral agreement, current municipal spending on social housing will be used to count as the cost-matching required under this program.

This funding can be used to repair, regenerate and expand community housing and to protect affordability support for tenants. It can be used to support community housing providers whose original program arrangements are expiring and help them to become more sustainable. Service Managers will be given significant flexibility to determine priorities locally, in consultation with their housing providers. In addition, consistent with the bilateral agreement, Service Managers will be required to give priority to Indigenous providers under the Urban Native Housing program who have expiring operating agreements, where these exist.

Your allocation amounts are equivalent to the amount of funding you are losing under the Social Housing Agreement each year.

Note that in addition to allocations to Service Managers, Canada-Ontario Community Housing Initiative funding is also being made available to support other housing providers who have received legacy Social Housing Agreement funding through provincial ministries, such as supportive housing providers.

The **Ontario Priorities Housing Initiative** will also launch in 2019-20, providing flexible funding to all 47 Service Managers and the two Indigenous Program Administrators to address local priorities in the areas of housing supply and affordability, including new affordable rental construction, community housing repair, rental assistance, tenant supports and affordable homeownership. The design of this program will build on our joint success in the delivery of the Investment in Affordable Housing Program.

Our government is committed to fully cost-match this program. Total federal and provincial funding of \$123.3 million in 2019-20, \$65 million in 2020-21 and \$99.9 million in 2021-22 will be available to allocate under the program. Provincial spending of \$34.7 million from existing programs across 2018-19 and 2019-20 will be counted towards the cost-matching requirement.

### **Canada-Ontario Housing Benefit**

The province plans to begin negotiations with the Canada Mortgage and Housing Corporation shortly to finalize the program design and amend the bilateral agreement for the **Canada-Ontario Housing Benefit**. This will allow housing benefits to begin flowing to Ontario households beginning April 2020, when federal funding becomes available.

In the meantime, the province will continue to provide portable housing benefits to **Survivors of Domestic Violence and Human Trafficking** who are eligible under the Special Priority Policy and who choose to take a portable housing benefit as an alternative to waiting for a rent-geared-to-income unit to become available. This critical program is available province-wide and provides benefits that are portable across the province, enabling recipients to make the housing choices that are best for them. \$10 million is available for this program in 2019-20.

Once the Canada-Ontario Housing Benefit becomes available, we plan to continue to support these households – as well as others – through the new benefit program.

### **Next Steps**

Additional details concerning these initiatives, including Program Guidelines and a draft Transfer Payment Agreement for new programs, will be shared with your staff in the coming days.

I am pleased that our government for the people is able to continue to support the important work that you do to improve housing outcomes in your community, while we also work to improve Ontario's overall fiscal situation. I look forward to continuing our work together.

Yours truly,

A handwritten signature in black ink, appearing to read 'Steve', with a stylized flourish at the end.

The Honourable Steve Clark  
Minister of Municipal Affairs and Housing

- c. Ms. Sonya Pritchard, Chief Administrative Officer, County of Dufferin  
Ms. Anna McGregor, Director, Community Services, County of Dufferin

## APPENDIX – FUNDING ALLOCATIONS

### County of Dufferin

<b>Program</b>	<b>2019-20 Confirmed Allocation</b>	<b>2020-21 Planning Allocation</b>	<b>2021-22 Planning Allocation</b>
<b>Investment in Affordable Housing for Ontario (2014 Extension)</b>	\$262,400	N/A	N/A
<b>Community Homelessness Prevention Initiative</b>	\$765,107	\$861,461	\$861,461
<b>Canada-Ontario Community Housing Initiative*</b>	0	0	0
<b>Ontario Priorities Housing Initiative</b>	\$418,300	\$216,700	\$337,400

\* Note: As Dufferin does not experience a loss in federal funding under the Social Housing Agreement, there is no allocation under COCHI for the period 2019-20 to 2021-22.



## REPORT TO COMMITTEE

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

**From:** Anna McGregor, Director of Community Services

**Date:** April 23, 2019

**Subject:** Social Enterprise Update

### In Support of Strategic Plan, Priorities and Objectives:

Communication and Connections: (2.4) Promote Internal Communications  
Good Governance: (3.2) Increase Transparency  
Service Excellence (4.4) Promote organizational excellence and innovation and celebrate success

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### Purpose

The purpose of this report is to provide an update on the County's Social Enterprise collaborations.

### Background and Discussion

#### Social Enterprise

According to the Social Enterprise Council of Canada, social enterprises are “businesses owned by non-profit organizations, that are directly involved in the production and/or selling of goods and services for the blended purpose of generating income and achieving social, cultural, and/or environmental aims. Social enterprises are one more tool for non-profits to use to meet their mission to contribute to healthy communities.”

#### Edelbrock Hub

In November 2013, a joint proposal was accepted from Canadian Mental Health Association (CMHA), Georgian College and Services and Housing In the Province (SHIP) to operate a social enterprise café at the Edelbrock Hub. The café was a collaboration between the three (3) tenant organizations based at the Edelbrock Hub and the County. The organizations agreed to collaborate and dedicate resources to ensuring the viability of what became known as “The Coffee Hub” café.

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The County provided the 'space' for the café at no cost. The Coffee Hub has been in operation since spring 2014. (When the Canadian Mental Health Association (CMHA) moved their office from the Hub in 2017, the remaining organizations continued with their support.)

Today, The Coffee Hub still serves refreshments and snacks to staff, clients and visitors to the Edelbrock Hub. It can also offer catering services for meetings. Several employees of the café have gained valuable work place experience, to help them on their employment journey.

### Zina Street

In September 2018, Community Living Dufferin (CLD) contacted the Community Services Department at the County and asked if they could provide vending machines to County building(s) as part of their drive to increase social enterprise in the community. The request came as a result of the provincial government's decision to close shelter workshops. Community Living Dufferin (CLD) were looking to continue to support their clients with employment opportunities, after the shelter workshops closed.

County staff reviewed the request and offered the former Zina café space to Community Living Dufferin (CLD) for consideration. The initial discussion centred around the provision of services in the building, while at the same time, providing support for social enterprise, at low or no cost to the County.

The County did advise Community Living Dufferin (CLD) there was an already existing social enterprise café at the Edelbrock Hub. To be transparent and fair, in the best interest of social enterprise, The Coffee Hub were approached and asked if they would like to submit a business case.

Both Community Living Dufferin (CLD) and Services and Housing In the Province (SHIP) viewed the space in October 2018. Both agencies submitted business cases in November 2018.

County staff reviewed the details submitted in December 2018. Based on the requirements of both cases it was Community Living Dufferin (CLD) who were advised they could proceed with discussions on the building use and set up, at the former café at Zina Street. (SHIP were advised that another social enterprise vendor was taking the project forward.)

Joint viewing was set up for Community Living Dufferin (CLD), Public Health and the County's new Facilities Manager in February 2019, in order to establish what work may be involved to meet public health requirements for food service etc.

Subsequent discussions between Community Living Dufferin (CLD) and the County were focused on how best to operate a service with minimal initial outlay, to allow the service to become established and to gauge demand for refreshment and snack services.

The County carried out some remedial work to make the café space ready for vending machines. Lighting, painting and some minor repairs were carried out in March and April 2019.

Community Living Dufferin (CLD) came back to view the space in April 2019. Based on their visit, discussions with staff, and inflexible contractual obligations for the vending machines, the decision was made to move to café service, without vending machines.

To make this possible, Community Living Dufferin (CLD) will pay for all capital improvements (counters, equipment, plumbing/electrical changes) as needed, with work anticipated to occur in May 2019.

At this time, Community Living Dufferin (CLD) are currently finalizing their architectural drawings and Business Plan.

Once details have been received and reviewed by the County, a Memorandum of Understanding (MOU) will be entered into with Community Living Dufferin (CLD). This will be of a similar nature to the Social Enterprise Memorandum of Understanding (MOU), currently in force for The Coffee Hub. Estimated date for the new café service is June 2019.

### **Financial, Staffing, Legal, or IT Considerations**

At this time, there are no additional resources required.

### **Strategic Direction and County of Dufferin Principles**

It adheres to the County of Dufferin Principles:

1. **We Manage Change** – By continuing to enhance local collaborations, designed to address the needs of the local community.
2. **We Deliver Quality Service** – By promoting, supporting and working with local agencies to deliver services.
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 April 23, 2019, titled Social Enterprise Update, be received.**

Respectfully submitted by

Anna McGregor  
Director, Community Services



## **REPORT TO COMMITTEE**

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

**From:** Anna McGregor, Director of Community Services

**Date:** April 23, 2019

**Subject:** **Provincial Changes Update**

### **In Support of Strategic Plan, Priorities and Objectives:**

Communications and Connections: (2.3) Provide a strong voice for advocating to the province and (2.4) Promote internal communications

Good Governance: (3.3) Improve policies, practices and procedures

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### **Purpose**

The purpose of this report is to provide an update on the most recent Provincial changes and announcements affecting Community Services.

### **Background & Discussion**

During the past year, the Progressive Conservative Government has made several changes, which have had, and will have, an impact on the County of Dufferin. In January 2019, a report was provided to Committee on the Provincial program changes from the first 173 days that the PC Government was in power. This report is an update of those changes, which have been announced since January 2019, and more specifically announcements from the April 11, 2019 *Protecting What Matters Most* inaugural budget. This report covers only those changes, which could affect the divisions within Community Services – Ontario Works, Housing Services and Children's Services.

### **SOCIAL ASSISTANCE - ONTARIO WORKS**

#### Employment Ontario

The government has indicated several times that it will be reforming the social assistance system. So far, there have been few specific details on how this will occur. The government announced on February 12, 2019 a proposal to integrate social assistance employment services with Employment Ontario.

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The proposal stated that the Auditor General's report found that "*oversight of the Ontario Works program is ineffective and the service managers that deliver the program are not adequately held accountable for helping recipients find employment to become self-reliant.*" The report stated that changes would be implemented gradually starting with three prototypes in fall 2019.

Although no specific information on the changes were provided, the messaging was reiterated in the April 2019 budget. The government confirmed that it is integrating social assistance employment services into Employment Ontario. It also mentioned that social services sector spending is expected to decrease approximately \$1B in 2021-2022. The Consolidated Municipal Service Managers (CMSMs) and District Social Services Assistance Boards (DSSAB's) are mentioned as potential system service managers for the new integrated social assistance employment services. However, the competitive process for becoming the employment service system manager will also be open to not-for-profit organizations and the private sector. Currently in Dufferin, Georgian College (who are co-located at the Edlebrock Hub) are the recognized Employment Ontario provider.

#### Changes to Ontario Works and ODSP

As mentioned in the previous update, Ontario Works recipients will be able to keep up to \$300 in earnings per month without it impacting their social assistance benefits. ODSP recipients will experience greater flexibility through an annual exemption of \$6,000 in earnings per year instead of the current \$200 per month. In addition, benefits will be reduced by 75 cents for each dollar earned above these amounts to encourage recipients to increase their labour force participation and achieve greater financial independence.

The government is planning to make changes to Temporary Care Assistance and the Transition Child Benefit to streamline the system and improve equity between those who receive social assistance and other families with children. Details on these changes will be announced in the coming weeks. The government will also introduce more options for social assistance recipients to access information about their benefits. Specifically, online services will be expanded.

#### Low-income Individuals and Families Tax Credit (LIFT)

The budget also repeated details about the Low-income Individuals and Families Tax (LIFT) Credit, available as of January 1, 2019, which was announced in the *2018 Ontario Economic Outlook and Fiscal Review*.

### HOUSING SERVICES

#### Housing Supply Action Plan

In order to seek public input, the provincial government launched public consultations on the creation of a *Housing Supply Action Plan*. The government was looking for input on streamlining development processes, lowering the cost of development and improving current systems.

In December and January, key stakeholders and residents were called upon in order to provide comprehensive feedback in the context of Dufferin County. Dufferin County's feedback was submitted prior to the January 25, 2019 deadline.

The budget document makes mention of the *Housing Supply Action Plan* but does not provide specific details. The commentary indicates that the plan will make it easier to develop the right mix of housing where it is needed, lower the costs of development, make it easier to develop rental housing and address other concerns and opportunities to increase the housing supply. From the commentary provided, it does seem as though the plan will focus on increasing residential construction.

### Community Housing Renewal Strategy

The budget also mentions the *Community Housing Renewal Strategy*; although few specific details are given, it does indicate that the strategy will include:

- Protecting and expanding affordable housing by creating incentives for community housing providers to continue to provide housing and improve sustainability;
- Simplifying rent-geared-to-income calculations to reduce the administrative burden and improve processes for tenants, service managers and housing providers;
- Streamlining and updating waitlist and eligibility rules to better match applicants for social housing with solutions that meet their needs; and
- Addressing community safety concerns especially for the most vulnerable, including seniors and children.

### National Housing Strategy

Through the *National Housing Strategy* bilateral agreement between the federal government and the Province of Ontario, approximately \$4 billion in federal and provincial funding will be provided to the Ontario housing sector over the next nine years. Two programs mentioned in the budget under the *National Housing Strategy* included:

- Canada-Ontario Community Housing Initiative: to protect, regenerate and expand social housing
- Ontario Priorities Housing Initiative: to support regional needs

Also under the *National Housing Strategy*, the Province will be negotiating and co-designing the *Canada-Ontario Housing Benefit* with the Canada Mortgage and Housing Corporation to create a housing benefit that would address housing affordability. Funding for some of the initiatives were initially scheduled to start in April 2019, further details around these programs are expected to be released soon.

### Supportive Housing

The government plans to undertake a comprehensive review to identify opportunities to streamline and improve coordination of the Province's supportive housing programs. Within the budget there is an additional \$247 million allocated for home and community care services.

## CHILDREN'S SERVICES

In April 2019, the Ministry of Education provided an update on new legislative amendments made under Bill 66, *Restoring Ontario's Competitiveness Act*, 2019 and to announced a series of proposed regulatory amendments under the *Child Care and Early Years Act*, 2014 (CCEYA) and the *Education Act*.

On April 3, 2019, Bill 66, *Restoring Ontario's Competitiveness Act*, 2019, received Royal Assent. Bill 66 includes four legislative amendments to the CCEYA and the *Education Act*. These amendments are aimed to help make it easier for home-based child care providers and authorized recreational and skill-building programs to better serve children and families by:

1. Aligning the age at which home-based child care providers must count their own children towards the maximum allowable number of children in care, from 6 to 4 years old (the age at which most children attend school full time).
2. Increasing access to after-school programming by reducing the age at which children can access authorized recreational and skill building programs, from 6 to 4 years old.
3. Increasing access to infant care by expanding the number of children that home-based child care providers can have in their care, from two under 2 years old to three under 2 years old.
4. Eliminating a requirement that limited when a licensed home child care agency could provide in-home services (i.e., licensed child care that takes place in a child's home).

As a result of the passing of Bill 66, these four legislative amendments will come into effect as of July 1, 2019. Until these amendments come into force, all current provisions under the *Child Care Early Years Act* and the *Education Act* continue to apply. A series of proposed regulatory amendments are now posted on the Regulatory Registry and available for public comment until May 19, 2019.

The government also announced up to \$1B over five years to create up to 30,000 child care spaces in schools. These centres could be operated by for-profit or not-for-profit operators.

### Childcare Access and Relief from Expenses (CARE) Tax Credit

With the aim of helping to reduce the cost of child care, the government proposes to introduce the Ontario Childcare Access and Relief from Expenses (CARE) tax credit. The CARE tax credit is aimed to help eligible families choose the care that is right for their children. Currently, families in need of child care may have few affordable options beyond subsidized daycare, which may not be available nearby or may have a long waitlist. The CARE tax credit aims to provide relief from expenses, enabling families to access a broad range of child care options, including care in centres, homes and camps.

Eligible families could receive up to 75 per cent (75%) of their eligible child care expenses incurred as of January 1, 2019. Each year, the CARE tax credit would provide up to \$6,000 per child under the age of seven, up to \$3,750 per child between the ages of seven and 16, and up to \$8,250 per child with a severe disability.

The new CARE tax credit would be based on a tax filer's:

- Family income, which is based on the income of the family members used in determining the tax filer's Child Care Expense Deduction; and
- Eligible child care expenses, defined as the tax filer's total entitlement under the Child Care Expense Deduction.

CARE tax credit recipients would also be able to get tax relief from the Child Care Expense Deduction. For the 2019 and 2020 tax years, families would claim the proposed Ontario CARE tax credit on their tax returns. Starting with the 2021 tax year, Ontario intends to provide families with the choice to apply for regular advance payments throughout the year or receive a single payment when filing their tax returns after the year ends. Ontario will work with the Canada Revenue Agency and provide further details about advance payment delivery in time for the 2021 tax year implementation.

### **Financial, Staffing, Legal, or IT Considerations**

Funding changes have yet to be announced. There is no direct impact, at this time.

### **Strategic Direction and County of Dufferin Principles**

It adheres to the County of Dufferin Principles:

1. **We Manage Change** – By proactively addressing change and responding to shifts in environmental, political, economic and demographic conditions.
2. **We Deliver Quality Service** – By providing and sharing information County staff can better provide quality service delivery.
3. **We Communicate** – By engaging in regular, timely, accurate and clearly articulated two-way conversations through various venues.
4. **We Make Good Decisions** – By ensuring that we are adhering to regulatory requirements.

### **Recommendation**

**THAT the report of the Director of Community Services, dated April 23, 2019, titled Provincial Changes Update, be received.**

Respectfully submitted by

Anna McGregor  
Director, Community Services



## **REPORT TO COMMITTEE**

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

**From:** Anna McGregor, Director of Community Services

**Date:** April 23, 2019

**Subject:** Dufferin Coalition for Kids (DuCK) Annual Report 2018-2019

### **In Support of Strategic Plan Priorities and Objectives:**

Economic Vitality: (1.4) Support initiatives that improve social determinants of health

Communications and Connections: (2.4) Promote internal communications

Good Governance: (3.2) Increase transparency

Service Excellence: (4.4) Promote organizational excellence and innovation and celebrate success

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### **Purpose**

The purpose of this report is to share the April 1, 2018 - March 31, 2019 Dufferin Coalition for Kids (DuCK) Annual Report and to highlight how they assist the Children's Services Division of Community Services with local service planning.

### **Background and Discussion**

Dufferin Coalition for Kids (DuCK) is the designated Ministry of Education and Ministry of Children, Community and Social Services planning table for children ages 0-18 years in Dufferin County. DuCK is co-chaired by the Manager of Children's Services at the County and the Executive Director of Dufferin Child and Family Services (DCAFS) and is comprised of 19 different local and provincial organizations that support children and their families. DuCK has two Action Groups and a Communications Committee to support its work.

The purpose of DuCK is:

- Promote collaboration and relationship building among community partners
- Develop and implement an evidence-informed community plan that aligns with provincial and local strategies and enables children and youth within Dufferin to achieve their full potential

## **Evidence Informed Planning**

In 2014, DuCK began a process of evidence-informed planning (EIP), supported by an EIP Coordinator funded through the County of Dufferin, Dufferin Child and Family Services, and DuCK. The goal of this process is to ensure that the efforts of DuCK are concentrated on distinct priorities selected through a systematic examination of local evidence and expertise. The current EIP work is carried out by two Action Groups:

1. *Mental health, substance misuse and addiction prevention (MHSMAP)*
2. *Parental support and developmental awareness (PSDA)*

In addition, a Communications Committee plan and implements strategies to promote the work of Duck, as well as services and supports for children and families in Dufferin.

## **2018-2019 Highlights of Action Groups/Committee**

### **1. *Mental Health, Substance Misuse, and Addiction Prevention (MHSMAP) Action Group***

This Action Group continued its efforts on two major initiatives in 2018-2019:

#### **a) Implementation and Evaluation of a School-based Pilot Program (*Stress Lessons*)**

In 2017/18, the MHSMAP action group conducted a youth mental health needs assessment for Dufferin County. The action group identified a need for a school-based mental health literacy and substance-misuse prevention program that is evidence-based and supports the Ontario Health and Physical Education Curriculum. The action group recommended grade seven students as the target population for this program because research has shown that children develop executive functioning and self-regulation skills rapidly during that time.

After a comprehensive literature review and an environmental scan of existing evidence-based school programs, the action group selected a program called Stress Lessons: From Stressed Out to Chilled Out, which provides teachers with seven curriculum-based lessons to help their students understand and manage stress in their lives.

In March 2018, the MHSMAP action group was awarded a \$15,000 grant from the Gambling Research Exchange of Ontario to implement and evaluate a pilot of the Stress Lessons program. In collaboration with the Upper Grand District School Board (UGDSB), the action group conducted a pilot of this program at three schools in fall 2018/spring 2019. An evaluation was also developed to assess how well the program was implemented and the impact of the program on students, consisting of student surveys, teacher evaluation forms, and teacher focus groups. The pilot will be completed in May 2019. A final report on the evaluation findings will be prepared in June 2019. The findings

will be used to develop recommendations for the future of the Stress Lessons program including how to scale up and improve its implementation.

b) Inventory of MHSMAP Services

In April 2016, the MHSMAP Action Group published an inventory of all mental health information, service and supports in Dufferin County called *Points of Access for Child & Youth Mental Health Information, Services, and Supports in Dufferin*. This resource contains information related to:

- First point of contact
- Service hours
- Age ranges served
- Processes for connecting with each service
- Contact information for each service

The action group is in the process of updating the *Points of Access* resource and plans to distribute and evaluate the updated resource during the 2019-20 fiscal year.

## **2. Parental Support and Developmental Awareness (PSDA) Action Group**

The PSDA Action Group focused its efforts for the 2018-19 fiscal year on one major initiative:

Promoting evidence-based, consistent parenting messaging (*The Dufferin Basics*)

The PSDA Action Group is working on an initiative that provides organizations across Dufferin County with consistent, evidence-based parenting messages to share with their clients, called *The Dufferin Basics* (DB). This program is an adaptation of, and partnership with, an existing, evidence-based initiative from The Basics Multi-City Network, originated by Harvard University, called *The Boston Basics*. Through this partnership, the PSDA Action Group has adapted a Dufferin webpage for parents with instructional videos ([www.dufferin.thebasics.org](http://www.dufferin.thebasics.org)) and created print materials.

The campaign promotes five simple parenting messages for children 0-3 years:

- i. Maximize love, manage stress
- ii. Talk, sing, and point
- iii. Count, group, and compare
- iv. Explore through movement and play
- v. Read and discuss stories

Prior to the launch of the program, two evaluation activities were implemented in the summer and fall of 2018. A parent survey was conducted to assess parent/caregiver baseline knowledge of the DB messages and determine how parents like to receive parenting information, and parent focus groups were conducted to assess their impressions of one of the DB videos. The reaction from parents was positive and helped to inform the rollout of *The Dufferin Basics* going forward.

Following these evaluation activities, implementation of the DB campaign more widely began in January 2019, with a focus on community awareness through service providers. Staff presentations on the Basics were completed for many local service providers in the community, such as EarlyON and child care operators. Partnerships have been formed with these providers, and others such as libraries and health agencies, to actively promote and distribute DB materials. The Communications Committee has assisted in DB awareness through these initiatives and the development of online and print media advertisements.

### **3. Communications Committee**

To date, much of the Communication Committee's work has focused on redesigning and updating/maintaining an online directory of services and supports for children and families living in Dufferin County, to ensure it remains a relevant and modern local resource. This resource was re-branded as the *My Dufferin Service Directory* ([www.mydufferin.ca](http://www.mydufferin.ca)). The main objective of the committee in the 2018-19 fiscal year was the promotion of *My Dufferin*. The group created a multi-pronged communication plan that included social media and website posts from DuCK organizations, designing stand-up banners to share across DuCK organizations, creating TV screen ads for agency reception areas and developing additional print materials, such as postcards and newspaper ads.

The Communications Committee worked closely with the *My Dufferin* website developer to ensure that the directory tool remained up-to-date, easy to search and mobile-friendly. The committee also tracked website metrics to help determine the success of their communications efforts and found that from April 2018 to March 2019, the *My Dufferin* website had 8,661 individual users, a 125% increase from 2017/18, and 24,937 page views, a 60% increase over 2017/2018.

The Communications Committee also redesigned the DuCK website ([www.dufferincoalitionforkids.ca](http://www.dufferincoalitionforkids.ca)) in late 2018. This website is primarily intended as a tool for service providers to learn about DuCK's goals and priorities and to provide resources for their own use and to share with families. The new website has a more modern look and feel than the previous version and contains additional resources in a more streamlined format.

### **2019/2020 Priorities**

DuCK has developed a number of key deliverables for the current fiscal year, April 2019 - March 2020. In general, these include sharing information among DuCK members and engaging in collaborative service planning, liaising with and supporting related community organizations, aligning planning with provincial strategies such as the Moving on Mental Health Strategy and the Special Needs Strategy, and strengthening relationships with Indigenous communities. The MHSMAP Action Group will complete the implementation and evaluation of the school-based Stress Lessons pilot program and develop



recommendations, and update, distribute, and evaluate the MHSMAP-related services inventory for Dufferin.

The PSDA Action Group will continue to develop and implement a comprehensive communication plan to saturate the community with *The Dufferin Basics* and will conduct an evaluation plan to measure its uptake and impact. The Communications Committee will continue to promote and enhance the My Dufferin and DuCK websites and support the Action Groups with communication needs for their initiatives.

Attached Council will find the 2018/2019 DuCK Annual Report Document.

### **Financial, Staffing, Legal and IT Considerations**

None.

### **Strategic Direction and 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 April 23, 2019, titled Dufferin Coalition for Kids (DuCK) Annual Report 2018-2019, be received.**

Respectfully submitted by

Anna McGregor  
Director, Community Services



# Annual Report 2018-2019

**(April 1, 2018 – March 31, 2019)**

# Table of Contents

<b>About Dufferin Coalition for Kids (DuCK)</b> .....	4
Purpose .....	4
Scope .....	4
Objectives .....	4
<b>Membership</b> .....	5
DuCK Member Organizations 2018–2019 .....	6
<b>How DuCK was “Hatched”</b> .....	<b>Error! Bookmark not defined.</b>
<b>Progress and Results Achieved - April 1, 2018 to March 31, 2019</b> .....	10
DuCK Meetings .....	10
DuCK Committees/Evidence-Informed Planning Action Groups .....	11
<i><b>Mental Health, Substance Misuse, and Addiction Prevention (MHSMAP) Action Group</b></i> .....	11
<i><b>Parental Support and Developmental Awareness (PSDA) Action Group</b></i> .....	14
<i><b>Communications Committee</b></i> .....	15
<b>Funding and Expenses</b> .....	16
<b>Future Priorities- April 1, 2019 - March 31, 2020</b> .....	17
DuCK - MHSMAP Action Group .....	17
DuCK - PSDA Action Group .....	17
DuCK - Communications Committee .....	17
<b>Contact Us</b> .....	18

## About Dufferin Coalition for Kids (DuCK)

### Purpose

To collaboratively develop and implement an evidence-informed community plan that enables children and youth within the County of Dufferin to achieve their full potential.

### Scope

Community-based planning in Dufferin County for children and youth from preconception to age 18 and their families.



### Objectives

#### ***Evidence-informed and collaborative systems planning***

- To coordinate planning, implementation, and research for children and youth services in Dufferin County
- To identify community needs, priorities, and gaps in service or service duplication
- To establish links between research, best-practices, and programs to continually improve services
- To identify opportunities for professional development, training, knowledge exchange, and resource information sharing that will increase the capacity of the service system to meet the needs of children and youth

#### ***Awareness and partnerships***

- To identify partnerships to leverage the deliverables of current provincial strategies
- To provide families with easy and timely access to the services and information they need at all stages of a child's development
- To support services that are sensitive to the social, linguistic and cultural diversity of families in Dufferin County, including Indigenous, Francophone and ethno-cultural communities; people with disabilities and people who are Deaf; and people living in rural and remote areas

## Membership

DuCK membership reflects the unique composition of the Dufferin community and the broad range of community programs and services available from preconception to age 18. All participating members must be able to facilitate decisions on behalf of the organization and/or sector they represent. Membership is open to organizations that fund, plan, or offer programs and services for children and youth aged 0-18 and their families.



As of March 31<sup>st</sup>, 2019, DuCK is comprised of participating members from 19 different local and provincial organizations across various sectors; a Communications Coordinator (coordinates DuCK meeting agendas/minutes); and an Evidence-informed Planning Coordinator (supports project implementation and evaluation of the DuCK action groups).



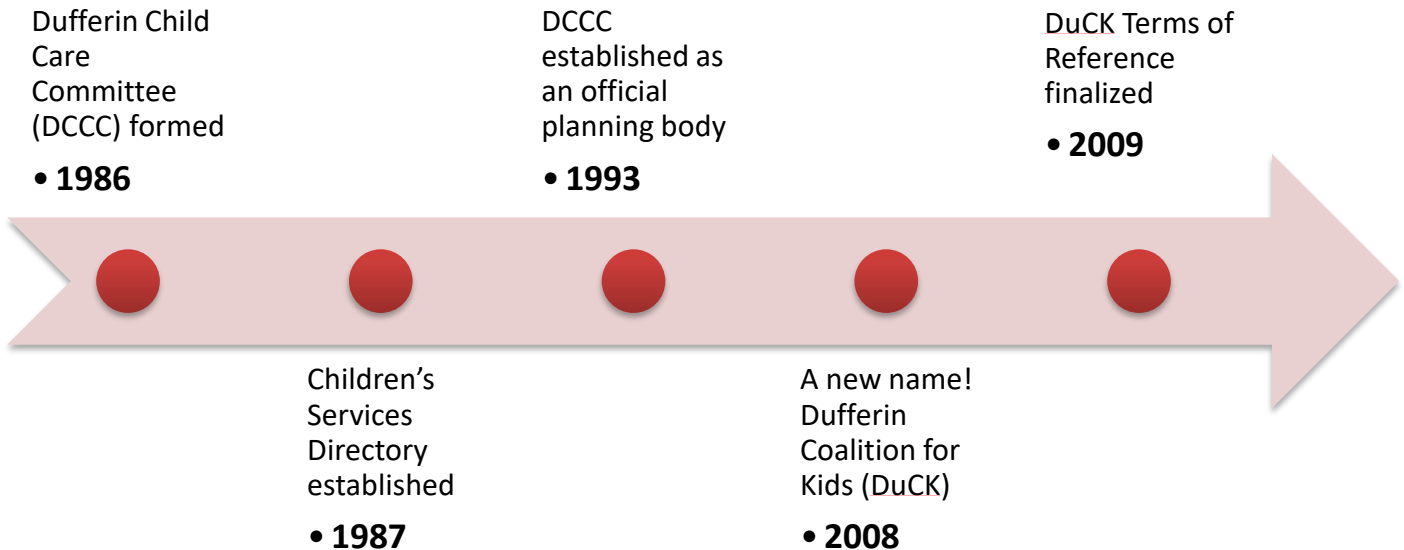
## **DuCK Member Organizations 2018–2019**

Associated Youth Services of Peel (AYSP)  
Autism Ontario  
Big Brothers Big Sisters of Dufferin and District  
Central West Local Health Integration Network  
Choices Youth Shelter  
Conseil scolaire Viamonde  
The Corporation of the County of Dufferin  
Dufferin Child & Family Services (DCAFS)  
Dufferin Parent Support Network (DPSN)  
Dufferin Peel Catholic District School Board (DPCDSB)  
ErinoakKids  
Family Transition Place (FTP)  
Kerry's Place Autism Services  
Ministry of Children, Community and Social Services  
Ministry of Education  
Orangeville Public Library  
Town of Orangeville  
Upper Grand District School Board (UGDSB)  
Wellington-Dufferin-Guelph Public Health (WDGPH)

## How DuCK was “Hatched”

DuCK began in 1986 as a network of family health and social service providers in Dufferin County called the *Dufferin Child Care Committee*. Over the past 25 years, this collaborative has been a valued forum for communication and coordination between individuals and organizations whose mandates include services that support DuCK’s purpose and objectives. Since 2009, DuCK has served as Dufferin’s Children Services Planning Council, mandated by the Ministry of Children, Community and Social Services (formerly the Ministry of Children and Youth Services). In 2009, DuCK formalized its Terms of Reference, and, in 2010, it established a Strategic Plan.

**Figure 1 – The “hatching” of DuCK (1986-2009)**



### **Evidence-Informed Planning Process:**

In 2014, DuCK began a process of evidence-informed planning (EIP). The goal of this process was to ensure that the efforts of DuCK were concentrated on distinct priorities, selected through a systematic examination of local evidence and expertise.

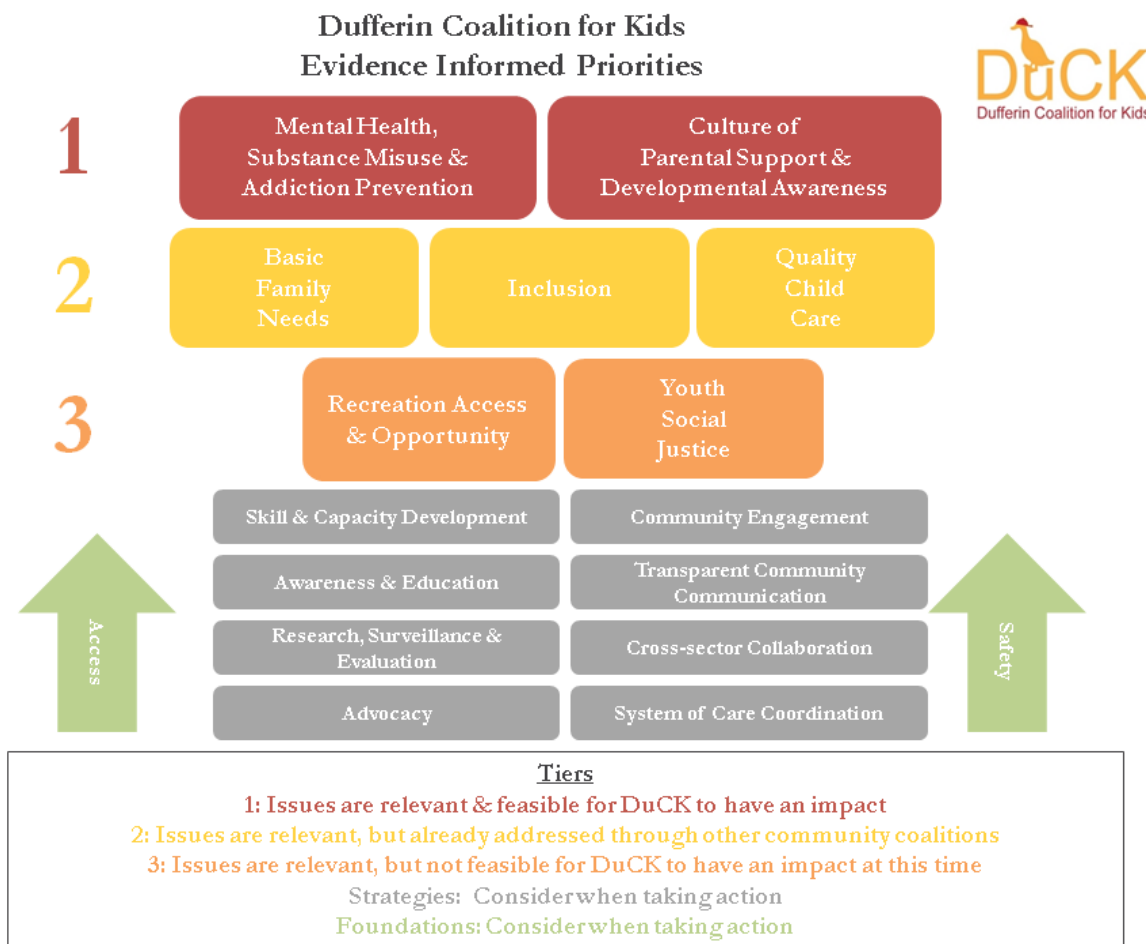
To begin this process, DuCK undertook a series of priority-setting exercises to determine initial areas of focus. The results of those exercises are pictured in Figure 2. DuCK is currently focusing on *Tier 1: Issues are relevant and feasible for DuCK to have an impact.*

This tier contains two priorities:

1. Mental health, substance misuse and addiction prevention (MHSMAP)
2. Parental support and developmental awareness (PSDA)

### **Figure 2 – Results of the DuCK 2014 population-level priority-setting exercise**





## Evidence-Informed Planning Action Groups:

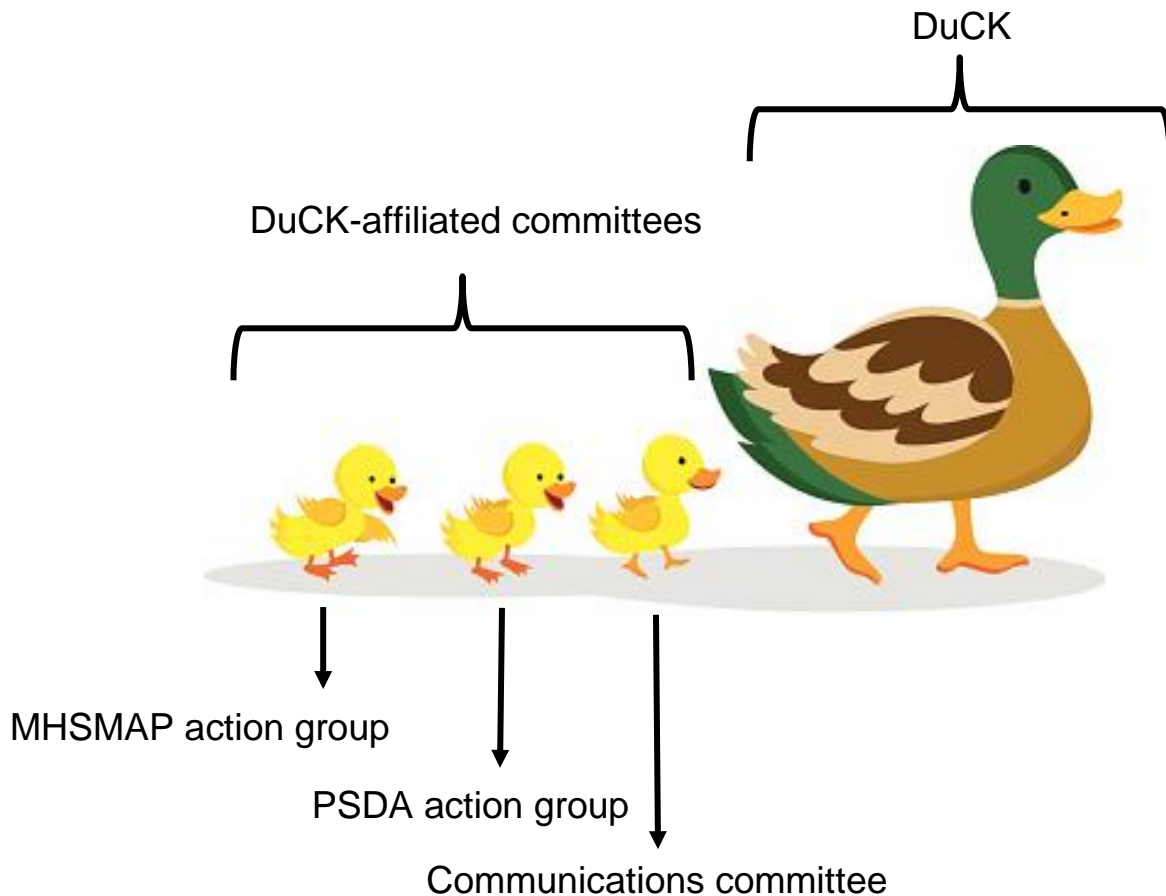
In 2015, DuCK formed two EIP action groups in order to focus their work on Tier 1 priority areas (MHSMAP and PSDA). These groups have worked together to form a shared understanding of each priority area, reviewed current evidence, and developed action plans based on this information. From 2016 to 2018, the action groups have carried out the work in their action plans. For a more detailed account of the EIP work done between 2015 and 2018, please refer to previous DuCK annual reports (available on the DuCK website).

## Communications committee:

A Communications Committee was formed in April 2014 to support DuCK objectives related to community awareness. The purpose of this committee is to explore and implement ways in which to promote both DuCK initiatives and community services and resources that are helpful to families with children and youth. From 2014 to 2018, the Communications Committee has

redesigned and updated an online directory of services and supports for families living in Dufferin County and provided ongoing support to the EIP action groups.

**Figure 3 – Structure of DuCK and its affiliated committees**



## Progress and April 1, 2018 to March 31, 2019

## Results Achieved -

### DuCK Meetings

DuCK typically meets five times per year (frequency of meetings can be increased if required). The purpose of these meetings is to:

- Promote collaboration and relationship building among community partners
- Foster information sharing and provide members with feedback on proposed initiatives
- Guide, approve, and endorse the work of the EIP action groups and DuCK committees
- Review and approve requests for funding to support the identified DuCK priorities

- Ensure DuCK's work and the work of its member organizations is aligned with important provincial and local strategies (e.g., Moving on Mental Health, Special Needs Strategy, Dufferin County Poverty Reduction Task Force)
- Collaborate on activities mandated by the Ministry of Children, Community and Social Services and the Ministry of Education

The April 2018 to March 2019 DuCK meeting dates were:

- Thursday April 5<sup>th</sup>
- Thursday June 7<sup>th</sup>
- Thursday September 6<sup>th</sup>
- Friday December 7<sup>th</sup>
- Thursday February 7<sup>th</sup>

Meeting [minutes](#) for 2018-19 (and years previous) can be found on the DuCK website: <http://www.dufferincoalitionforkids.ca/>.

## DuCK Committees and Evidence-Informed Planning Action Groups

### ***Mental Health, Substance Misuse, and Addiction Prevention (MHSMAP) Action Group***

The MHSMAP action group focused its efforts for the 2018-19 fiscal year on two initiatives:

#### 1. Implementation and Evaluation of a School-based Pilot Program (*Stress Lessons*)

In 2017/18, the MHSMAP action group conducted a youth mental health needs assessment for Dufferin County. The action group identified a need for a school-based mental health literacy and substance-misuse prevention program that is evidence-based and supports the Ontario Health and Physical Education Curriculum. The action group also recommended grade seven students as the target population for this program because research has shown that children develop executive functioning and self-regulation skills rapidly during that time.<sup>1</sup>

After a comprehensive literature review of best practices in this program area and an environmental scan of existing evidence-based school programs, the action group selected a program called *Stress Lessons: From Stressed Out to Chilled Out*. *Stress Lessons* was developed by the Psychology Foundation of Canada (PFC) and provides teachers with seven curriculum-based lessons to help their students understand and manage stress in their lives.

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<sup>1</sup> Center on the Developing Child at Harvard University. Building the Brain's "Air Traffic Control" System: How Early Experiences Shape the Development of Executive Function: Working Paper No. 11. 2011 [Accessed 29 Mar 2018]. Available from: <http://developingchild.harvard.edu/wp-content/uploads/2011/05/How-Early-Experiences-Shape-the-Development-of-Executive-Function.pdf>

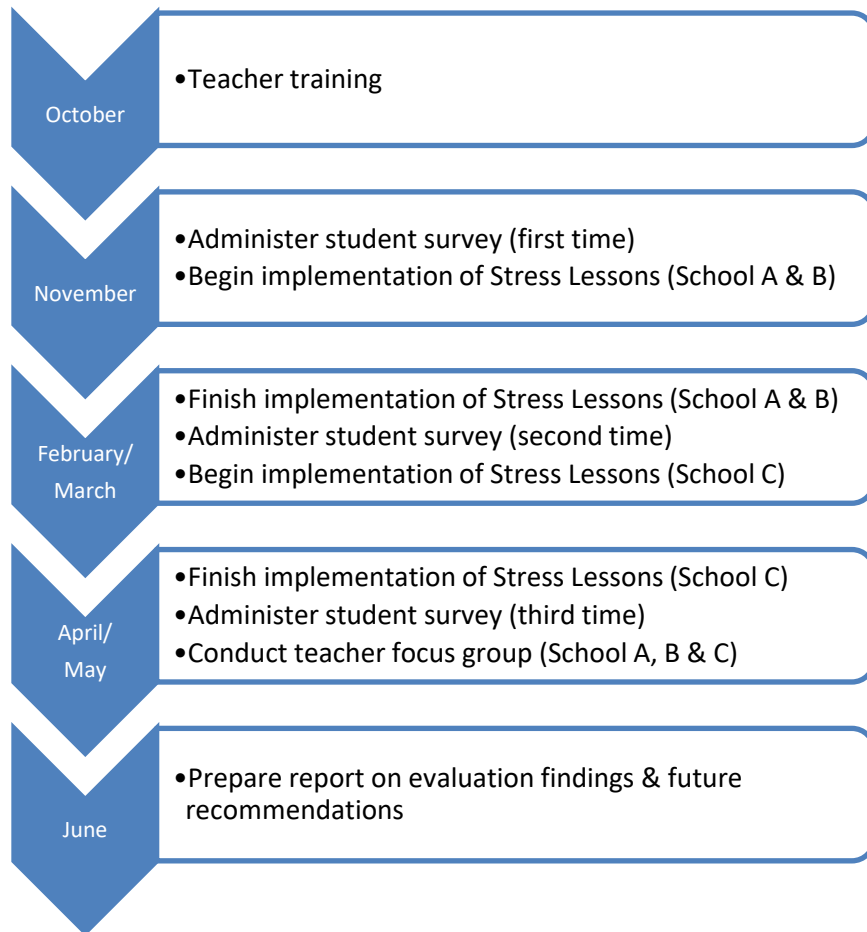
In March 2018, the MHSMAP action group was awarded a \$15,000 grant from the Gambling Research Exchange of Ontario to implement and evaluate a pilot of the *Stress Lessons* program. In collaboration with the Upper Grand District School Board (UGDSB), the action group recruited six grade seven teachers from three elementary schools in Dufferin County to implement the program. An evaluation was also developed to assess the how well the program was implemented and the impact of the program on students. The evaluation study received ethics approval from both UGDSB and Wellington-Dufferin-Guelph Public Health.

In October 2018, the teachers received training from PFC on how to deliver the Stress Lessons curriculum in their classes. Following the training, two out of three schools (School A & B) began implementing Stress Lessons into their Grade 7 classes (the third school, School C, served as a comparison school and began delivering the program in February 2019). The program evaluation has three components:

- student surveys,
- teacher evaluations of each lesson,
- and a teacher focus group (to be completed after all teachers have delivered the program).

The student survey measured perceived stress; self-efficacy (or self-confidence) for dealing with stress; and their coping strategies. The survey was administered at three points of time: before the program began, at the completion of the program and three months following completion of the program to assess the impact of the program on students. Teachers were asked to fill out a brief evaluation form following each lesson to record their experience with delivering the lesson. Finally, after all teachers involved in the pilot have completed all lessons with their class (April/May 2019), teacher focus groups will be conducted to assess the program's impact, as well as what worked/didn't work upon implementation. A final report on the evaluation findings will be prepared in June 2019. The findings will be used to develop recommendations for the future of the Stress Lessons program including how to scale up and improve its implementation. Figure 4 provides a timeline for the implementation and evaluation of the *Stress Lessons* pilot project.

**Figure 4 – 2018/19 timeline for implementation and evaluation of *Stress Lessons* pilot program**



## 2. Inventory of MHSMAP Services

In April 2016, the MHSMAP Action Group published an inventory of all mental health information, service and supports in Dufferin County called *Points of Access for Child & Youth Mental Health Information, Services, and Supports in Dufferin*. This resource contains information related to:

- First point of contact
- Service hours
- Age ranges served
- Processes for connecting with each service
- Contact information for each service

The Group is in the process of updating the *Points of Access* resource and plans to distribute and evaluate the updated resource during the 2019-20 fiscal year.

## ***Parental Support and Developmental Awareness (PSDA) Action Group***

The PSDA Action Group focused its efforts for the 2018-19 fiscal year on one initiative:

### Promoting evidence-based, consistent parenting messaging (*The Dufferin Basics*)

The PSDA Action Group is working on an initiative that will provide organizations across Dufferin County with consistent, evidence-based parenting messages to share with parents/caregivers in the community. To do this, the action group chose to adapt an existing initiative from *The Basics Multi-City Network* that was developed by *The Achievement Gap Initiative (AGI)* at Harvard University. Originally this campaign was called *The Boston Basics*, but it has now been adapted by communities across North America.

The campaign promotes five simple messages<sup>2</sup> for parents/caregivers of children from birth to age three:

1. Maximize love, manage stress
2. Talk, sing, and point
3. Count, group, and compare
4. Explore through movement and play
5. Read and discuss stories



In 2017, the PSDA Action Group established a partnership with *The Basics Multi-City Network* that allowed them to brand and promote these parenting messages as *The Dufferin Basics* (DB). Through this partnership, the PSDA Action Group has a webpage for parents that includes instructional videos and print materials: <https://dufferin.thebasics.org/>.

Before the launch of the DB campaign, the PSDA planned and implemented two evaluation activities in the Summer/Fall of 2018:

1. A parent survey that assessed parent/caregivers' knowledge of the DB messages. Overall, the findings suggest that parents/caregivers in Dufferin County had a good baseline knowledge of the parenting concepts that are covered in *The Basics*. The most common places for parents to go for parenting information were the internet, friends/family, and their doctors. A more detailed report can be found here:  
[https://dufferin.thebasics.org/media/18980/db-baseline-survey-report\\_final.pdf](https://dufferin.thebasics.org/media/18980/db-baseline-survey-report_final.pdf)
2. Three parent focus groups that assessed parent/caregivers impressions of one of the DB videos. All parents/caregivers who participated had a positive reaction to the video and many commented that the videos were simple and easy to understand.

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<sup>2</sup> The Boston Basics. The Basics. Accessed on: 2017 May 02. Available from: <http://boston.thebasics.org/en/the-basics/>

Following these evaluation activities, implementation of the DB campaign more widely began in January 2019. Staff presentations on the Basics were completed for many local service providers in the community including EarlyON Centers, WDGP (including Healthy Babies, Healthy Children; breastfeeding clinics; prenatal classes), DCAFS, FTP, Grand Valley Public Library, and licensed child care providers. As of March 31, 2019, the Dufferin Basics campaign is being supported by many service providers in Dufferin. Some of the highlights include:

- EarlyON, DCAFS, and FTP are actively promoting and distributing DB materials during their interactions with parents/caregivers
- EarlyON/WDGP will be incorporating DB workshops into the Come Understand Parenting program in May 2019
- Orangeville Public Health is showing the DB videos on their lobby screen
- Healthy Babies, Healthy Children is promoting and distributing DB materials during home visits
- Orangeville and Grand Valley Public Libraries are promoting and distributing DB materials
- Two Dufferin Area Family Health Teams are distributing DB materials
- DB postcards are in the Welcome Wagon packages for new babies
- DB postcards are in the 18-month Well-Baby packages distributed by health care providers
- DB advertisements in two local newspaper publications: Orangeville Banner and snapd Dufferin.

### **Communications Committee**

To date, the work of this committee has focused on redesigning and updating/maintaining an online directory of services and supports for families living in Dufferin County, to ensure it remains a relevant and modern local resource. This resource was re-branded as the *My Dufferin Service Directory* ([www.mydufferin.ca](http://www.mydufferin.ca)). The main objective of the committee in the 2018-19 fiscal year was the promotion of *My Dufferin*. The group created a multi-pronged communication plan that included:

- Organizing coordinated social media posts from DuCK organizations
- Designing stand-up banners to share across DuCK organizations
- Creating TV screen ads for agency reception areas e.g., County of Dufferin)
- Developing additional print materials (e.g., postcards, bilingual poster)
- Cross advertising on DuCK organization websites

The Communications Committee worked closely with the *My Dufferin* website developer to ensure that the directory tool remained up-to-date, easy to search and mobile-friendly. The committee also carefully tracked website metrics to help determine the success of their communications efforts. Using Google Analytics, they were able to determine that from April 1<sup>st</sup> 2018 – March 31<sup>st</sup> 2019, the *My Dufferin* website had:

- 8,661 individual users - 125% increase from 2017/18



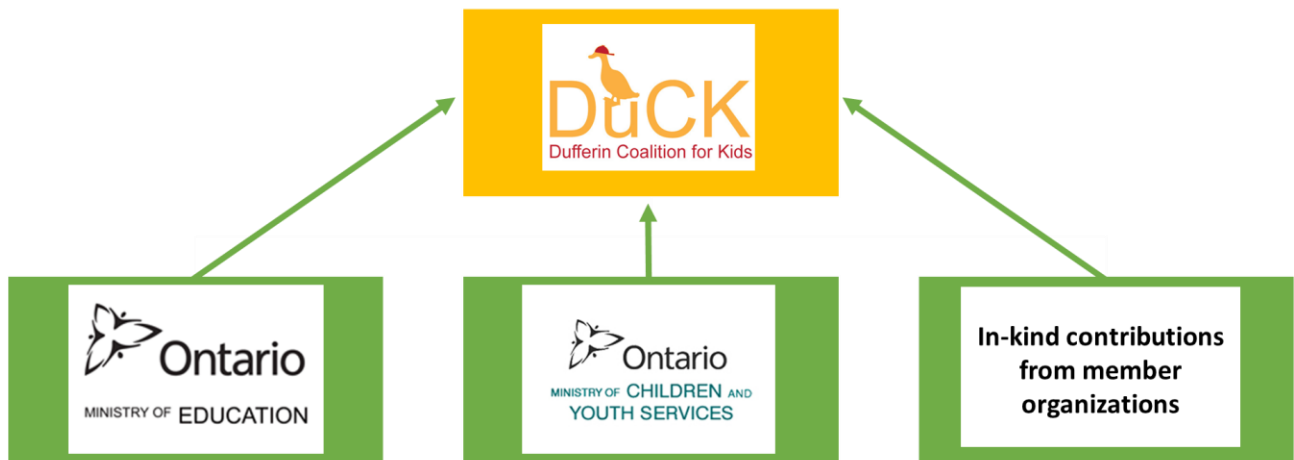
- 9,848 sessions (number of times the website was opened) – 113% increase from 2017/18
- 24,937 individual page views – 62% increase from 2017/18

The Communications Committee also redesigned the DuCK website ([www.dufferincoalitionforkids.ca](http://www.dufferincoalitionforkids.ca)) in late 2018. This website is primarily intended as a tool for service providers to learn about DuCK's goals and priorities and to provide resources for their own use and to share with families. The new website has a more modern look and feel than the previous version and contains additional resources in a more streamlined format.

## Funding and Expenses

DuCK receives annual funding from both the Ministry of Education and the Ministry of Children, Community and Social Services. DuCK also receives in-kind contributions from all member organizations in the form of staff time commitments, as well as committee and action group involvement (see Figure 5).

**Figure 5 - DuCK funding structure**



Some projects that received funding from DuCK during the 2018-19 fiscal year included:

- DuCK Communications Coordinator and EIP Coordinator roles
- Dufferin Basics evaluation incentives, closed captioning video files, and printed resources
- MyDufferin stand-up banners



## **Future Priorities- April 1, 2019 - March 31, 2020**

DuCK and its associated action groups have identified the following key deliverables for the coming fiscal year (April 1<sup>st</sup>, 2019 - March 31<sup>th</sup>, 2020):

### **DuCK**

- Share information among DuCK members and engage in collaborative service planning
- Liaise with and support related community organizations (e.g., DC MOVES, Moving on Mental Health, etc.)
- Align planning with provincial strategies such as the Moving on Mental Health Strategy and the Special Needs Strategy
- Strengthen relationships with Indigenous communities

### **DuCK - MHSMAAP Action Group**

- Complete the implementation and evaluation of the school-based Stress Lessons pilot program and develop recommendations for the future.
- Update, distribute, and evaluate the MHSMAAP-related services inventory for Dufferin- *Points of Access for Child & Youth Mental Health Information, Services, and Supports in Dufferin*

### **DuCK - PSDA Action Group**

- Continue to develop and implement a comprehensive communication plan to saturate the community with the DB
- Develop and implement an evaluation plan to measure the uptake and impact of the DB

### **DuCK - Communications Committee**

- Continue to promote and update/upgrade the *My Dufferin* website
- Develop a standing report to track *My Dufferin* usage statistics
- Continue to support the action groups with specific communication needs

## Contact Us

For more information about DuCK please visit our website [www.dufferincoalitionforkids.ca](http://www.dufferincoalitionforkids.ca) or contact our Communications Coordinator, Laura La Rocca at [duck.communications@gmail.com](mailto:duck.communications@gmail.com).





## **REPORT TO COMMITTEE**

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

**From:** Brenda Wagner, Administrator

**Date:** April 23, 2019

**Subject: Declaration of Compliance with Multi-Sector Service Accountability Agreement**

**In Support of Strategic Plan Priorities and Objectives:**

Good Governance: 3.3.1 Ensure compliance with ministerial standards and requirements

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**Purpose:**

The purpose of this report is to sign the annual Declaration of Compliance for the fiscal year ending March 31, 2019 as required by the Multi-Sector Service Accountability Agreement with the Central West Local Health Integration Network (LHIN).

**Background and Discussion:**

In order to receive funding from the Central West Local Health Integration Network (LHIN) for the services provided by Dufferin County Community Support Services, the County entered in to a Multi-Sector Service Accountability Agreement (M-SAA). As part of the M-SAA, there is an annual requirement for the completion of a Declaration of Compliance. The Multi-Sector Service Accountability Agreement requires that the board of directors of the HSP (Health Service Provider) will issue a declaration signed by its Chair declaring that the HSP has complied with the terms of the Agreement. The form of the declaration is set out in Schedule G of the Multi-Sector Service Accountability Agreement (M-SAA).

**Financial, Staffing, Legal, or IT Considerations:**

Signing of the Declaration of Compliance (Schedule G) is a requirement of the accountability agreement as part of our agreement with the Central West LHIN in order to maintain funding.

### **Strategic Direction and County of Dufferin Principles:**

The completion of this certification adheres to the strategic plan objective of Good Governance: 3.3.1 - Ensuring compliance with ministerial standards and requirements. It complies with County of Dufferin Principles:

1. We Manage Change – by meeting regulatory requirements as they occur.
2. We Deliver Quality Service – by complying with LHIN requirements to continue to deliver quality, cost-effective services.
3. We Communicate – by providing an update of requirements of the Multi-Sector Service Accountability Agreement.
4. We Make Good Decisions – by completing this certification ensures ongoing funding from the LHIN.

### **Recommendation**

**THAT the report of the Administrator of Dufferin Oaks dated April 23, 2019, regarding the Declaration of Compliance with the Multi-Sector Service Accountability Agreement be received;**

**AND THAT the Council authorizes the Warden to sign the Declaration on behalf of Council for submission to the Central West Local Health Integration Network.**

Respectfully Submitted,

Brenda Wagner,  
Administrator, Dufferin Oaks

## DECLARATION OF COMPLIANCE

Issued pursuant to the Multi-sector Service Accountability Agreement (the "MSAA")  
effective April 1, 2014

**To:** The Board of Directors of the Central West Local Health Integration  
Network (the "LHIN").  
Attn: Board Chair.

**From:** Corporation of the County of Dufferin (the "HSP").

**Date:** April 23, 2019

**Re:** April 1, 2018 – March 31, 2019 (the "Applicable Period")

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Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between the LHIN and the HSP effective April 1, 2014.

Committee of Management has authorized me, by resolution dated April 23, 2019, to declare to you as follows:

After making inquiries of Kurtis Krepps, the Manager of Dufferin County Community Support Services, and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of County Council's knowledge and belief, the HSP has fulfilled its obligations under the service accountability agreement, the MSAA, in effect during the Applicable Period.

Without limiting the generality of the foregoing, the HSP has complied with:

- (i) Article 4.8 of the MSAA concerning applicable procurement practices: and
- (ii) The *Local Health System Integration Act, 200*; and
- (iii) The *Public Sector Compensation Restraint to Protect Public Services Act, 2010*.

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Darren White, Warden

### Appendix 1 – Exceptions

Please identify each obligation under the MSAA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance: **None identified.**



## REPORT TO COMMITTEE

**To:** Chair Laura Ryan and Members of the Committee

**From:** Darrell Keenie, Director of Planning, Economic Development and Culture

**Meeting Date:** April 23, 2019

**Subject:** **MoD 2018 Report on Activities**

**In Support of Strategic Plan Priorities and Objectives:**

Communication and Connections: 2.1 Connect with Residents  
Good Governance: 3.2 Increase Transparency

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### Purpose

The purpose of this report is to provide an overview of the Museum of Dufferin's (MoD) activities in 2018.

### Background & Discussion

The following sections provide an overview of museum activities in 2018 for the information of the Community Services Committee and Dufferin County Council. The preparation of this Report on Activities is also a requirement of the County's application to the Ministry of Tourism, Culture and Sport's *Community Museum Operating Grant* (CMOG) program for annual funding of our operation, which traditionally yields about \$54,000. The Report on Activities is also shared with MoD members as part of our annual AGM.

A description of 2018 activities would not be complete without noting the fact that the museum facility was closed to the public from January to the Civic Holiday weekend due to renovations and the construction of the Corn Flower Glass Gallery. (A Canada 150 project funded through grants and donations.) The closure in 2018 marks the first major renovation of the facility since it opened in 1994. While the museum was closed to the public, staff's work on all fronts continued, including planning for programs and exhibits, collections management, marketing and promotion, and exhibit installation. The public closure also afforded the opportunity to rebrand and be present and active out in the community. An example of this is the MoD's successful "Archivist on the Road" program which started during our closure and continues to this day.

### Report on Activities - 2018

#### ***Curatorial Activities & Exhibitions***

In 2018, staff researched, interpreted and exhibited both MoD and private collections. These included:

- Main Gallery – "Temperance and Temptation" - an immersive exhibit highlighting the temperance history in Canada and our community. This exhibit is a focal point of a regional tourism campaign co-sponsored by Central Counties Tourism.

- Main Gallery – “True. Grit.” – a presentation of the pioneering spirit of the community, past and present. Included a schedule of related events and programs.
- Silo Gallery – 2 photography exhibits: “The Residents of Dufferin County” by Emily Curd, and “LifeActually” by Pete Paterson.
- Long Hall Gallery - An art show from students of the Pine River Institute.
- Main Gallery – “Burn Your Fire” by Orangeville artist Katie Strang.
- (In the MoD’s new Lounge gallery:) visual artist “spotlights” from local artists Ricky Schaede, Sue Miller and Peter Adams.

### ***The Corn Flower Glass Gallery Capital Project***

In January of 2017, the County received confirmation of a grant from the Canada 150 Infrastructure Program in the amount of \$150,000 for the purposes of establishing a permanent gallery to honour the legacy and collection of Corn Flower glassware. The process of designing the gallery began in early 2017 with the selection of architects and lighting consultants. The construction tender was issued in December 2017 and successful contractor retained in January of 2018. The Gallery project was completed in the fall of 2018 and officially opened last November.

### ***Archives & Research***

Notwithstanding the public closure, Archives staff continued to process requests for information, photos and research from a variety of sources – see the tables below. This activity was supplemented by the new “Archivist on the Road” program, which saw Archives staff regularly onsite at libraries in Grand Valley, Shelburne and Orangeville to assist the public with, for instance, family and property research.

### **2018 Archives Statistics (Visitors and Research) Onsite Visitors:**

<b>Month</b>	<b>Total Researchers</b>	<b>Time onsite (minutes)</b>	<b>Total time (hours)</b>
January	Construction	0	0
February	Construction	0	0
March	Construction	0	0
April	Construction	0	0
May	Construction	0	0
June	Construction	0	0
July	Construction	0	0
August	35	2420	40.5
September	26	1330	22.25
October	19	1365	22.75
November	15	880	14.5
December	5	300	5
<b>Total:</b>	<b>100</b>	<b>6295</b>	<b>105</b>

NOTE – MoD Reception Desk recorded 65 visitors which means 35 museum visitors stopped to do some research in the Archives. *(Archives statistics continued next page.)*

**Offsite Researchers:**

<b>Requestor</b>	<b>Total Hours</b>
County of Dufferin	9.25
MoD Staff	185.3
Heritage Groups	22.75
Libraries	4.5
Media	6
Public	409.25
Tourism	0
Municipal Requests	34.25
Archivist on the Road (this is portion of public hours)	65
<b>Total Research Hours</b>	<b>736.3</b>

**Municipal Requests Breakdown:**

<b>Requestor</b>	<b>Total Hours</b>
Town - Mono	0
Town - Orangeville	1.5
Town - Shelburne	2.5
Township - Amaranth	12.25
Township - East Garafraxa	0
Township - Melancthon	18
Township - Mulmur	0
Township - East Luther / Grand Valley	0

<b>Source of Requests</b>	<b># requests</b>
e-mail requests	195
phone requests	18
in-person requests	19
Social Media	5

*(Archives statistics continued next page.)*



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Type of Request	# requests
Cemetery Request	1
Image Request	32
Digital Historian	0
Donation Request	23
DuffStuff Assistance	15
Exhibit Research	12
Family Research	77
House History	11
Object Research	5
Other	50
Property Research	21
Municipal Files	3

### ***Collections Management***

Our collections databases, PastPerfect and an internal platform called “Dufferin Genealogy”, were continuously updated throughout the year. The largest effort made by Curatorial/Collections staff in 2018 involved a complete update of 1761 Corn Flower Glass catalogue records in preparation for the new Corn Flower Glass Gallery and the creation and launch of a ‘PastPerfect Online’ database. This comprehensive effort involved research, editing, photographing and cataloguing of every Corn Flower item in the collection.

Also in 2018, an additional 83 artifacts were catalogued into the MoD’s collection, including outside donations and objects without complete information found in the collection. As part of the acquisition process, staff and volunteers conducted research on these items in an effort to improve the quality and quantity of information available for internal and public/user purposes.

Collections staff also undertook inventories and reconciliations of artifacts located in storage and the MoD’s Conservation Room. Three aisles of the small artifact storage room (involving 950 artifacts) were inventoried and photographed, and the accompanying records edited and catalogued. A total of 339 artifacts temporarily located in the Conservation Room were reconciled from the Museum’s backlog.

### ***Interpretation & Education***

The MoD’s Education Programmer presented 10 curriculum-based educational programs involving 343 students at both the elementary and secondary levels. With the assistance of a Summer Experience Program student, adult programs were also developed and presented, including an Escape Room and Senior’s Outreach program. Programming staff also created travelling education kits in 2017 and rented these out to 4 classes/groups in 2018.

Additional educational programming activities in 2018 included an ongoing partnership with the Montgomery Village Grandpals (intergenerational) program with elementary school students, participation in the graduation program for Digital Historian (secondary level) students, presenting to Georgian College's "Museums and Galleries" program students, public presentations at local libraries, and the launch of an online exhibit on the Spanish Flu epidemic. During the museum's closure, programming staff also managed a Museum of Dufferin program and presence at the Island Lake Maple Syrup Festival, and summer camps for kids at the Mansfield Outdoor Centre, reaching approximately 2000 people.

In advance of the MoD's reopening in August, educational programming staff undertook the installation of a 'history of Dufferin County' tour of the museum grounds, including the development and installation of interpretive sign panels and a heritage garden.

### ***Marketing/Promotion & Events***

For 2018, the MoD's central promotional piece – our annual events and activities guide – was once again produced in a high quality format to enhance the Museum's reach and presence within the local area and beyond. The use of social media platforms such as Facebook and Twitter continued throughout the year – including to update the public during the museum's closure - and a growth in online followers was experienced. Both the MoD's social media presence and website were primarily used to promote events and programs, collections, and general news and happenings. A total of 20 special events and programs were planned and delivered in 2018. These included:

- The MoD's Family Day event held at the Centre Dufferin Recreation Complex in Shelburne, and a March Break program offered at the Island Lake Maple Syrup Festival
- The MoD's annual "Holiday Treasures" art and craft sale, and Christmas Concert in the Church
- Launch events for the "Temperance and Temptation" exhibit, the opening of the Corn Flower Glass Gallery, and fall 2018 art shows

### ***Visitors & Membership***

In 2018 the MoD received a total of 4250 visitors, from reopening in August until the end of the year. It's worth noting that attendance from August to end of the year in 2018 was up from the same period in previous years. With renovations complete and rebranding in place, the increase in visitors experienced has been a combination of (i) previous visitors wanting to see the newly renovated spaces, and (ii) new visitors, many of whom had passed by before believing the facility to be a farm/barn. Comments were received that the new branding of the MoD – in print, online, and onsite - encourages visits and helps to dispel the perception of the facility as a farm/barn. The majority of visitors to the Museum over the year originated from central and southern Ontario, including the local community and the GTA. Visitors attended from every province in Canada, and from the US, Europe and Japan.

The MoD's membership database is at 1000, including individual, family, Lifetime and "Corn Flower Club" memberships. The balance of the remainder are volunteers and members of local associations that partner with and support the MoD's programs.

## **Volunteers**

The Museum has always been significantly supported by volunteers in all aspects of the department's operation. In 2018, 52 volunteers logged 2400 hours of service to the MoD in key areas of collections, archival research, visitor/reception services and in assisting staff with the packing up of artifacts and other items in the Main gallery in advance of renovations. This work was performed by volunteers ranging from high school students to seniors, representing a broad spectrum of backgrounds, interests and abilities. The MoD formally recognizes and honours the contributions of volunteers at its AGM, and at events and gatherings throughout the year.

## **Facility & Grounds**

The maintenance and condition of the Museum facility and grounds are of the upmost importance, both in terms of a positive visitor experience and the well-being of people and artifacts. In 2018 maintenance staff performed daily, weekly, monthly and seasonal maintenance in accordance with standard operating procedures. The MoD's gardens were maintained through the use of contracted gardeners supported by maintenance and seasonal staff. Special facility and grounds-related projects completed in 2018 included the implementation of an interpretive trail on the museum grounds, the installation of a heated entranceway concrete pad, the widening of the driveway entrance off Airport Road, and extensive gardening and landscaping in advance of the public reopening of the MoD in August.

## **Financial, Staffing, Legal and IT Considerations**

Selected grants approved in 2018:

- Community Museum Operating Grant (CMOG): \$53,948
- Young Canada Works (YCW) student experience grants (2): \$23,365
- Central Counties Tourism grant/sponsorship for 2018 exhibit on prohibition, temperance and bootlegging in Dufferin County: \$20,000
- Canada 150 Infrastructure Program grant toward the establishment of a permanent Corn Flower Gallery: \$150,000

## **Strategic Direction and County of Dufferin Principles**

The availability of the MoD's annual Report on Activities promotes communication and connections by informing the public of the MoD's programs and services, and of linkages to local and family history. Good governance is displayed in increased transparency resulting from providing the public with open and regular information on the MoD operation and its activities. The Dufferin County Principles are adhered to as follows:

1. *We Manage Change* - by continuously assessing the reach and effectiveness of our programs and services, and by undertaking strategic planning for the department;
2. *We Deliver Quality Service* – by delivering a range of quality experiences through providing excellent customer service and meaningfully engaging the public in what we do;
3. *We Communicate* – by ensuring that information about the MoD and its annual activities is readily available;

4. *We Make Good Decisions* – by engaging with the community in a number of ways to ensure that our programs and services are reflective of needs.

**Recommendation**

**THAT the report of the Director of Planning, Economic Development and Culture, dated April 23, 2019, regarding Museum of Dufferin 2018 Report on Activities be received.**

Respectfully Submitted By:

Darrell Keenie, Director  
Planning, Economic Development and Culture