



HEALTH & HUMAN SERVICES COMMITTEE AGENDA

Thursday, April 22, 2021 at 1:00 p.m.

By video conference – The meeting will be live streamed on YouTube at the following link: <https://www.youtube.com/channel/UCCx9vXkywflJr0LUVkKnYWQ>

Land Acknowledgement Statement

We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.

These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

Roll Call

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Questions can be submitted to info@dufferincounty.ca or 519-941-2816 x2500 prior to 4:30 p.m. on April 21, 2021.

REPORTS

1. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #1
Community Services 2020 Annual Review

A report from the Director of Community Services, dated April 22, 2021, to provide information on the Community Services 2020 Annual Review.

Recommendation:

THAT the report of the Director, Community Services, titled Community Services 2020 Annual Review, dated April 22, 2021 be received.

2. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #2
Community Safety and Well-Being Plan Update 3

A report from the Director of Community Services, dated April 22, 2021, to approve Dufferin's first Community Safety and Well-Being Plan.

Recommendations:

THAT the report of the Director, Community Services dated April 22, 2021, titled Community Safety and Well-Being Plan Update 3, be received;

AND THAT Council approve the Community Safety and Well-Being Plan;

AND THAT staff be directed to forward the approved Plan to each lower tier municipalities for their review and approval;

AND THAT Council approve up to \$15,000 to be set aside from the Rate Stabilization Reserve, in 2021, to assist with ongoing administration costs for the review and updates to the plan.

3. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #3
Municipal Support for Dufferin Licensed Child Care Providers

A report from the Director of Community Services, dated April 22, 2021, to seek approval to create a one-time COVID-19 support program to assist Dufferin Licensed Child Care providers.

Recommendations:

THAT the report of the Director, Community Services dated April 22, 2021, titled Municipal Support for Dufferin Licensed Child Care Providers, be received;

AND THAT Council direct staff to create a one-time COVID-19 support program to assist Dufferin Licensed Child Care providers from the unallocated COVID-19 funding at a cost of no more than \$150,000;

AND THAT Council direct staff to work with Licensed Child Care providers to determine where the support is most needed and establish a set of criteria that would be applied fairly across the sector;

AND THAT staff report back to Council with an update on the uptake of the program and the amount distributed.

4. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #4
Dufferin County Paramedic Services - Annual Report

A report from the Chief Paramedic, dated April 22, 2021, to provide information and highlights Paramedic Services accomplishments and provides details about their programs and performance.

Recommendation:

THAT the 2020 Dufferin County Paramedic Service Annual Report from the Chief of Paramedics dated April 22, 2021, be received.

5. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #5
Dufferin County Community Paramedic Program Expansion – Community Paramedic Support for Long Term Care Proposal (CPLTC)

A report from the Chief Paramedic, dated April 22, 2021, to provide council an update on a new program and increased funding for our Community Paramedic Program

Recommendation:

THAT the report of the Chief of Paramedics dated April 22, 2021, with respect to the Dufferin County Community Paramedic Program Expansion – Community Paramedic Support for Long Term Care Proposal (CPLTC), be received.

6. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #6
Dufferin Oaks 2020 Annual Report

A report from Administrator of Dufferin Oaks, to present the 2020 Annual Report for Dufferin Oaks.

Recommendation:

THAT the report of the Administrator of Dufferin Oaks dated February 25, 2021 regarding the 2020 Dufferin Oaks Annual Report be received.

7. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #7
Financial Statement

A report from the Manager of Finance/Treasurer, dated April 22, 2021, to provide Committee with a monthly financial summary.

Recommendation:

THAT the Financial Report for the month of March 2021 from the Manager of Finance/ Treasurer, dated April 22, 2021 be received.

CORRESPONDENCE

8. HEALTH & HUMAN SERVICES – April 22, 2021 – ITEM #8
National Three-digit Suicide Prevention Hotline

Resolutions from the Township of East Garafraxa, dated March 15, 2021, the Town of Mono, dated February 26, 2021, and the Township of Melancthon, dated March 4, 2021, regarding the creation of a national three-digit suicide prevention hotline.

Recommendations:

THAT the resolutions from Township of East Garafraxa, Town of Mono and Township of Melancthon, regarding the creation of a national three-digit suicide prevention hotline be supported.

Next Meeting

Thursday, May 27, 2021 at 1:00 p.m.
Video Conference



REPORT TO COMMITTEE

To: Chair Ryan and Members of the Health and Human Services Committee

From: Anna McGregor, Director of Community Services

Meeting Date: April 22, 2021

Subject: **Community Services 2020 Annual Review**

In Support of Strategic Plan Priorities and Objectives:

Good Governance - ensure transparency, clear communication, prudent financial management

Inclusive and Supportive Community – support efforts to address current and future needs for a livable community

Purpose

The purpose of this report is to provide information on the Community Services 2020 Annual Review.

Background and Discussion

The Community Services 2020 Annual Review provides a summary of Dufferin County Community Services activities, operations, accomplishments and program directions in the 2020 calendar year. It also gives a brief plan for 2021 for each of the three (3) divisions within Community Services: Ontario Works, Housing Services and Children's Services.

The beginning of 2020 was on track to be a typical year. However, things changed in mid-March. On March 16, 2020 the EarlyON Centres closed. Starting on March 18, 2020, the Edelbrock Centre continued to offer services for essential visits with reduced hours (8:30 am to 11:00 am). As of March 19, 2020, the County Administration Building at 55 Zina Street, Orangeville and Jean Hamlyn Day Care Centre closed.

On March 26, 2020 the County of Dufferin Declared an Emergency in accordance with the Emergency Management and Civil Protection Act. 2020 became far from a typical year, as everyone dealt with the COVID pandemic.

This report demonstrates the dedication the Community Services Department has for the community.

The pandemic and changes to how services were provided due to public health and safety measures have impacted the numbers provided, when compared to previous annual reviews.

However, the pandemic created an opportunity to reflect and explore service delivery methods and many of these reflections are present in this review.

While 2020 will be defined by the global pandemic, many organizations will be assessed by their response. Community Services has shown resiliency and has been able to maintain exceptional service in spite of the challenges presented by the pandemic.

A copy of the Community Services 2020 Annual Review is attached.

Financial, Staffing, Legal, or IT Considerations

There is no impact at this time.

Recommendation

THAT the report of the Director, Community Services, titled Community Services 2020 Annual Review, dated April 22, 2021 be received.

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Attachments:
Community Services 2020 Annual Review

Community Services 2020 Annual Review



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Message from the Director

It is my pleasure to present the 2020 Community Services Annual Review. It goes without saying that 2020 has been like no other year in recent history. The ways in which we work may be different, but Community Services continues to provide the best service possible with safety and community well-being in the forefront of everything we do.

COVID-19 has presented a host of new challenges for everyone, but has also been a year of great accomplishments. Community Services continue to adapt and find new ways to ensure those who need our services and supports are able to access them in this constantly changing environment.

A few highlights from 2020:

- The Children's Services team worked with community partners to quickly implement Emergency Child Care to support front line workers
- Our Housing Services team has effectively reduced chronic homelessness by 10% and is on the path to reaching Functional Zero as defined by Built for Zero Canada
- The Ontario Works team promoted clients to register with MyBenefits, a secure online portal for communication, and remained front-runners in the province for registrations for many consecutive weeks

As a Department, we remain committed to serving the community through an equity lens. Understanding the impacts of COVID-19 on the human services sector requires recognizing the potential barriers to services and supports. It is with the strength in collaboration with the many community partners in which we are fortunate enough to work with that we ensure every resident of Dufferin receive the support that they need.

As vaccines roll out across the Province, we can look to move through 2021 with a sense of hope, recognizing that we are all in this together.

Anna McGregor

Director, Community Services
County of Dufferin

Who We Are

The County of Dufferin Community Services Department remains connected to the community and understands the challenges that come with service system management and human service integration. Community Services acts as the service systems manager for a multitude of programs within Dufferin County. Facilitated through the Ontario Works, Housing Services and Children's Services divisions, a range of programs are available to those within Dufferin County.

2020 - "We're Still Here, Just in a Different Way"

On January 25, 2020, the first confirmed case of the 2019 Novel Coronavirus (COVID-19) was announced in Ontario. Premier Doug Ford declared a State of Emergency in Ontario on Tuesday, March 17, 2020. The emergency declaration meant the immediate mandatory closure of all bars, child-care centres, recreation centres and more.

On March 16, 2020, the EarlyON Centres closed. Effective March 18, 2020, the Edelbrock Centre offered services for essential in-person visits with reduced hours of 8:30 am to 11:00 am. Remote services remained available during regular business hours of 8:30 am to 4:30 pm. As of March 19, the County Administration building at 55 Zina Street in Orangeville, Jean Hamlyn Day Care Centre, and the Museum of Dufferin all closed and on March 26 the County of Dufferin Declared an Emergency in accordance with the *Emergency Management and Civil Protection Act*.

Despite the pandemic situation, services to clients and the public continued to be provided throughout 2020, just in a different way. The changes to how services were provided due to Public Health guidelines and safety measures have impacted the numbers provided in previous annual reviews. However, the pandemic created an opportunity to reflect and explore service delivery methods and many of these reflections are present in this review.



"In keeping with the advice from the Ontario Chief Medical Officer of Health, the County of Dufferin has moved to close most County facilities in an effort to encourage social distancing and to help limit the spread of COVID-19... during this difficult and unprecedented time, the County of Dufferin is committed to supporting the community in the best way possible. We want to ensure the safety of staff, clients, and the public."

- County of Dufferin Warden
Darren White

2020 - "We're Still Here, Just in a Different Way" (Cont.)

In times of crisis it is important to look for opportunities and small "wins". The organizations that will come out of this crisis stronger are the ones that work together, demonstrate resilience, stay focused on what's most essential, and identify opportunities that others might miss.

The COVID-19 pandemic has brought with it loss, challenges, and hardships. Unexpectedly, there have been upsides and advantages as well. While the battle with the virus still continues, it's important to reflect on some of these positive pieces. The following are a few of those "COVID silver linings", as some of the Community Services staff have called them:

Funding

Increases in Provincial and Federal funding, as well as more flexible uses for funding, created the ability to set up new, and expand existing, programs and services, along with the ability to assist partner organizations in more ways.

Innovative Solutions, Modernization & Collaboration

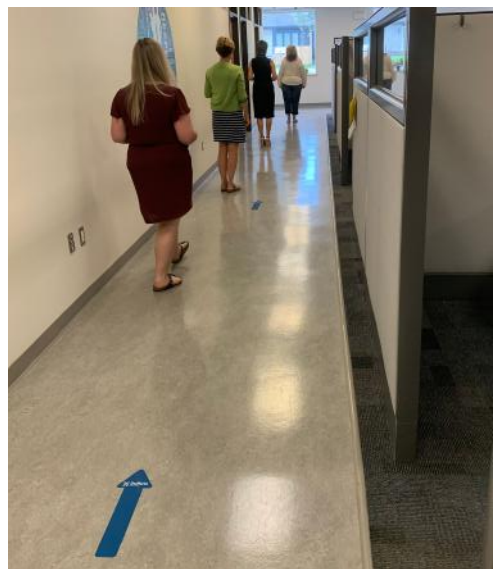
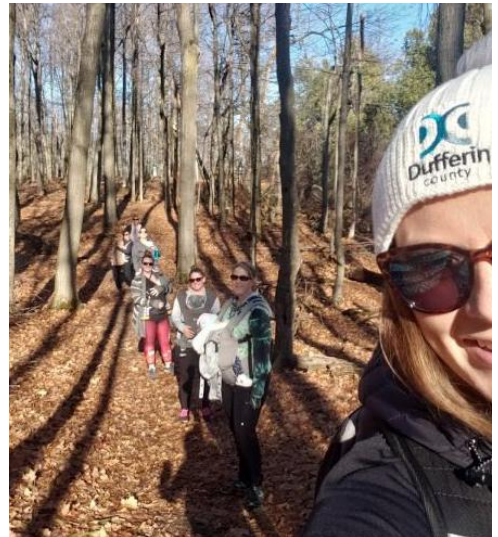
Rapid modernization of services occurred. Community Services staff were resilient, nimble and able to pivot quickly. The transition to modernizing certain services was reduced from years to months. New and innovative programs/services were created and are being offered virtually (e.g. virtual supports through EarlyON). Working remotely saves time in traveling and has led to greater collaboration as partner organizations see each other more frequently now, albeit virtually.

Time for Reflection & Transformation

There have been discussions around work-life balance, diversity and inclusion as well as a reflection and reconsideration of priorities, services, programs, etc. The situation has led to critical thinking, off-the-wall-ideas and unique approaches. Health and human services is now top of mind and broadly discussed. Minds and services are being transformed at all different levels.

Connecting with Clients & the Community

Housing Services staff have been conducting wellness check calls to County tenants. EarlyON staff have been engaging with families through porch drop offs, as well as text, phone and online support. Ontario Works staff have been supporting clients by telephone and electronic messaging. There is a sense of community and a sense of being "in this together".



Ontario Works

The beginning of 2020 was on track to be a typical year for the Ontario Works division; however, the pandemic quickly changed that. In March of 2020, the Ontario Works caseload was 624; however, the numbers quickly declined. By the fourth quarter of 2020, the average monthly caseload had dropped to 436 (Figure 1) and the caseload was at 414 as of December 2020. It is believed the decline was due to the Federal funding options available to those whose income was directly impacted by COVID-19. These Federal benefits will continue until the fall of 2021 continuing to have an impact on the caseload.

Single people continued to comprise the largest percentage of the Ontario Works caseload (Figure 2). The proportion of singles increased slightly in 2020 (57%) from 2019 (56%), while sole support parents (36%) decreased slightly from 2019 (38%).

As a result of COVID-19, all applications for Ontario Works are completed either online or over the phone. In March, the County reduced access to the Employment Resource Centers in Orangeville and Shelburne. Face to face appointments are only scheduled for essential/emergency situations. Caseworkers work from home on a rotation basis, working in the office for one week every six weeks.

Despite the challenges presented by the pandemic, the following Ministry initiatives were implemented in 2020:

- Reloadable Payment Card
- Electronic Document Management
- Social Assistance Mental Wellness Initiative
- Paperless by Default
- Two Way Messaging through MyBenefits

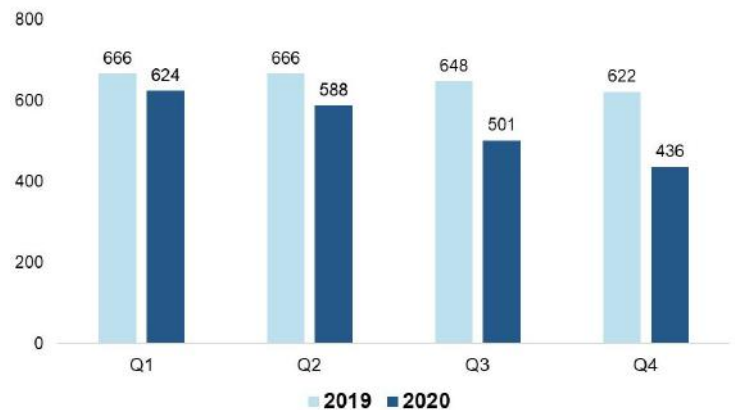


Figure 1 Ontario Works Average Monthly Caseload by Quarter All 2019-2020

Ontario Works Case Management Case Composition

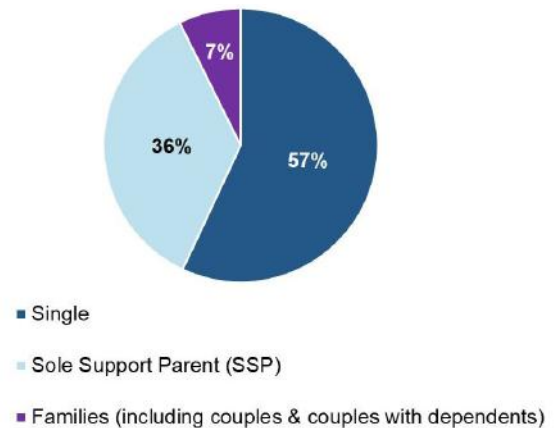


Figure 2 Ontario Works Caseload Composition 2020 Averages

REMEMBER TO REGISTER FOR MyBenefits!
MyBenefits is an online service available 24/7 to Ontario residents who receive Ontario Works (OW) or Ontario Disability Support Program (ODSP).
With MyBenefits, you can:

- Securely message your caseworker
- View your profile information (e.g. phone number)
- See payment history details and past overpayments
- Report income and upload copies of your pay stubs
- Update address or phone number changes
- View and download proof of assistance
- See your letters from the past 12 months and receive email notifications when new letters are available

Visit <https://mybenefits.mcass.gov.on.ca/auth/login> to register



Annual Caseload & Intake Statistics

Although the pandemic presented new challenges, Ontario Works staff remained committed to providing exceptional service to clients throughout 2020.



537

The **average monthly caseload numbers*** slowly decreased each quarter in 2020 (Figure 1 on Page 4). In 2020, the average monthly caseload was 537, lower than in 2019 (650).

*includes all types



2

Average number of business days from date of contact to issuance was kept to two days by staff in 2020, continuing to exceed the four-day Ministry standard.



32

Average months on assistance increased from 2019 (average of 26) to an average of 32 months in 2020.



178

Total online applications received decreased from 2019 (average of 210) to 178 in 2020.



28

Total Emergency Assistance cases decreased from 75 in 2019 to 28 in 2020.



36

Total exits to employment decreased from 114 in 2019 to 36 in 2020.

Employment Resource Centres & COVID-19 Health & Safety Protocols

The Orangeville Employment Resource Center (ERC) at the Edelbrock Centre closed to the general public on March 18, 2020. Only essential in-person visits were permitted during reduced hours of operation (Monday to Friday, 8:30 a.m. - 11:00 a.m.). The ERC Co-ordinator completes active screening at the door and ensures all health and safety protocols are followed.

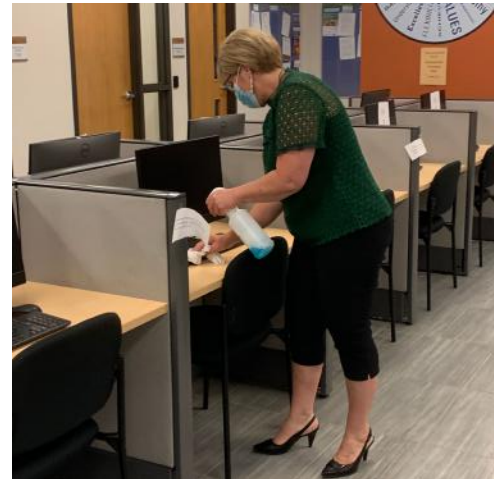
All individuals arriving at the Edelbrock Centre are required to submit a COVID-19 screening form. All individuals entering the building must complete the form with the result of a pass – meaning they have answered 'no' to all screening questions.

Arrows, lines and physical distancing markers were painted outside of Entrance A for those visitors accessing the building. Plexiglass was installed around the reception desk, as well as in both Interview Rooms.

Masks are required in the building. Disposable masks are supplied at the reception desk for visitors who do not have a mask. All persons are required to adhere to physical distancing, as outlined by Public Health, of 6ft or 2m apart.

Occupancy Standards have been provided throughout the building to indicate how many people can be in the offices and meeting rooms. Staff enter and exit through a different entrance than visitors.

The Shelburne Employment Resource centre also closed to the public on March 18, 2020 and remained closed until October when it re-opened for essential in-person visits only (Monday to Friday, 8:30 a.m. to 11:00 a.m.). The ERC Co-ordinator completes active screening at the door and ensures all health and safety protocols are followed.



Keeping staff and the public safe at the Orangeville

Partnerships & Employment Services

Partnerships with Local Employment Ontario Providers

Partnerships were established with Georgian College Career and Employment Community Services and the Coalition for Persons with Disabilities to ensure seamless referrals for our clients. Both agencies deliver Employment Ontario programs and report client progress to the Ontario Works staff on a monthly basis.

Additional Initiatives & Updates

Reloadable Payment Card

The County of Dufferin implemented the Reloadable Payment Card program in April 2020. By June 1, all clients who had previously been issued monthly cheques were registered for a Reloadable Payment Card. All of Dufferin Ontario Works client payments are now issued electronically. This significantly reduces the need to replace lost and stolen cheques.

Electronic Document Management

In June 2020, Dufferin was one of only two municipalities in the Province to be 100% digital. During the months of April and May, Ontario Works staff prepared Ontario Works Master Files for uploading through Nimble to the Social Assistance Management System (SAMS). By the end of July 2020, all active Master Files were uploaded and accessible to staff in SAMS.

The County has installed the Digital Day One scanner to allow actioned items to be scanned directly to Nimble. This significantly reduces the cost of uploading documents as only those needing to be retained are scanned. In addition, staff are strongly encouraging clients to submit documents through digital means (i.e., e-mail or MyBenefits) so that the documents can be directly uploaded into SAMS.

Social Assistance Mental Wellness Initiative

In July 2020, Dufferin was accepted as a pilot site for the Social Assistance Mental Wellness Initiative. This program connects OW clients to internet and phone based Cognitive Behavioural Therapy (iCBT), which can help manage anxiety and depression. This free, online and phone-based counselling is available 24/7 from the comfort of clients' home using their own computer, tablet or smartphone. A therapist helps clients develop skills and strategies to cope with daily stress.

MyBenefits

MyBenefits was launched in Dufferin on July 29, 2019 and continued to evolve throughout 2020. This online service is a fast, easy and secure way for Ontario Works recipients to access case information and report changes. Current features* allow recipients to:

- View payment information, including a breakdown of each payment and overpayment details
- View letters
- View profile information (e.g. phone number, e-mail, household members)
- Report address and phone number changes
- Report earned income against an existing employer on file and track the status of each submission
- Report shelter expenses (Rent, Mortgage, Board & Lodge, Home insurance, Maintenance fees & Property tax) and track the status of each submission
- Show their proof of assistance to third party providers
- Change their communications preference (i.e., paperless or paper)

*New features and improvements will continue to be added

In the fall of 2020, the County of Dufferin was the only Ontario Works office in the province to be selected to prototype the Two-Way Messaging feature in MyBenefits. In December, Dufferin County went live and has experienced great success. Clients are now able to securely communicate with their caseworkers through this feature and are able to submit documentation as well. MyBenefits registrations rose from approximately 28% of the caseload to 68% of the caseload by early 2021.

Income Tax Program

The Community Volunteer Income Tax Program was again coordinated through the Community Services department in 2020. Volunteers, trained through resources provided through the Canada Revenue Agency, were able to support the completion and EFILE of 175 returns, which generated \$846,340.24 in benefits for clients. A few clinics were completed in Orangeville and one day in Shelburne before the pandemic started. The program was temporarily suspended until the end of April 2020, at which time it resumed in a different way. From April onwards, clients were able to drop their tax slips at the office or send them by email and a volunteer called them for permission to file. This program will be provided again in 2021.



175

In 2020, the Community Volunteer Income Tax Program EFILED 175 returns.

Moving Forward & 2021 Opportunities

Social Assistance Transformation

On February 11, 2021, Minister Smith announced Ontario's new vision for social assistance. The renewed system will be designed to help more people move towards employment and independence. With the continued impacts of COVID-19, hundreds of thousands of Ontarians are still unable to return to the labour market and many may have to turn to social assistance and other community supports and services. As such, Ontario's social assistance system must be ready to support increased numbers of people back towards employment, independence and stability.

The new vision for social assistance aims to create an efficient, effective and streamlined social services system that focuses on people, by connecting them with a range of local services and supports that respond to their unique needs and address barriers. The Province's goal is that once life stabilization is achieved, more people will also succeed in employment, contributing to better outcomes in all areas of their lives.

This plan will require significant consideration of how to realign roles and responsibilities to best support clients. It will also involve legislative and regulatory changes to enable greater flexibility in decision making and service delivery, as well as a new approach to funding. Municipalities and District Social Services Administration Boards (DSSABs) will be partners in design and implementation of this plan and will work with the Province to drive the plan forward.

These changes will take effect over the next several years in phases. In general, 2021 and 2022 will be largely "learning and testing years," as multiple projects are being prototyped, iterated and evaluated, starting with a small sample of local offices and gradually expanding into more offices. By the end of 2022, it is hoped that full consolidation of financial assistance will be achieved, and by 2024, the Province hopes to begin rolling out a new human services model.

Moving Forward & 2021 Opportunities (Cont.)

Social Assistance Transformation (Cont.)

Please see the diagrams from the Ministry of Children, Community and Social Services:

A working vision for social assistance

Vision:

To create an efficient, effective and streamlined social services system that focuses on people, providing them with a range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence.

How we will realign:

Province

Delivers:

- ✓ Centralized financial assistance
- ✓ Financial controls and back-office functions suited to centralization or automation

Municipalities

Delivers:

- ✓ Life stabilization – including needs assessment, service planning, warm referrals, discretionary benefits
- ✓ Person-centred, connected supports, and navigation of broader system (e.g., housing, employment, mental health)

How we will evolve over time:



Integrated client services:

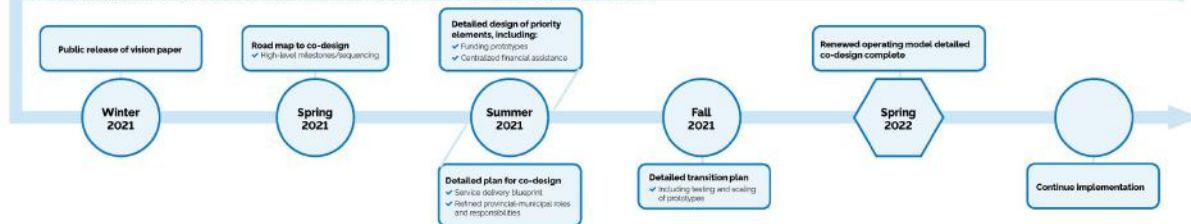


Social assistance: where we're headed

In the short term: co-designing a renewed operating model

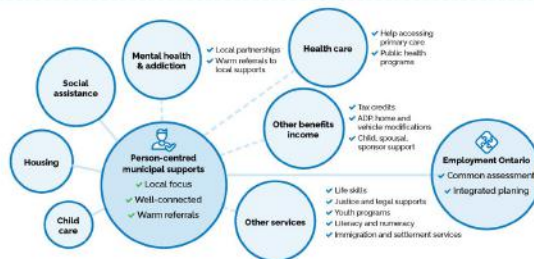
Prototype and implement: developing centralized provincial functions, starting with intake, and tools and processes to support life stabilization

Co-design: engaging to design key operating model layers, provincial and municipal functions, principles and processes



In the long term: moving to a human services delivery model

- ✓ In the human services model, benefits like social assistance become "tools" in the caseworker toolbox, as opposed to the other way around.
- ✓ Caseworkers are knowledgeable about the broader system of benefits and supports, and can guide people to the supports they need – whether Ontario Works or something else.
- ✓ People seeking help are triaged by municipal caseworkers, supported as needed, and potentially diverted from social assistance.



Ontario

Employment Ontario Transformation

Employment services across the rest of the province will gradually move to the new system over the next several years. In the immediate term, there will not be significant changes to employment services outside of the catchment areas selected for the prototype. Currently, both the County and Georgian College provide employment services in Dufferin. There is no guarantee that either body will be involved in delivering services after the new model is introduced.

The new employment service system will be focused on helping all job seekers, businesses, and communities, including those on social assistance or with a disability. In the prototype sites, municipalities will focus on life stabilization activities and will later help inform how life stabilization is delivered.

Moving Forward & 2021 Opportunities (Cont.)

Employment Ontario Transformation (Cont.)

Responsibility in the prototype areas for managing in-scope Employment Ontario and Ontario Disability Support Program employment services was transferred to the service system managers April 1, 2020 (none of the prototype service system managers are municipalities).

The revised timeline for the transformation of employment services is as follows:

- Phase I – Planning (early 2020 – March 31, 2020)
- Phase II – Transition (April 1, 2020 – December 31, 2020)
- Phase III – Integrated ES Delivery (begins on January 1, 2021)

From January 1, 2021, service system managers will be responsible for employment services for Ontario Works recipients. Service system managers will also be able to make changes to the service provider network and will be fully responsible for the planning, design and delivery of in-scope employment services within the identified catchment area.

Centralized Intake

In November 2020, as part of the Social Assistance Recovery and Renewal Plan, the ministry began prototyping a new centralized intake process for social assistance applications. This new process will address a potential increase in social assistance applications as the province moves to economic recovery from the COVID-19 outbreak.

The prototype locations are:

- City of Hamilton
- York Region
- Chatham Kent
- District of Parry Sound
- Durham
- Greater Sudbury
- County of Renfrew

Prototyping will assist in identifying challenges before expanding the rollout to include additional locations and programs.

This new centralized intake process is designed to improve the user experience for applicants, reduce administrative burden for staff, and allow frontline staff to focus on results for people rather than paperwork. The centralized intake process includes two key components:

- Social Assistance Digital Application (SADA): a new online application for social assistance
- Risk-Based Eligibility Determination (RBED): a new automated assessment process to determine eligibility for social assistance

For municipal staff at sites where the prototype has launched:

- Effective November 2, 2020, intake applications from the prototype locations will be completed and processed by the newly established Provincial Intake & Benefits Administration Unit
- It will provide the OW staff with the time necessary to focus on value-added roles and responsibilities, such as life stabilization activities

Housing Services

While 2020 will be defined by the global pandemic, many services will be assessed by their response. Housing Services persevered through the uncertainty and the many challenges while creating new opportunities to better serve clients, tenants, stakeholders and the community.

In the Spring, a number of housing programs were launched. The Ontario Priorities Housing Initiative (OPHI) Housing Allowance provided housing allowances to 57 households. In exchange for this housing allowance, recipients agree to put their waitlist application on hold. OPHI Housing Support Services provided funding to ensure housing retention, greater self-reliance and social inclusion for tenants. The Canada-Ontario Housing Benefit (COHB) provided 17 households with a portable housing benefit that can be used throughout Ontario. In exchange for this benefit, recipients agree to be removed from the waitlist. OPHI and COHB were used to help reduce the strain on the waitlist and also help assist those that are vulnerable to achieve housing stability. The Social Infrastructure Fund (Year 5) is a housing allowance program that subsidizes Community Partners who assist at-risk women and youth. All of these programs are funded by the Provincial and/or Federal governments. The Chronic Homeless Housing Allowance Program (CHHAP) was implemented to address the disparity between Ontario Works (OW) and Ontario Disability Support Program (ODSP) shelter costs and average market rent in Dufferin County for the chronically homeless. CHHAP provides chronically homeless individuals a portable housing allowance of up to \$821.00 per month. As of December 2020, six chronically homeless individuals from the By-Name List (BNL) were receiving housing allowances. This program is municipally funded and has no end date.

Current Programs & Services:

- Centralized Waitlist for community housing through Housing Access Dufferin
- Administering the Rent Supplement Program
- Homelessness Prevention Program
- Homeownership Program
- Ontario Renovates Program
- Managing and operating County-owned properties
- Working with Local Housing Providers

On June 11, 2019, the Government of Canada announced the redesign of the previous Homelessness Partnering Strategy into Reaching Home. In 2020, the County of Dufferin had two sub-projects under Reaching Home (see page 16 for more information):

- The Dufferin Area Family Health Team (DAFHT) has two Housing Support Workers who work with clients on the BNL who are identified as chronic
- The County hired a Landlord Liaison in July 2020. The Landlord Liaison is responsible for the ongoing development and maintenance of relationships with landlords in Dufferin County

Staff delivered its first RentSmart course in January 2020. The RentSmart Program provides education and support to tenants, landlords and community partners with the goal of successful tenancies.

Community Housing tenants participated in a full day trip to the museum, where a 94-year-old remarked that "the best part of today was that I made a new friend!" Housing Support Services also funded a transportation service to take senior tenants to Orangeville bi-monthly for appointments or to shop.

The Housing Division understands the growing need for affordable housing and the additional social programming required to assist the most vulnerable in Dufferin County. Staff remain committed to serving clients and/or tenants in the most dignified manner possible with limited resources.

What's New in Community

In July 2020, Rent-Geared-to-Income (RGI) Simplification and Legislative Changes were implemented. The current regulations have been amended with the intention of reducing administration for housing providers and service managers, making RGI rents more predictable and understandable for tenants. This is a rent calculation based on income tax returns and it is believed that this has the potential to significantly ease administrative burdens and complexities for both tenants and providers.

Centralized

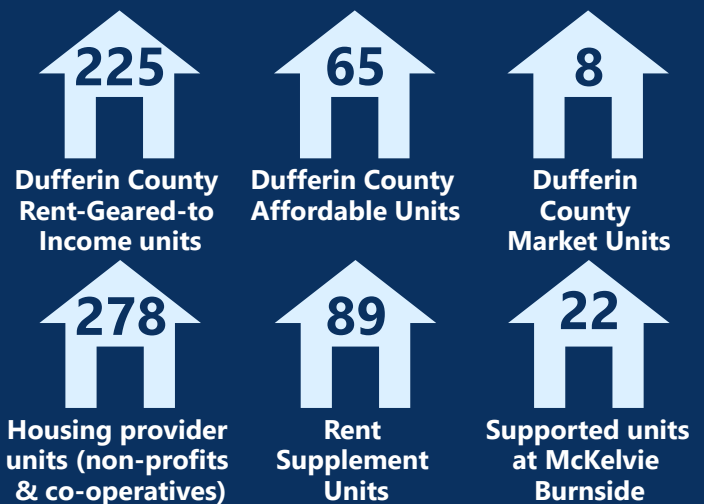
Housing Access Dufferin is the service which maintains the Centralized Wait List for community housing in Dufferin County. The wait list is for all community housing within Dufferin, not just County-owned properties. In 2020, the application and process for the wait list was streamlined to better serve applicants.

Similar wait list averages were seen in the first two quarters of 2020 as compared to 2019. However, the average number of households on the list decreased in the last two quarters of 2020 (Figure 3). This decrease can be explained by the successful implementation of OPHI and COHB.

Seniors continued to represent the largest group of applicants on the waitlist (Figure 4); however, there was a slight increase in applicants with dependents in 2020 (27%) as compared to 2019 (24%).

In 2020, 41 households were provided with housing from the wait list: 19 County of Dufferin units, nine Rent Supplement units, and 13 with local housing providers (Figure 5). The average wait time to be housed is approximately 4 - 8 years. Wait times are dependent on household size, age of applicant, choice of location and more.

In 2020, the community housing stock consisted of **687** units:



Average Monthly Applicants on Centralized Wait List

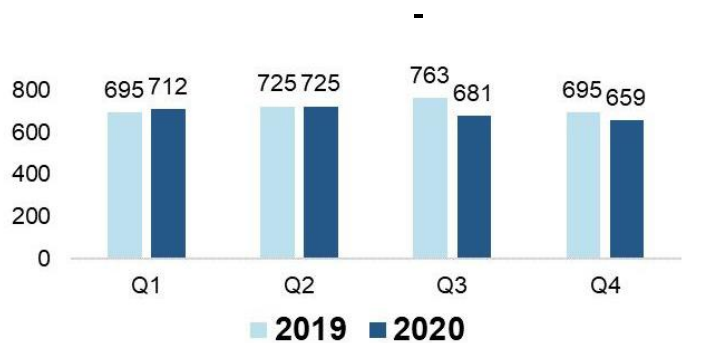


Figure 3 Housing Wait List - Average Monthly per Quarter 2019-2020

Average Monthly Wait List Numbers by Applicant

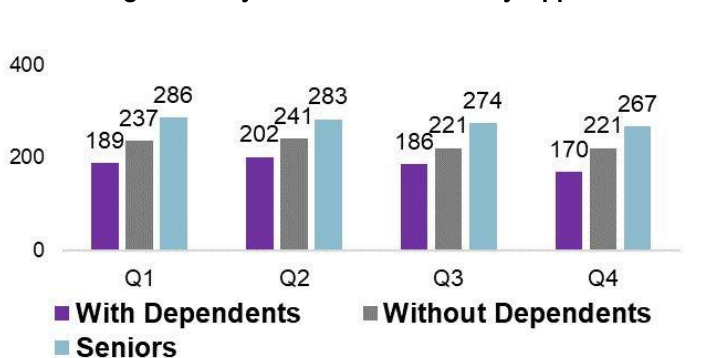


Figure 4 Wait List Numbers by Applicant Type Average Monthly per Quarter 2020

Number of Housed Wait List Applicants by Provider per

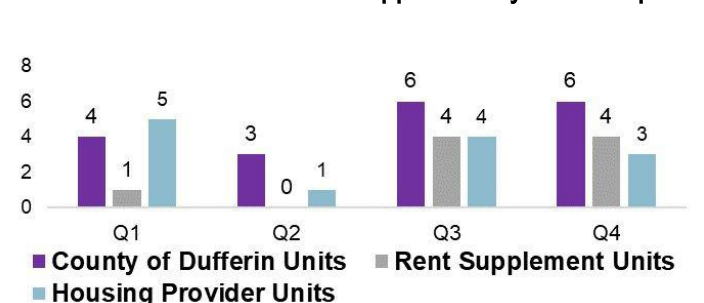


Figure 5 Total Number of Housed Wait List Applicants by Provider per Quarter 2020

Centralized Wait List Annual Statistics



272

In 2020, 272 households **applied** to be on the Centralized Wait List for community housing. This is an increase from 2019 (266).

694

Housing Access Dufferin (HAD) saw lower **average monthly applicants** on the wait list in 2020 (694) than in 2019 (719).



41

In 2020, 41 households were **provided housing from the wait list**. This is a slight decrease from 57 households in 2019.



46%

Of the 41 households that were housed in 2020, 46% of them were **housed in County of Dufferin units**.

Rent Supplement Agreements with Private Landlords

The Rent Supplement program provides affordable rents in privately owned buildings for tenants who cannot afford the market rent charged by the landlord. The buildings are not owned or managed by the County. The tenants pay the landlord a rent amount that is determined by Housing Services staff. The rent is based on 30% of their gross monthly household income. The County then pays the landlord the difference between the usual rent charged for the unit and what the tenant can afford to pay. When a landlord stops participating in the program, another landlord is recruited.

2020 Rent Supplement Numbers	Q1	Q2	Q3	Q4
Commercial Rent Supplement Program	66	67	67	67
Rent Supplement Program through the Ministry of Children, Community & Social Services	4	4	4	4
Rent Supplement Program through the Ministry of Health & the Ministry Long-Term Care	9	9	9	9
Rent Supplement - Strong Communities	10	10	10	9
Total Rent Supplements	89	90	90	89

Figure 6 Average Rent Supplement Units by Program Type per Quarter 2020

Homelessness Prevention Program

The Homelessness Prevention Program (HPP) is a comprehensive, year-round emergency financial assistance program administered by Housing Services. HPP covers several funding programs. urHome and the Poverty Emergency Prevention Program, now incorporated under urHome, which can provide rent and utility assistance. The Low Income Energy Assistance Program (LEAP) for Orangeville Hydro provides electricity assistance and the County administers the application process for the LEAP for Enbridge Gas and Hydro One; payments are managed by United Way Simcoe Muskoka. The County also provides support for the Ontario Energy Assistance Program. This program lowers electricity bills for low-income households. A monthly credit is provided to eligible customers based on household income and household size, and applied directly to eligible customers' bills. Households can apply directly themselves or they can access support as part of the services offered by the County.

Programs within the HPP umbrella aim to help households maintain or obtain affordable accommodation. Low-income earners, and individuals in receipt of Ontario Works or Ontario Disability Support Program, may be able to access support. Payments are made to vendors directly; for example, rent to landlords and utility costs to energy providers.

In 2020, a total of 201 cases were assisted by the Homelessness Prevention Program in some manner. This is lower than the 362 assisted in 2019. Part of the decrease can be explained by the Federal Government providing COVID-19 relief programs, but also the County has been providing greater proactive assistance, for instance negotiating with landlords, and has been working to end chronic homelessness in Dufferin (see page 16).

HPP Clients Served by Program Name 2020

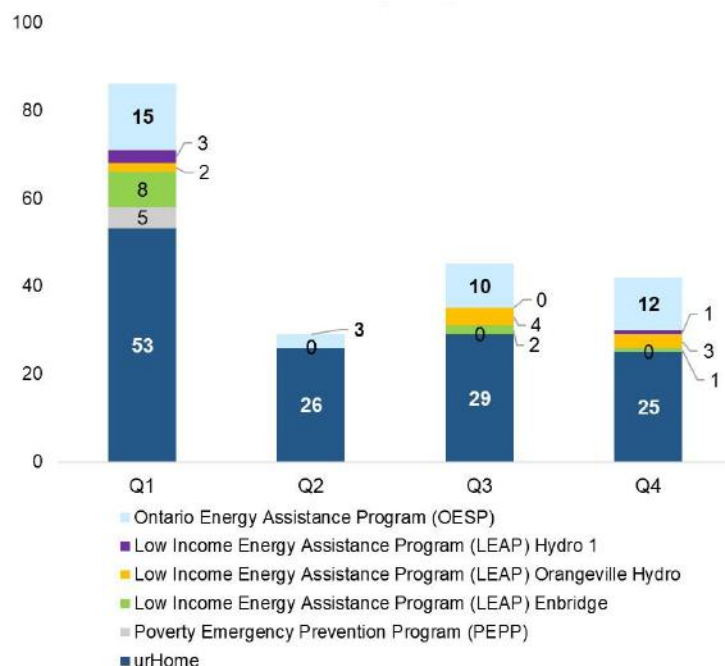


Figure 7 HPP Total Number of Clients Served by Program per Quarter in 2020

HPP Funds by Funding Type 2020

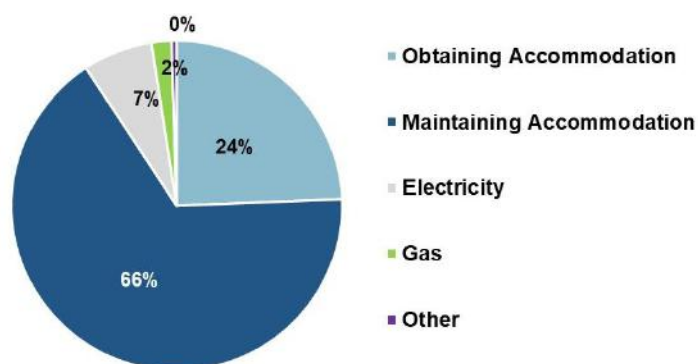


Figure 8 Homelessness Prevention Program Funds by Type of Funding 2020

Program	Program Component(s)	Breakdown of Spend	Total
UrHome	Obtaining Accommodation	\$32,484.00	\$138,073.14
	Maintaining Accommodation	\$97,251.97	
	Electricity	\$5,113.23	
	Gas	\$2,723.94	
	Other	\$500.00	
Poverty Emergency Prevention Program (PEPP)	Obtaining Accommodation	\$3,214.00	\$3,564.22
	Maintaining Accommodation	\$0.00	
	Electricity	\$0.00	
	Gas	\$138.05	
Low Income Energy Assistance - Orangeville Hydro	Other	\$212.17	\$4,866.18
	Electricity	\$4,866.18	

Figure 9 Homelessness Prevention Program - Breakdown of Spend by Program 2020

Homelessness Prevention Program Annual Statistics

The HPP team remains busy working with clients and providing referrals. Housing Services continues to work with the utility providers, funding providers and persons in need to offer financial assistance.



201

In 2020, there was a decrease in the **number of HPP cases** (201) as compared to 2019 (362).



138

In 2020, 138 clients were **provided with financial assistance** by urHome as compared to 260 in 2019.



1,172

In 2020, the **total number of contacts** (email, phone, walk-in) (1,172) increased from 2019 (643).



339

The **number of referrals** made in 2020 (339) was higher than in 2019 (111).



66%

In 2020, 66% of HPP funds were provided to **maintain accommodations**, higher than in 2019 (57%).



> 50%

In 2020, Dufferin County **reduced chronic homelessness** by more than 50% and sustained it for at least three consecutive months.

Reaching Home, Coordinated Access, the By-Name List & HIFIS

In 2018, the Government of Canada announced the redesign of the previous Homelessness Partnering Strategy into Reaching Home, a federal funding program. It was launched in 2019. Designated communities that receive funding from Reaching Home are working toward a 50% reduction in chronic homelessness over the next decade.

The first milestone in reducing chronic homelessness is a Quality By-Name List (BNL). A BNL is a real-time list of all people experiencing homelessness in a community. Dufferin County implemented its BNL in 2019. Dufferin was able to create the BNL with support from the Canadian Alliance to End Homelessness, BFZ-C Campaign and federal funding as part of the Reaching Home program.

In October 2020, Dufferin was recognized as having achieved an Advanced Quality BNL. As the second community in Canada to achieve an Advanced Quality BNL, Dufferin County is leading the way and proving to others that it is possible. Reaching Home requires designated communities to have a Coordinated Access system in place by March 31, 2022, including a centralized database with real-time data on clients and available housing and supports, clear points of entry, common assessment, and standardized protocols and resources for referrals and prioritization. In October 2020, Dufferin was recognized as having a Basic Quality Coordinated Access System. The Coordinated Access Table (CAT) is continuing to work towards an Advanced Quality Coordinated Access System.

Reaching Home

The County of Dufferin currently has two subprojects under Reaching Home:

- The Dufferin Area Family Health Team (DAFHT) has hired two Housing Support Workers who work with clients on the BNL who are identified as chronic. Workers assist clients with searching for, and securing, housing and completing applications and referrals to mental health and/or medical resources. They will also provide ongoing support and home visits to those maintaining their housing to avoid the client re-entering the homeless system. They work collaboratively with the Landlord Liaison to find solutions should issues arise with the landlord.
- A Landlord Liaison was hired by the County in July 2020. The Landlord Liaison is responsible for the ongoing development and maintenance of relationships with landlords in Dufferin County. The Landlord Liaison is the point person for the local motel owners who are participating in either the Motel Program or the Coordinated Access Transitional Housing Program. They also work in collaboration with the Housing Support Workers in the event of an issue reported by a landlord.



COVID-19 ABOUT US OUR INITIATIVES TAKE ACTION NEWS & EVENTS

Bright Spot: Dufferin County has reduced its chronic homeless population by 26%

February 26, 2020 - 3:00 am / Blog: News

Not long ago, Dufferin County achieved a Quality By-Name List and Coordinated Access system. Now the Built for Zero Canada community has reduced its chronic homeless numbers and sustained that reduction for three months—and aims to end chronic homelessness by year-end. This blog is a part of our Bright Spot series highlighting outstanding work in ending homelessness happening across Canada.



Over the last few months, Dufferin County has sustained a "below-baseline" reduction of its chronic homeless population thanks to a commitment to quality data and collaboration. It has reduced its chronic **homeless numbers by 26%** since first achieving its Quality By-Name List in July 2019.

Dufferin is "non-negotiable" about its commitment to ending homelessness in its community, according to Anna McGregor, Director of Community Services. That commitment has inspired the Ontario community to have quality data in its **By-Name List** (BNL), work with agencies and pull together service partners, and make sure the needs of its chronic homeless population are being met.

"This is simply the right thing to do," says Anna. "No one should have no place to call home. It costs far more to keep people in the homelessness system than to get them out of it."

Dufferin County featured as a "Bright Spot" on the Canadian Alliance to End

Reaching Home, Coordinated Access, the By-Name List & HIFIS (Cont.)

Coordinated Access Transitional Housing Program

The Coordinated Access Transitional Housing (CATH) program provides those who are identified as chronic on the BNL with a transitional unit for up to three months. This bridge to more permanent housing is intended to move clients as quickly as possible without returning them to homelessness. These units are located at various motels in the area. CATH is currently funded until the end of 2022. Supports for these clients and the landlords are being provided by the Housing Support Worker and the Landlord Liaison. This program began in December of 2020 with four units through the Lighthouse and ten units in local motels. Clients are provided with support to look for permanent housing while working on life stabilization.


HIFIS

Homeless Individuals and Families Information System (HIFIS) is a web-based, electronic client management information system, which was developed by Service Canada to help agencies manage the supports and services they provide to clients who are homeless or at risk of becoming homeless. Housing Services staff developed HIFIS training modules for in-house and external training. In February 2020, HIFIS training was completed with community partners to allow multiple access sites for BNL intakes and to allow for paperless intake. County staff are currently completing the HIFIS Master Class and working towards implementing HIFIS for Family Transition Place (FTP) Choices Youth Shelter and Salvation Army. Since the start of the COVID-19 pandemic, HIFIS has been used by the HPP team to complete all HPP applications including LEAP, OESP, urHome and motel vouchers.

"Are You Homeless in Dufferin" Contact Cards

The County of Dufferin launched the *Are You Homeless in Dufferin* contact cards in early December 2020 in collaboration with community partners such as Choices Youth Shelter, FTP, Salvation Army, Canadian Mental Health Association and the Ontario Provincial Police (OPP). Information sessions, contact cards and flyers are being provided to local service providers, businesses, churches and first responders to support those who are homeless in Dufferin County.

So far, over 3,000 cards have been dispersed to OPP officers, paramedics, service providers (e.g. Choices, Salvation Army, etc.), local businesses, churches, emergency responders, the hospital, and more. These plasticized cards give phone numbers to access emergency hotel stays 24 hours a day, 7 days a week. There is no wrong number to call. After phoning, on the next business day, the client will be contacted and linked to the appropriate support or service.

 **> 3,000**

In 2020, more than 3,000
cards were dispersed.

Housing Allowance Program

The County of Dufferin has been providing rental assistance in the form of housing allowances to FTP since April 2018, in order to assist with housing and homelessness services.

The funding is for a maximum of five years and funds are provided to the organizations to distribute to their clients. The housing allowance is used to temporarily provide rental assistance in order to help prepare a person for the eventual goal of moving into independent, unsubsidized living. The housing units must be modest and not exceed average market rent for the area, while also meeting local occupancy standards. Life skills and budgeting supports are to be provided to the individuals in order to help move them towards independent living. A total of \$267,640 of funding has been allotted for the five-year program overall. The County continues to work with FTP on this program.

Social Services Relief Funding

In March 2020, the province announced that it was providing social services relief funding to help protect the health and safety of the province's most vulnerable people in response to COVID-19. The province provided municipalities and organizations that administer social services with funding to support them in their response to COVID-19. Municipal service managers determined local needs and distributed the funding.

In August 2020, the province announced that it was providing additional funding to municipalities through Phase 2 of the Social Services Relief Fund (SSRF) to better help protect vulnerable people from COVID-19. In Dufferin, funds were used to expand rent support programming, enhance cleaning, renovate and retrofit units, provide staff support and more.

The County of Dufferin invited community partners, organizations, non-profit agencies and those who support the most vulnerable in the community to provide feedback as to how the County could use the funding to financially assist them in order to continue to offer the best support to the community during the COVID-19 transition to recovery. Community organizations that were providing new or enhanced support or service(s) for vulnerable persons in Dufferin County as a result of COVID-19 were asked to submit a business case for funding before the end of August 2020.

**Social Services Relief Funding (Phase 2)
Budget Divided by Type of Support**

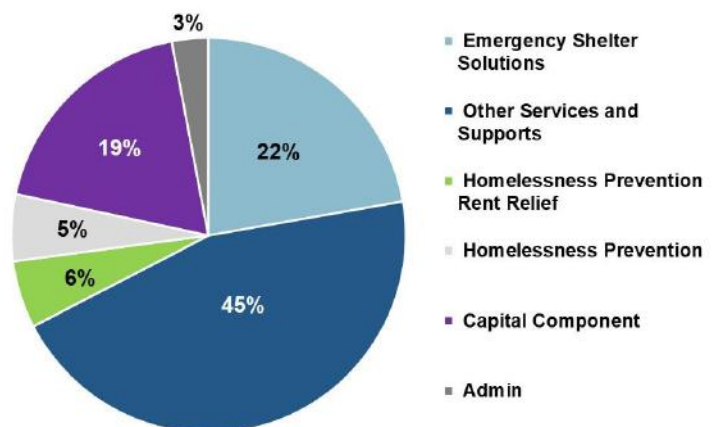
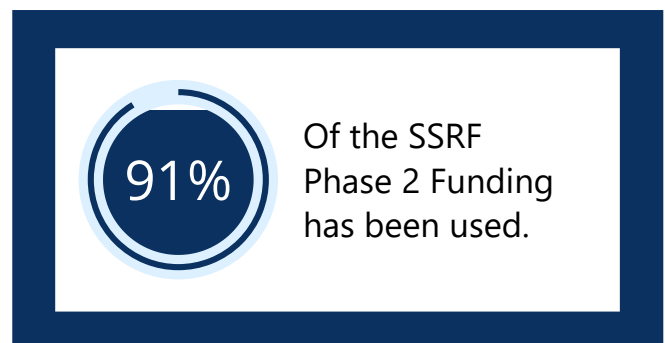


Figure 10 Budget Division for the SSRF Phase 2 Funding in 2020



Other Programs

Portable Housing Benefit - Special Priority Policy

The Portable Housing Benefit-Special Priority Policy was replaced by the Canadian Ontario Housing Benefit (COHB) in 2020.

Homeownership Program

The County was able to continue to offer the Homeownership Program for most of 2020. The program aims to assist low-to-moderate income renter households to purchase an affordable home by providing down payment assistance in the form of a forgivable loan. The County can provide up to 10% to eligible applicants to a maximum of \$45,000. Funds are limited and subject to availability. Repayment may be required under certain circumstances.

Ontario Renovates Program

The Investment in Affordable Housing for Ontario (IAH-E) Ontario Renovates Program is designed to provide low-to-moderate-income households with an interest free loan to assist with necessary home repairs. Financial assistance may be provided to eligible low-to-moderate income homeowner households should they meet the requirements. The County of Dufferin provides a forgivable loan of up to \$10,000 to qualifying households. The loan may be used for improving the energy efficiency and climate resiliency of the home, as well as other similar repairs. This may be combined with a grant of \$5,000 for accessibility modifications. The maximum a household may access will be \$15,000. **Please note that in 2020, OPHI funding, under the Ontario Renovates component was also given to four housing Providers to be used for capital projects (see page 22 for more information).*

Housing Forum

The theme of the Housing Forum held on November 23, 2020 set to coincide with National Housing Day, was "Collaborative Leadership in the Pursuit of Reducing Homelessness". This was held virtually due to COVID-19 restrictions. The session was led by world renowned author, researcher and professor Iain De Jong. The topic was certainly timely given the global circumstances.



3

In 2020, three households were assisted and a total of \$86,063 was provided for the Homeownership Program.



1

In 2020, one household was assisted and a total of \$9,842 was provided for the Ontario Renovates Program*.

Iain De Jong



Leader. Edutainer. Coach. Consultant. Professor. Researcher. Blogger. Do-gooder. Potty mouth. Positive disruptor. Relentless advocate for social justice. Comedian. Dad. Minimalist. Recovering musician. Canadian citizen. International jetsetter. Living life in jeans and a t-shirt. Trying really hard to end homelessness in developed countries around the world, expand harm reduction practices, make housing happen and reform the justice system. Driven by change, fuelled by passion...

County-Owned Properties

Tenant Survey

In August 2020, the seventh annual tenant survey was sent out to 293 Dufferin County tenants. The response rate was 40%. The responses regarding the satisfaction of administration and staff indicated that most tenants are very satisfied. Top two box (strongly agree and agree) results (Figure 11) show that in general, respondents indicated greater satisfaction in 2020 than in 2019. One notable difference was with agreement on "*I am given enough information*" (87% in 2020 vs. 73% in 2019).

Most tenants are still satisfied with their unit (Figure 12). There were a few differences noted in 2020 as compared to 2019. Tenants have a lower level of satisfaction with the floors in their unit in 2020 (72%) compared to in 2019 (80%); however, they have a greater level of satisfaction in 2020 with the windows (86%) compared to 2019 (80%).

Many tenants feel safe in their building (79%) (Figure 13). The satisfaction regarding security increased in 2020 (81%) compared to 2019 (69%). Parking lots also saw increased satisfaction in 2020 (81%) compared to 2019 (77%). However, laundry areas and common rooms saw a decrease in 2020 (79% and 74% respectively) compared to 2019 (86% and 80% respectively). Building security, exterior grounds and floors in units were the top three areas needing the most improvement indicated by tenants in 2020.

In the past year, approximately 61% of respondents had repairs and maintenance work done in their units. Satisfaction levels with the repairs and maintenance work performed in the units increased slightly in 2020 (86% top two box) from 2019 (83% top two box).

Staff & Administration Satisfaction (Top 2 Box) 2019-2020

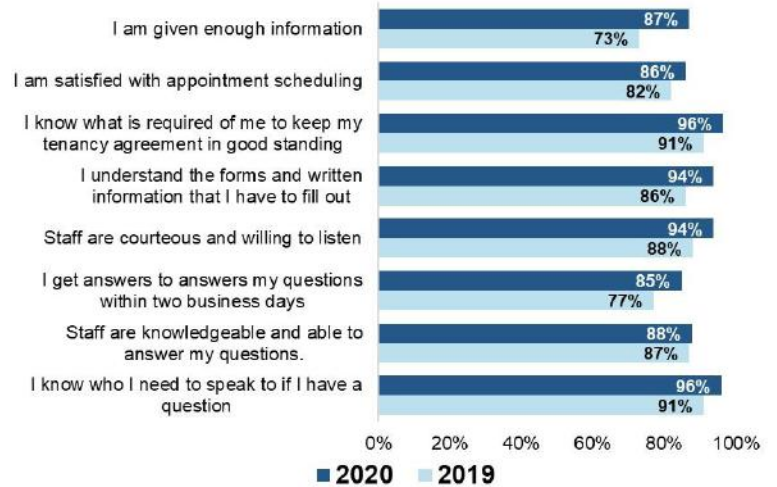


Figure 11 Tenant Survey Staff Satisfaction Top 2 Box (strongly agree + agree) 2019-2020

Unit Satisfaction (Top 2 Box) 2019-2020

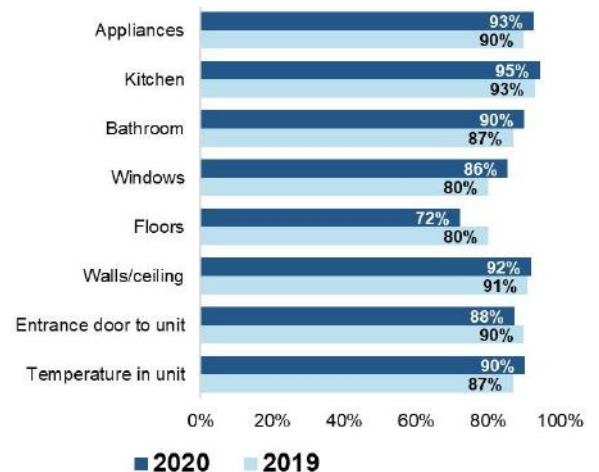


Figure 12 Tenant Survey Unit Satisfaction Top 2 Box (very satisfied + satisfied) 2019-2020

Building Satisfaction (Top 2 Box) 2019-2020

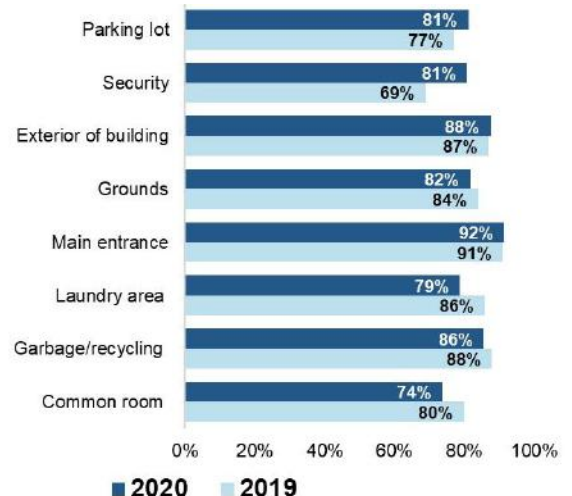


Figure 13 Tenant Survey Building Satisfaction Top 2 Box (very satisfied + satisfied) 2019-2020

County-Owned Properties (Cont.)

Social Programming

When tenants feel happy and have a sense of ownership in their building, both the tenant and the landlord benefit. This also speaks to the divisional aim for continued Service Excellence. However, due to the global pandemic, lockdown measures and the required physical distancing, much of the social programming was suspended. The Housing Division remained steadfast in their commitment to tenants, addressing their needs and keeping them informed. Weekly phone calls were made to all of the tenants including the Rent Supplement tenants. Public Health and community resources were frequently delivered. Hand sanitizer was provided to all units along with three-ply face masks. Enhanced cleaning of frequently touched surfaces has been performed, in common areas, at all buildings daily.

County of Dufferin Museum Trip (March 9, 2020)

A day trip was offered to all County tenants to the Museum of Dufferin on Monday March 9 from 10:00 am – 2:00 pm. The day included a tour of the museum, lunch and an afternoon activity with live music. Transportation was provided to those that required it and a total of 30 people attended.

Transportation

Monthly transportation for Shelburne tenants from each building to the local grocery store has been expanded to include Grand Valley tenants. In addition, for 2020, monthly transportation for Shelburne and Grand Valley tenants to Walmart in Orangeville had been arranged. Transportation had also been organized for locations that do not have public transportation. This program has been on hold since March 2020 due to the pandemic.

Food Bank

A monthly food market at the Orangeville seniors' buildings has been operating for the past two years. In 2020 the Shelburne and Grand Valley seniors' buildings have been included. During the COVID-19 pandemic the food bank program continued, but it was moved to outside of the building for pick-up. Community Services Workers (CSWs) supported those experiencing food insecurity during the COVID-19 pandemic by making referrals to the food bank when needed.

COVID-19 Wellness Checks

In Q2, weekly phone calls were made to all of the tenants including the Rent Supplement tenants (388 units in total). Tenants were very appreciative of the calls. Since Q3, bi-weekly calls have been made to tenants unless they request not to be called.

Christmas Gift Bags

Due to the pandemic, in lieu of the usual holiday gathering at each of the County housing buildings, County of Dufferin tenants were given holiday gift bags. Gift bags contained a County of Dufferin Mug, a packet of hot chocolate, hand sanitizer, the housing newsletter, COVID-19 information from WDG Public Health, and more. The Facilities Department delivered the bags to all 298 County of Dufferin units on December 21 & 22 and these were much appreciated by tenants.

Large Item Pick-up

CSW's are able to arrange large item pickups for tenants at no cost.

County-Owned Properties (Cont.)

Elevator Modernization

Major elevator modernization at 250 Simon Street in Shelburne took place during the month of May. As this is a one elevator seniors' building, County staff ensured that tenants were looked after regarding required additional supports for food and medication deliveries, daily calls from community partners, and weekly wellness checks.

Working with Local Housing Providers

Housing Services continues to work with the local Housing Providers in Dufferin - both Non-Profit and Co-operative Housing.

Non-Profit Housing

Non-profit housing is owned and operated by community based non-profit organizations. The housing developments are generally targeted toward families or senior citizens. The developments are commonly established as mixed housing, with a portion of each housing community paying market rent, while the balance of residents are in subsidized units. The non-profit organizations in Dufferin County are:

- Family Transition Place
- Credit River Non-Profit Housing Corporation (Quarry Gates)
- Fiddleville Non-Profit Housing Corporation (Old Mill Lane - Shelburne)
- Hiwhois Assistance

Co-operative Housing

Co-operative housing is owned and operated by members of the co-operative who live on-site. Generally, the expectation is that the members will actively participate in the operation of their community through participation on committees or through other activities. Co-operative housing developments are generally family-oriented and have a mix of subsidized and market rent units. The co-operatives in Dufferin County are:

- Lavender Lane Co-operative Homes
- Shaw's Creek Co-operative Homes Inc.
- Dufferin Gardens Co-operative Homes

In 2020, a total of \$336,409 of OPHI funding, under the Ontario Renovates component, was given to four housing Providers to be used for capital projects. This funding was largely utilized for roof replacements at three provider locations and the creation of a secondary suite.

During Q2 of 2020, the Housing Division reached out to all Providers to check in and see if there were additional supports that the County could provide. In Q3, Providers were given information on the bylaw changes regarding masks in multi-residential buildings.

Moving Forward and 2021 Opportunities



Reaching Functional Zero for Chronic Homelessness in Dufferin County

Dufferin aims to reach Functional Zero for chronic homelessness by the end of 2021. Functional Zero is three or less chronic homeless households on the BNL for three consecutive months. In order to reach Functional Zero, the County will continue to provide the Chronic Homeless Housing Allowance Program (CHHAP).



Conduct Point-in-Time (PiT) Count

The PiT Count that was to be completed in 2020, has been re-scheduled to be completed in April 2021.



Implementation of Local Eligibility Rules and Asset Limits

The province will work with the County as a Service Manager, as well as housing providers and sector partners, to determine local eligibility rules on income and asset limits in regulation for RGI assistance. This is in order to provide greater consistency across the province in how housing need is identified and prioritized.



Promotion of RentSmart

Collaboration with other organizations in the community will be explored to further promote RentSmart. Organizations including youth groups, shelters, high schools, and colleges have expressed interest. The County will be exploring virtual RentSmart options.



Fund Housing Allowances through CHPI

A business case will be submitted to the Ministry in March 2021, to be implemented April 1, 2021.



Implementation of 'Single Offer' Legislation Changes

The County is moving to implement 'single offer' legislative changes from the Ministry in 2021. With this change a household on the wait list ceases to be eligible for RGI if it refuses one offer of a unit that meets the occupancy standards and for which the household has expressed a preference. Service managers may provide for circumstances where a refusal is not considered.



Continue and Expand Housing Services

Expansion of Housing Services to tenants will take place to ensure housing retention, greater self-reliance, and social inclusion. COVID-19 Wellness Checks will continue in 2021 to support County tenants.



Re-vamp the Homeownership Program

A re-vamp of the program will begin April 1, 2021. The maximum house purchase price will be \$609,118.00 and applicants must have a gross family income of \$114,500.00 or less. The re-vamp will also include a more streamlined process.

Children's Services

The year 2020 presented a variety of new opportunities and learnings for Children's Services. While this is true every year, dealing with the challenges posed by the COVID-19 pandemic made the year anything but typical. The sector was significantly impacted by the Provincial emergency orders, which closed licensed child care centres and EarlyON Centres, along with ongoing public health restrictions of in-person services. These impacts resulted in unique needs and significant change, successfully supported by Children's Services staff working remotely from home. Staff unable to work remotely, due to the nature of their positions, were redeployed to assist other County departments or took a leave from work.

Current Programs & Services:

- Licensed child care support
- Jean Hamlyn Day Care Centre
- EarlyON Child & Family Centres
- Special Needs Resourcing
- Child Care Fee Subsidy
- Quality Assurance/Raising the Bar
- Community Coalition support
- Data analysis & research

The Child Care and Early Years Service System Plan for 2020-2023 was finalized in early 2020. This includes the implementation of strategic priorities that support the key areas of action in Ontario's Renewed Early Years and Child Care Policy Framework: Making child care more affordable; Increasing choice and availability of child care; Improving quality and delivering high standards of care; and Reducing red tape and administrative burden. Further work took place during the year to look at EarlyON services specific to the pandemic and evaluation of quality and inclusion services.

Licensed child care was mandated to close by Provincial emergency order due to the pandemic in mid-March. Children's Services worked with the Ministry of Education and the licensed child care sector during the year to administer new funding specifically to support sustainability of the operators through the pandemic. While the other child care centres were closed due to the Provincial emergency order, Emergency Child Care was provided at no cost to families of eligible essential frontline workers from April to June at two child care centres in Dufferin.

Jean Hamlyn Day Care (directly operated by the County) permanently closed at the end of June 2020, as previously decided by Council in December 2019. Due to the pandemic and mandated licensed child care closure in March, it unfortunately closed earlier than anticipated. The centre closed on a high note when it was chosen as the recipient of the "Top Child Care Facility" award in the annual Spirit of Dufferin Awards conducted by myFM in Q2. In October, the YMCA took over the operation of Jean Hamlyn Day Care.

EarlyON Child and Family Centres were also Provincially mandated to close in March and sites were not allowed to reopen in 2020. Staff successfully shifted to change how services were delivered, with a focus on virtual programs and social media. An emphasis on belonging, well-being, expression, and engagement continued throughout the year.

2020 was the second full year of the iCAN (Inclusion for Children with Additional Needs) program, which provides resourcing supports to children with special needs who are attending licensed child care programs. A mix of virtual and in-person services were offered when child care operators reopened over the summer after the mandated closure in the spring. EarlyON and iCAN worked together to develop a strong partnership and program statement in 2020.

Summary of 2020 (Cont.)

The Child Care Fee Subsidy program changed to provide remote services when the pandemic closed County offices. The municipal daily maximum rate was increased effective January 2020, providing more support for all families using this program.

Quality Assurance/Raising the Bar supported continuous learning of Early Years professionals in 2020 through virtual gatherings, discussions and workshops, with a continued focus on the Ministry's document *How does Learning Happen? Ontario's Pedagogy for the Early Years*. Highlights included partnering with the Mehrit Centre in sharing research about self-regulation, pedagogy work with the Pedagogist Network of Ontario, and the grand opening of the Natural Playground at Island Lake.

Community Coalitions dedicated to children - Dufferin Coalition for Kids (DuCK) and the Coalition for Report Cards on the Well Being of Children - both experienced a hiatus in 2020 due to re-allocation of Public Health supports, as a result of the pandemic. These Coalitions will be reassessing their future direction and next steps once work can continue.

Data analysis and research focused on working with the Ministry of Education and licensed child care operators to support the child care sector through the pandemic with funding sustainability programs. In addition, changes to data reporting for the EarlyON and other programs were evaluated and implemented, specific to new ways of working through the pandemic.

Licensed Child Care Support

The County supports licensed child care operators in Dufferin through a Purchase of Service. By the end of 2020, there were 11 licensed operators with a total of 28 locations, including one private home day care agency. Some centre changes took place over the year, including the permanent closure in June of Beautiful Minds Montessori in Shelburne and Jean Hamlyn Day Care in Orangeville. These decisions to close were made in 2019 and not related to the COVID-19 pandemic. In October, Jean Hamlyn Day Care reopened in its same location under the operation of the YMCA.



11

By the end of 2020, there were **11 licensed operators with a total of 28 locations**, including one private home day care agency.

Licensed child care was hit hard by the pandemic. A Provincial emergency order required all centres to close as of March 17, 2020 and they were not allowed to reopen until mid-June. Centres varied in their closure periods from 3 - 6 months. After having experienced substantial loss in revenue, the centres gradually reopened between June and September to face significantly reduced enrolment, strict pandemic and health protocols, and increased staffing costs due to screening, cleaning, and cohort requirements in the centres. Licensed home child care was not mandated to close, but the private home child care agency that operates in Dufferin chose to close as a precaution to keep families and home providers safe.

Licensed Child Care Support (Cont.)

Children's Services worked closely with the Ministry of Education to provide new and unique Provincial funding supports to the licensed child care centres during the period of mandated closure and upon reopening up until August 31, 2020. The goal was to help ensure sustainability of licensed child care. This funding supported ongoing operating costs during this period, including such expenses as staff salaries and benefits, rent/mortgage, utilities, insurance etc.

To the County of Dufferin Children's

I want to take this time to thank you again for all your hard work and patience. We so much appreciate all that you do. :) I can only imagine.

- Licensed child care centre,
Dufferin County

These supports were individualized and based on calculated needs, net of any parent revenue and any other Federal or Provincial funding supports offered to businesses and accessed by the operators as eligible through 2020, including the CEWS (Canada Emergency Wage Subsidy) and OCECRA (Ontario-Canada Emergency Commercial Rent Assistance). The total Provincial funding issued by the County was \$1,350,000. In addition, one time funding of \$28,000 was distributed among all licensed child care operators for the purchase of Personal Protective Equipment (PPE) and enhanced cleaning upon reopening in the summer.

In addition to Provincial funding supports, one-time Federal Safe Restart funding was provided in the fall of 2020 in the amount of \$530,000 to help support costs directly related to the eligible expenditures of PPE, enhanced cleaning, additional staff needed for health and safety purposes, staff and child absenteeism related to COVID-19, and child vacancies due to low enrolment. All of these supports helped sustain the child care operators and, fortunately, none were forced to close as a result of the pandemic, with the exception of the school age program at one centre.

The County also provides regular funding supports to licensed child care providers in the form of annual grants provided by the Ministry of Education. This continued in 2020 only when centres were operating and after deducting any other funding being accessed, such as CEWS. In 2020, year six of the Wage Enhancement grant funding was implemented (\$2.00 per hour wage increase for Registered Early Childhood Educators (RECEs) and other staff directly supporting licensed child care programming, and \$20 per day for full time licensed home child care providers). The goals of this Ministry funding are to close the gap between compensation of RECEs working in schools and those working in child care centres; assist with staff retention and income security for those working with licensed child care providers; and help support licensed home child care agencies. Dufferin child care providers received \$364,000 in Provincial Wage Enhancement funding in 2020, as compared to \$810,000 in 2019.

\$364,000

Licensed Child Care Support (Cont.)

The General Operating Grant is another source of ongoing Ministry funding used to support operating costs, supplement the salaries of child care staff, and promote staff recruitment/retention. A total of \$317,000 was distributed among the providers in 2020, which included a supplemental payout at the end of the year (\$630,000 total GOG paid out in 2019). In addition, the regular annual Licensed Home Child Care grant of \$69,000 was allocated to the licensed home day care agency to increase salaries and retention of staff and also to help offset parent child care fees.

\$317,000

During the province wide child care closure, Emergency Child Care was provided at no cost to eligible frontline workers from April to June. In Dufferin, this service was provided at two child care centres operated by the YMCA – one in Orangeville and one in Shelburne. The YMCA received \$476,900 in Provincial funding administered by the County, which covered their costs less Federal CEWS funding received. Emergency Child Care was fundamental in providing child care so that essential workers could continue to work. A total of 60 children from 31 families were served - the largest age grouping of which were school age children (46%). Emergency Child Care will again be offered in January 2021.



60

In addition to financial assistance, the County held virtual meetings to share information with child care operators and provide opportunities for them to support each other through the pandemic. Support, leadership, and professional development are provided to licensed child care operators on an ongoing basis (see page 34).

Jean Hamlyn Day Care Centre

Jean Hamlyn Day Care Centre, operated directly by the County, was scheduled to permanently close on June 26, 2020 as decided by County Council in December 2019. It was, however, unexpectedly forced to close early in March due to the Provincial emergency order and remain closed due to the pandemic. While still open in Q1 of the year, Jean Hamlyn continued its commitment to providing children, families, community partners and educators with current knowledge regarding the implementation of Early Learning Practices and focus continued to be placed on the four foundations of *How Does Learning Happen? Ontario's Pedagogy for the Early Years*: Belonging, Well-Being, Engagement and Expression - respecting the individual needs of each child and family. Staff continued to be committed to ongoing learning and development and, as a result, continued in their journey of Self-Regulation by participating in an ongoing "Self Reg" book study. This knowledge has shaped teaching practices. Jean Hamlyn offered support of full day care to school age and kindergarten children on strike days in January and February.

Jean Hamlyn Day Care Centre (Cont.)

Upon closure in Q2 due to the pandemic, Jean Hamlyn staff, with the exception of the Supervisor, were redeployed to Dufferin Oaks or were given emergency leave. Over the next few months, the centre was prepared by the Supervisor for its permanent closure. Families and staff were disappointed that they were unable to say their good byes in person, but they remained strongly connected virtually and staff stayed positive, professional and committed to the families to the end.

Jean Hamlyn closed on a high note, when it was chosen as the recipient of the "Top Child Care Facility" award in the annual Spirit of Dufferin Awards conducted by myFM in Q2. The YMCA was chosen as the new operator of Jean Hamlyn Day Care and it reopened in October of 2020 as YMCA-Jean Hamlyn.

EarlyON Child and Family Centres

EarlyON Child and Family Centres provide the lead for parenting support of children 0-6 years. Dufferin EarlyON Centres are welcoming places that deliver free programs where:



Children can:

- Learn through play
- Spend quality time with their families and other children
- Enjoy culturally-relevant programs

Families can:

- Participate in early learning activities with their children
- Meet and make connections with other families
- Learn about early child development and benefits of early literacy, health, nutrition, etc.
- Interact with early years professionals and get connected with the services they need

January 2020 was the beginning of a new and exciting year with a focus on outreach programs to service rural families and meet the needs of the community in a stronger, more holistic way. This included a focus on belonging, well-being, expression, and engagement. Weekly outdoor programs continued at a local park to focus on the importance of children and adults being outside in nature and all the benefits of being in these spaces. The EarlyON was also focusing on the importance of the environment - how it feels to push boundaries and question; a place to be together and share stories; how humans have a relationship with materials; and how families want a space to feel and the energy within it.

The EarlyON staff quickly shifted to meet the needs of Dufferin County residents when a Provincial emergency order required the three EarlyON sites to close due to COVID-19 in mid-March 2020 and remain closed for the rest of the year. Some staff were redeployed to help other County departments, some staff went on emergency leave, with the remaining staff continuing to provide services, albeit in a different way.



A feel-good moment with our EarlyON families

EarlyON Child and Family Centres (Cont.)

Staff learned how to use online tools to connect to families and be able to provide the support and resources they needed. The team ensured that programs and supports offered through the EarlyON were in compliance with all changes issued through the Ministry of Education and Wellington-Dufferin-Guelph Public Health. Support programs continued to be offered through Zoom and increased one to one connections. The biggest challenge was keeping and making strong connections with the families while not being able to be together in person. The team utilized creativity and flexibility to facilitate programming for families in Dufferin.

A few of the creative ways the team connected to this new world included:

- Porch drop-offs:
 - Meals
 - Food Boxes (donated)
 - Activities for the family to do together (e.g. gingerbread creations)
- Wellness Calls
- Ask the EarlyON phone line
- Increased social media
- Facebook Live sessions
- In person programming was switched to virtual programming
- Emails, phone calls and texts
- Holiday family photograph sessions

While following the guidelines from the Ministry of Education and Public Health, outdoor programming resumed in September. Outdoor programming for families included Outdoor EarlyON, Play in the Park, and family-oriented field trips. This was a refreshing and exciting way to connect and provide programming for families in a whole new way, while staying safe and socially distant. A few indoor programs were also offered with small numbers to support the most vulnerable families in the community.

Within the Ministry of Education guidelines, EarlyON pre-registration was mandated. OneHSN is the current registration and data collection tool. OneHSN designed and implemented the pre-registration module in phases to allow the component features to be utilized as it is developed. This public web site allows families and caregivers to pre-register for EarlyON programs online. The site address can be shared through social media and can be emailed to all existing users who have provided an email address.



Outdoor Program - Play in the Park - September



Delivering Lasagna meals to families in June 2020



This tree emerged as part of our outdoor

EarlyON Child and Family Centres (Cont.)

Staff within the EarlyON division actively participated in professional learning throughout the year in order to better support families and meet the requirements of the College of Early Childhood Educators (ECE). As Registered Early Childhood Educators (RECEs), each staff maintains a professional portfolio, which includes goals and reflections on learning. Training looked much different this year, with an emphasis on self-care and self-regulation with “Caring for the Caregiver” and “Understanding Our Own Stress” workshops as examples.

The EarlyON continues to build partnerships within the community and local agencies. In 2020, more than ever, stronger community partnerships were developed with Public Health, Dufferin Child and Family Services (DCAFS), Inclusion for Children with Additional Needs (iCAN), Family Transition Place (FTP) and the Orangeville Food Bank, to name just a few. EarlyON staff continue to assist by offering services traditionally provided by other agencies that were paused due to the pandemic.

In 2020, EarlyON social media became the largest, most direct, and essential way to reach families with information, resources, and parenting support. While the physical EarlyON Centres have been closed during the pandemic, staff have been able to connect and engage with families and support them in a responsive and inclusive way through including programs, workshops, links, community information, information sharing and wellness ideas, which proved to be successful. The goal is to remain connected with the families and continue to reach out to the community in a meaningful way.

A dynamic partnership between the EarlyON and iCAN, formed in 2020, continues to grow, with iCAN attending many of the programs and offering diverse opportunities for families. They have jointly developed a program statement of which they are proud:



A dynamic partnership between iCAN and EarlyON was developed in 2020. This team is comprised of RECEs, Resource Consultants, and Early Years Professionals.

We value strong responsive relationships and natural connections with the family as a whole. We will provide diverse opportunities for families to build capacity and follow their lead while working with them to reach their full potential.

In Dufferin County, we strive to close gaps within our community. Together, we are committed to create and strengthen services for our early years community, making them inclusive, accessible and responsive.

This team will create a positive and safe environment where every parent and child is seen as capable and competent and feels a sense of belonging.

EarlyON Child and Family Centre Annual Statistics

EarlyON Child and Family Centre Facebook Statistics

1,466

In 2020, the EarlyON Facebook page had 1,466 Facebook Fans. This is a slight increase from 2019



1,047

In 2020, the EarlyON team published 1,047 Facebook posts to engage with families



78%

Facebook post shares increased by 78% in 2020 as compared to 2019

74%

The number of Facebook post link clicks* increased by 74% as compared to 2019

*number of clicks on links within the post that led to destinations or experiences (e.g. videos, websites, etc.)



EarlyON Child and Family Centre Virtual Program Statistics



715

In 2020*, 715 participants participated in **virtual programs** (e.g. Feelings After Birth, etc).

*not offered in Q1

Number of Virtual Prog

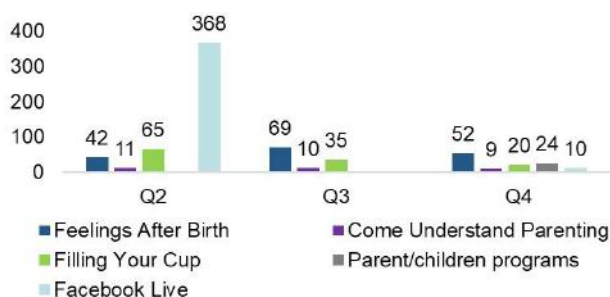


Figure 14 Number of Virtual Program Participants in 2020 by Quarter

Number of One-on-one

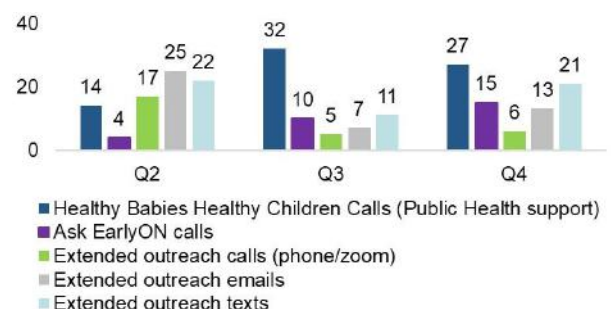


Figure 15 Number of One-on-one Supports Offered Remotely in 2020 by Quarter

EarlyON Child and Family Centre Annual Statistics (Cont.)



EarlyON Child and Family Centre Outdoor Program Statistics



233

A total of 233 adults and children participated overall in **outdoor programming** in 2020.

Number of Outdoor Program

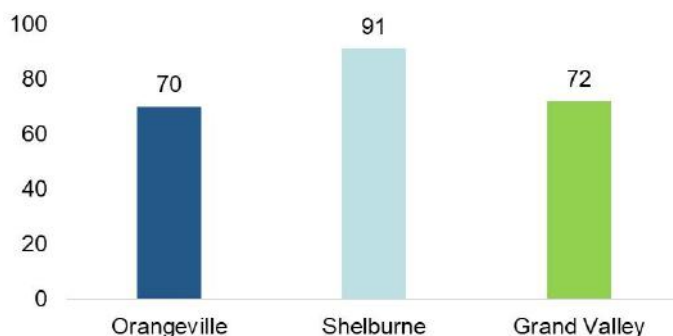


Figure 16 Number of Outdoor Program Participants in 2020 by Location



EarlyON Child and Family Centre In-Person Program Statistics

2,902

Adults

3,609

Children

Visited the EarlyON centres in Q1 prior to the EarlyON sites closing in mid-March.

Number of In-Person Parent Support Program

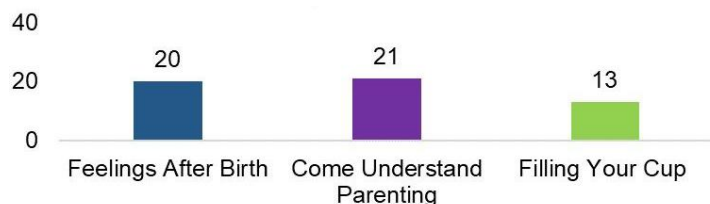


Figure 17 Number of In-Person Parent Support Program Participants in Q4 2020



54

A total of 54 adults participated in **in-person programming** during the pandemic, which was only permitted in Q4 of 2020.

EarlyON Transportation Van Program

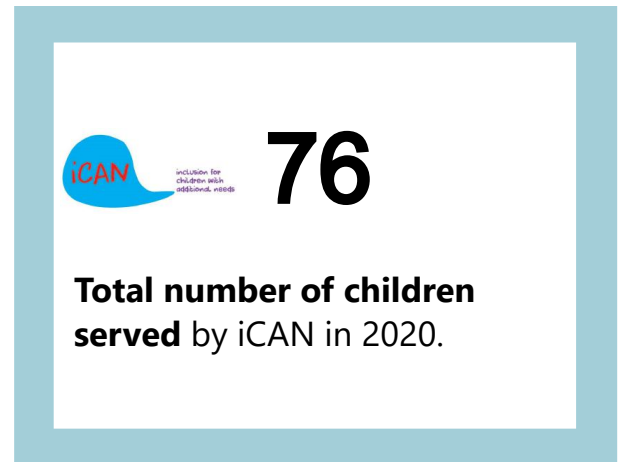
The EarlyON Transportation Van Program was greatly affected by COVID-19. From January to March, the program was available, as usual, for parents/caregivers, together with their children age 0-6, and women who are pregnant, looking to access EarlyON programs, medical/therapy appointments and/or select services within Dufferin County. Transportation is needed to and from a variety of agencies within the County, including all EarlyON Sites, Orangeville Food Bank, Dufferin Child and Family Services, Family Transition Place, child care agencies, library programs, parks, Art Therapy, medical appointments, and more. The program was closed for public use due to the pandemic. The Van was used for programming needs a few times since March. The EarlyON was still able to support the needs of families in a smaller capacity by offering Taxi Vouchers for needed transportation.

Special Needs Resourcing Programming

The year 2020 was the second full year of the iCAN program (Inclusion for Children with Additional Needs). This program is delivered by Dufferin Child and Family Services and provides special needs resourcing supports to children with special needs who are attending licensed child care programs.

Due to COVID-19 and the closure of licensed child care operators through the spring and into the summer, iCAN services were not provided in Q2 with the exception of Emergency Child Care supports. As centres gradually reopened, iCAN services were provided as needed, operating virtually only in Q3 and as a mix of virtual and in-person in Q4. A total of 76 children were served in 2020, as compared to 149 children in 2019.

As discussed on page 30, iCAN and the EarlyON formed a dynamic partnership in 2020. They developed a Program Statement detailing their joint commitment to strengthen services for families in Dufferin, supporting connections, opportunities, and an environment of inclusivity and belonging. This relationship will continue to grow moving forward.



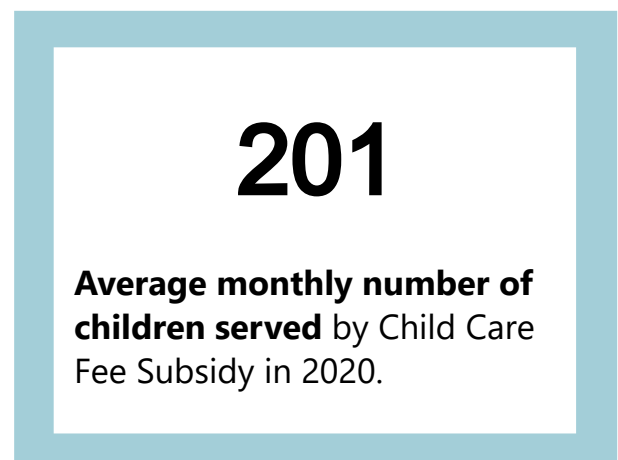
Average Monthly Number of Children Served 2020				
	Q1	Q2	Q3	Q4
Up to and including SK	39	0	41	36
School age	14	2	12	7
How service was provided	in person	virtual	virtual	virtual and in person

Figure 18 Average Monthly # of Children Receiving Special Needs Resourcing by Quarter 2020

Child Care Fee Subsidy

The Child Care Fee Subsidy program continued to support eligible families with their child care expenses. When the pandemic required staff to start working from home in March, the Child Care Fee Subsidy program pivoted from in-person client meetings to exclusively remote services (phone and email) through 2020. Clients liked doing their paperwork through email, with the flexibility to drop paperwork off at the office's front desk or drop box if needed.

While child care centres were closed, no children were served for Fee Subsidy. The average monthly number of children served in 2020 was 201.



Child Care Fee Subsidy (Cont.)

Due to an ongoing demand for Child Care Fee Subsidy, the waitlist for Subsidy (implemented in late 2019) continued to fluctuate with an overall increasing trend. Fortunately, it was possible to reduce the waitlist in the fall of 2020 and place 16 appreciative families (24 children) on Fee Subsidy supports. This was roughly 15 - 20% of the waitlist at the time.

The new Fee Subsidy tracking tool, developed in late 2019 and implemented in early 2020, greatly assisted in examining and reacting to Fee Subsidy spending trends.

In January 2020, the Fee Subsidy municipal daily maximum rates increased, based on an approved recommendation for implementation in January 2020, with additional small increases scheduled for January 2021 and January 2022. These new rates better align with market rates and benefit all Fee Subsidy families, in particular providing additional support to families needing it the most.

During the province wide child care closure, Emergency Child Care was provided at no cost to eligible frontline workers from April to June. Fee Subsidy staff were instrumental in communicating to the public about the program and setting up eligible clients. Emergency Child Care was fundamental in providing child care so that essential workers could continue to work. In December, planning took place to offer Emergency Child Care again in January 2021.

Quality Assurance/Raising the Bar

In 2020, Quality Assurance/Raising the Bar continued to support the learning of Early Years Professionals by broadening connections and offering new opportunities for interactions and relationships to grow through virtual platforms. Working with the County, these Early Learning Educators strive to build on this virtual structure in a way that continues to thrive and embody pedagogical values, with a continued focus on *How Does Learning Happen? Ontario's Pedagogy for the Early Years* and to support the well-being of community educators, children and families.

The Dufferin Child Care Supervisor network, Educators, and community partners came together virtually to engage in many dialogues to navigate, collaborate and support each other throughout the pandemic and within this ever-fast pace shifting climate in the child care sector. This included discussions around successes, opportunities and challenges ("rose/bud/thorn"). Development opportunities included:

- Reclaiming calm – understanding stress regulation, and our capacity to be calm
- Creating Spaces for Pandemic Pedagogical programming dialogue – A three-part series
- Managing change and supporting the well-being during COVID-19
- Rethinking responsive spaces in the time of COVID-19
- From teaching to thinking – A pedagogy for reimagining our work

Average Monthly Number of Children Receiving

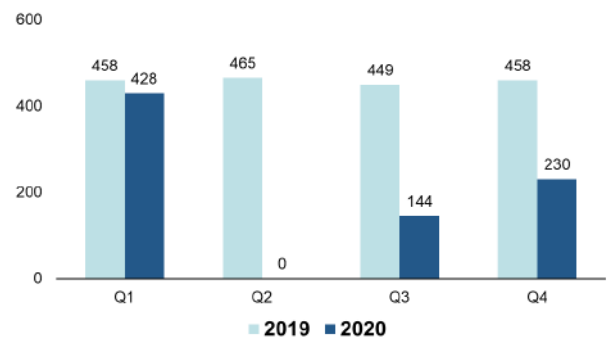


Figure 19 Average Monthly # of Children Receiving Fee Subsidy by Quarter 2020

Quality Assurance/Raising the Bar (Cont.)

The Provincial Centre of Excellence for Early Learning and Care, developed in 2017 and for which the County of Dufferin acted as a supporting partner, came to a close in the late part of March 2020. From this collective grew the Pedagogist Network of Ontario, which is composed of Early Childhood Educators, Early Childhood Scholars and researchers from across Canada. The Dufferin County Quality Assurance Coordinator continues to participate as an active member in and with the Pedagogist Network of Ontario.

Children's Services supported the initiative of a Natural Playground that was under construction throughout 2019/2020 and officially opened at Island Lake in October 2020. It features nature-inspired play opportunities to help build connections to the natural world and in the local environment.

The world-renowned Mehrit Centre consists of global leaders living and learning in Self-regulation. It supports leaders, professionals and practitioners in this work. Many children and educators are dealing with stress. Self-regulation provides a new understanding by detecting and reducing the stressors that contribute to, or exacerbate, mental health concerns. "Self reg" is for everyone, by "calming their survival brains" and promoting well-being for all. The challenges of the COVID-19 pandemic has placed new demands on the shoulders of the adults who are responsible for the care and education of children.

Dr. Susan Hopkins engaged Dufferin educators in "Caring for the Caregiver: Self Reg Strategies for Adult Resistance", an all-day event with a focus on adult well-being, offering practical self-reg strategies for building and maintaining the resilience of educators, parents, and all others who care for and work with children.

In 2017, Children's Services began to collaborate and participate in a research study with Angie Rosati, a professor of Early Childhood education and at that time a PhD student in Education at York University. Ms. Rosati continues to be connected to Dufferin; conducting research around the science of self-regulation in children, with an emphasis on the impact of the literature.

Reflection

I wanted an opportunity to thank you for book club! It is an intimate meeting of the minds that includes educators and directors reflecting pedagogical practices and building relationships with families. I really prefer this type of workshop as opposed to the typical format of key speaker and taking notes. I believe there is far more value and long-term benefits to being an active member of the group...I have also been greatly inspired...

- Dufferin County Early Childhood Educator



Natural Playground at Island Lake - open as of October, 2020

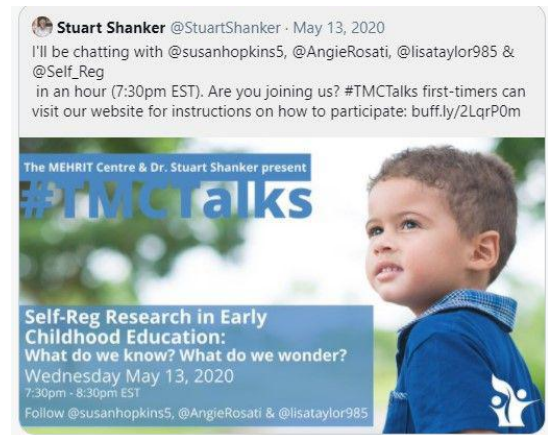


Quality Assurance/Raising the Bar (Cont.)

This research included the active participation with Dufferin County educators. Dufferin was proud to have the opportunity to share this research and the results on a global social media platform in 2020. Educators worldwide joined in a Twitter chat hosted by the Mehrit Centre, hosted by Dr. Susan Hopkins, Dr. Angie Rosati, and Lisa Taylor, Dufferin County Quality Assurance Coordinator. The broadcast reached trending level status, a testament to the important work with which the County is engaging.

Across Dufferin County, Educators have been experiencing different stresses and intensities, different complexities and uncertainties that come with a pandemic. Now, more than ever, it's important to understand that stress plays a role in well-being. Dufferin County Educators, alongside Dr. Angie Rosati, gathered to rethink the concept of stress and examined the ways that it impacts children, families and educators.

Quality Assurance/Raising the Bar continues to support Dufferin Early Learning Educators by inviting landscapes of learning possibilities, innovation and desires for the future.



Community Coalition Support

Dufferin Coalition for Kids (DuCK)

Dufferin Coalition for Kids (DuCK), the children's planning table for Dufferin, advocates, plans and promotes services to help Dufferin children aged 0-18 achieve success. Made up of over 19 organizations in Dufferin that provide services for children and their families, it receives leadership and support from Children's Services.

The two evidence-informed action groups of DuCK - Mental Health, Substance Use and Addiction Prevention (MHSMAP) and Parental Support and Developmental Awareness (PSDA) - achieved their most recent objectives in 2019. DuCK was preparing to begin a renewed Evidence Informed Planning (EIP) process cycle (planning and integration of services based on local research and evidence) before COVID-19 emerged. The Evidence-Informed Planning Coordinator for DuCK, who leads and coordinates the EIP groups, was deployed back to Public Health for the time being, leaving a gap in the ability to effectively work on the EIP plan.

At around this same time (December 2019), Ontario Health approved the Hills of Headwaters Collaborative as an Ontario Health Team (OHT). The purpose of the OHTs is to reduce systemic gaps and increase synergy between providers in the health care system. Both DCAFS and the County of Dufferin have been involved in the development of local OHT priorities, some of which are closely aligned with the work DuCK has been doing. The mental health and addictions priority includes a committee that is focused on children, youth, and family, with essentially the same focus and membership as MHSMAP.

Community Coalition Support (Cont.)

Dufferin Coalition for Kids (DuCK) (Cont.)

The province is also in the early stages of redesigning child welfare to focus on prevention, which will impact on multiple sectors. It is expected that the OHT work will impact the direction going forward for DuCK.

As a result of the need to postpone the EIP process and the development of the OHT, DuCK experienced a temporary hiatus in its meetings through 2020. DuCK will re-evaluate its priorities to decide on its direction to pick up in 2021 and going forward, once the Evidence Informed Planning work can continue.

Wellington-Dufferin-Guelph Coalition for Report Cards on the Well-Being of Children

The Wellington-Dufferin-Guelph Coalition for Report Cards on the Well-Being of Children ("Report Card Coalition") produces and shares data and information on key aspects of the well-being of children aged 0-18 through an interactive, web-based platform. Children's Services plays a key role representing Dufferin County in performing this work.

Due to a shift in responsibilities, Public Health decided to remove the Report Card Coordinator and other Public Health members from the Coalition on a permanent basis, shortly before the pandemic was announced. This resulted in a discontinuation of Coalition leadership, as well as Public Health support, leaving the Coalition to rethink how to move forward. The Coalition will reassess what this looks like moving forward in 2021 and determine how best to continue important aspects of the Coalition's work.

Data Analysis & Research

Children's Services and Early Years data analysis and research is supported by the Data Analysis Coordinator (DAC), in addition to providing supports to licensed child care providers, community Coalitions dedicated to children, special needs resourcing, and other agencies that work with children.

In 2020, the DAC focused on support of the Dufferin licensed child care sector in helping to navigate through the new funding programs provided through the pandemic. The DAC was instrumental in planning, calculating and administering the new types of Provincial and Federal funding provided to the County to support the licensed child care sector through the mandated closure of the centres and beyond in 2020. This funding was administered in addition to Wage Enhancement funding, the General Operating Grant, and other annual funding routinely administered annually to the child care providers (see page 26).

In 2020, the DAC also provided ongoing data collection, reporting and analysis. The DAC acts as the overall lead to gather data and compile information for Children's Services reports for Council and the Ministry. In 2020, this included evaluation and implementation of data reporting changes due to a change to delivery of services and new ways of working as a result of the pandemic; for example, new social media and online programming data metrics for EarlyON.

Moving Forward and 2021 Opportunities

The Early Years sector dealt with significant impacts due to the emergence of the COVID-19 pandemic in 2020. Challenges are still being experienced and felt in 2021, including closed EarlyON sites and financial hardships faced by the licensed child care operators. However, resulting changes to “normal” ways of working have also created innovative and exciting new opportunities that will allow Children’s Services to reflect on key learnings and how they can be applied to the delivery of services moving forward.

The Ministry of Education continues to recognize the essential role of the Consolidated Municipal Service Manager as the local service system manager. As such, Children’s Services will continue to address the goals of Ontario’s Renewed Early Years and Child Care Policy Framework through its implementation of the Child Care and Early Years Service System Plan for 2020-2023. In 2021, work will continue on a review of EarlyON services as impacted by the pandemic. The evaluation of quality and inclusion services will also remain areas of focus, including exploration of new opportunities for iCAN.

Licensed Child Care Support

Children’s Services will continue to support licensed child care operators in 2021 through the distribution of Ministry funding, including pandemic Provincial Re-Investment funding, General Operating Grants, etc. In 2021, policies, practices and formulas will be reviewed with the intent of updating and optimizing the use and reconciliation of regular funding types provided.

Going forward into 2021, some additional limited pandemic related funding has been flowed to the County to distribute to the child care operators to be spent from January – March 2021, specific to the same eligible uses as for the Federal Safe Restart Funding. This Provincial “Re-Investment” funding will be a welcome supplement in 2021, as child care operators continue to struggle financially. In addition, the regular funding types will continue to flow in 2021.

Despite the hardships that are continuing to be experienced by the licensed child care operators, they are deeply committed to the need for measures to keep staff and families safe, and have remained cautiously optimistic as the pandemic continues to run its course.

Dufferin EarlyON Child and Family Centres

Dufferin EarlyON Child and Family Centre enthusiastically looks forward to welcoming back families once able to reopen its sites for in-person visits and programming, while continuing to provide and expand upon virtual programming, social media, and new and exciting opportunities for outdoor experiences. An EarlyON review is in progress in 2021, which started with surveys being conducted with parents/families/caregivers and child care providers/EarlyON staff/iCAN staff, in order to evaluate and enhance programs/services to best meet the needs of families and agency partners.

Looking forward to 2021, Dufferin EarlyON will continue on its path of reimagining, pivoting, and building community connections and stronger relationships with families in the community. Outreach will expand in 2021 with emphasis in the following areas: low income, rural, new families, pre-natal and young parents. Building capacity within the EarlyON team will also continue around the following areas: connections, relationships, collection of stories, being in question and open to multiple perspectives. Programs will focus on partnering with departments within the County, for example the Museum of Dufferin.

Moving Forward and 2021 Opportunities (Cont.)

Dufferin EarlyON Child and Family Centres (Cont.)

Communication will be ongoing with families through social media, and expanding EarlyON's presence on Instagram and other social media platforms to reach a wider geographical population. Team members have learned many lessons and adapted new ways of being, which they will take through 2021 and beyond.

Quality Assurance/Raising the Bar

Quality Assurance/Raising the Bar continues to bring the child care operators together to share information and promote and support early childhood educators in their continuous commitment to excellence in early learning and child care programs. The year 2021 will continue the journey of reimagining and recreating possibilities of evaluation and quality in the child care/early learning sector in Dufferin County, with a renewed focus on virtual opportunities. The year will also bring a journey of re-conceptualizing and opening alternative spaces of possibility in learning and experiences in relation to pedagogy.

Community Coalition Support and Data Analysis & Research

Dufferin Coalition for Kids and the Wellington-Dufferin-Guelph Coalition for Report Cards on the Well Being of Children will be provided with direction from Children's Services as they undergo a review and re-evaluation of their format, goals and priorities in 2021, with the aim of optimizing and refocusing the Coalitions' work.

A key Early Years research and data analysis deliverable is the implementation, analysis and knowledge mobilization of the Early Development Instrument (EDI) for Dufferin. The 2021 cycle of the EDI, a comprehensive questionnaire completed every three years by Senior Kindergarten (SK) teachers across Ontario to measure the developmental health and readiness of SK students for school, has been postponed due to the pandemic. It is anticipated that this important tool will be rescheduled for 2022. In 2021, the DAC will continue to focus on funding supports for the child care providers and will look forward to supporting developments in the children's Coalitions and opportunities for data reporting.

REPORT TO COMMITTEE

To: Chair Ryan and Members of the Health and Human Services Committee

From: Anna McGregor, Director of Community Services

Meeting Date: April 22, 2021

Subject: **Community Safety and Well-Being Plan Update 3**

In Support of Strategic Plan Priorities and Objectives:

Good Governance - ensure transparency, clear communication, prudent financial management

Inclusive and Supportive Community – support efforts to address current and future needs for a livable community

Purpose

The purpose of this report is to submit for approval, Dufferin's first Community Safety and Well-Being Plan.

Background and Discussion

The Provincial Government enacted legislation through the Comprehensive Ontario Police Services Act, 2019, requiring municipal governments to adopt Community Safety and Well-Being (CSWB) plans. The legislation stated that every municipal council was required to develop and adopt these plans by working in partnership with a multi-sectoral advisory committee, effective January 1, 2019 and to be completed by January 1, 2021.

The County of Dufferin was recognised as the lead for the coordination and development of the Dufferin CSWB Plan, as detailed in report CS 2019-08-22 Community Safety and Well-Being Plan. The County engaged Wellington-Dufferin-Guelph Public Health Unit to be the consultant to complete the Dufferin CSWB Plan.

Details can be found in report CS 2019-11-28 Single Source Consultant – Community Safety and Well-Being Plan. Work began in January 2020.

On April 14, 2020, the Provincial government passed the Coronavirus (COVID-19) Support and Protection Act, 2020. This amended the Comprehensive Ontario Police Services Act, to allow the Solicitor General to prescribe a new deadline for the completion and adoption of CSWB plans after January 1, 2021. At that time no new deadline was established.

After Public Health realigned their resources to deal with the pandemic, there was a change of consultant in September 2020. Details can be found in report CS 2020-09-24 Community Safety and Well-Being Plan Update.

The Provincial government recognized the pandemic had created unprecedented challenges for communities across Ontario and on December 24, 2020 the Provincial government advised municipalities a new deadline of July 1, 2021, as detailed in report HHS 2021-01-28 Community Safety and Well-Being Plan Update 2.

Creating the Plan

Despite the unforeseen challenges the pandemic created, Dufferin continued to move forward with work on the plan. The Advisory Committee met several times, with ongoing support from the consultant, Jennifer Kirkham.

The Advisory Committee reviewed survey data gathered from the general public and local community partners, reviewed, local demographic and service data, and then built the physical plan which identifies strategic partners for implementation of the plan. Dufferin has been able to build upon many existing partnerships and collaborations. Many of the strategic partner agencies are already part of the Advisory Committee.

The first Dufferin County Community Safety and Well-Being Plan (2021-2024) is attached for review.

Plan Submission

Before the plan is submitted and made available to the local community, it requires approval from County Council and the lower tiers. The County helped to facilitate and lead the creation of the plan and as such, is the first step in that approval process.

Once approval at the County level has been received, the plan would follow each of the lower tier's approval processes.

At this time there is no formal process for submitting completed plans to the Province. Municipalities are required to make their plans available to their community within 30 days of approval.

The County of Dufferin have an existing area of the County web site dedicated to the work of the CSWB Plan and can post the approved plan there, to ensure it is available to the wider community. Copies of the plan will also be made available in paper and accessible formats, as required. In addition to making the plan available to the community, upon approval from each of the member municipalities, the County will send a copy to the office of the Ministry of the Solicitor General.

Moving Forward

Once the plan has been approved, the existing Advisory Committee will, (as noted in the plan on page 11), convert into a new Integration Table, to ensure the priority areas identified in the plan are addressed. County staff will facilitate that work, creating a meeting timetable and plan for next steps.

In addition to the ongoing engagement and input from the Lead Tables, which include the County of Dufferin Diversity, Equity and Inclusion Community Advisory Committee, the Integration Table will look to increase their membership, ensuring the necessary expertise is present within the group to tackle emerging areas of work.

As noted on pages 8 and 17 of the plan, "Join In Dufferin" will be utilised to assist with ongoing engagement activities.

Financial, Staffing, Legal, or IT Considerations

The initial costs for the development of a County wide CSWB came from the Rate Stabilization Reserve from the 2020 budget year. However, there have been no funding announcements to support the implementation of the plans, the review of the plans or the creation of updated plans.

At this time, many of the areas of work identified in the plan for implementation will be addressed by existing committees and planning tables.

More resources will be needed to conduct annual reviews of the plan and to make available the information from that work. Those resources currently do not exist within the Community Services Department. Additional funding will be required in order to retain consultancy services, to assist with that work.

Recommendation

THAT the report of the Director, Community Services dated April 22, 2021, titled Community Safety and Well-Being Plan Update 3, be received;

AND THAT Council approve the Community Safety and Well-Being Plan;

AND THAT staff be directed to forward the approved Plan to each lower tier municipalities for their review and approval;

AND THAT Council approve up to \$15,000 to be set aside from the Rate Stabilization Reserve, in 2021, to assist with ongoing administration costs for the review and updates to the plan.

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Attachment – Dufferin County Community Safety and Well-Being Plan (2021 – 2024)



Dufferin County

Community Safety and Well-Being Plan (2021 - 2024)

April 2021

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- 03** The Dufferin Context
- 04** Community Safety and Well-Being Planning In Ontario: An Overview
- 04** The Ontario Framework
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- 18** Acknowledgements

A message from

On behalf of the County of Dufferin, I am pleased to present Dufferin's Community Safety and Well-Being (CSWB) Plan. This plan is about more than preventing crime in our community, it is about ensuring that Dufferin residents are safe, healthy, have access to services and have a sense of belonging both today and tomorrow.

No one municipality, organization, board or business can provide a safe and healthy community on its own. The CSWB Plan is an opportunity to highlight what Dufferin does best, collaboration. Many in our community are already doing the important work of contributing to Dufferin County's well-being and safety and improving the quality of life for its residents.

This CSWB Plan is evidence-based and highlights some of the work already in process in our community. It also pushes us to do more. I applaud the work of the many community partners across Dufferin County who came together to develop this Plan, while adapting and changing their approaches, as a result of the COVID pandemic.

I would like to thank all partners involved now and in the future. As always, the County is looking forward to working collaboratively, alongside the community to accomplish the goals outlined in this Plan and to make Dufferin County the best place to live.

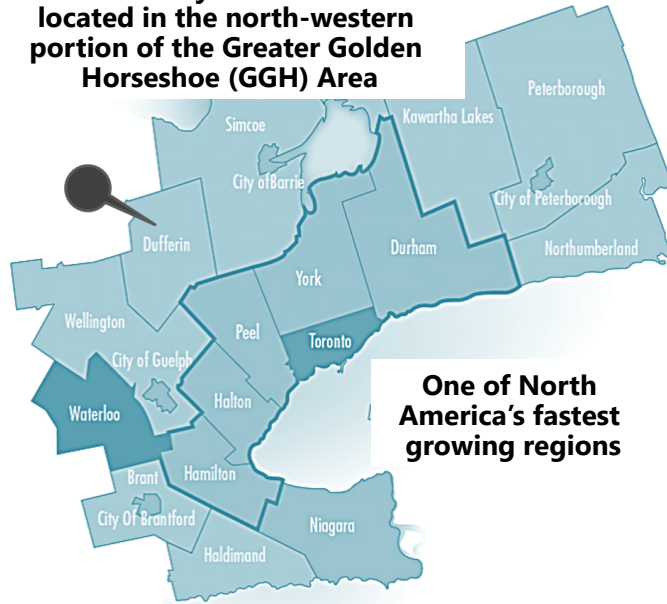
Darren White

Warden
County of Dufferin



The Dufferin Context

The County of Dufferin is located in the north-western portion of the Greater Golden Horseshoe (GGH) Area



One of North America's fastest growing regions

Made up of **1,486** square kilometers and **8** towns and townships:

- Amaranth
- East Garafraxa
- Grand Valley
- Melancthon
- Mono
- Mulmur
- Orangeville
- Shelburne



41

Median age of the population in Dufferin County

65% of the population reside in the three main urban centres



Dufferin is predicted to have **85,000** residents by 2041

Dufferin County's population as of 2016
61,735

Grand Valley
8%
population change from 2011 - 2016

Orangeville
3%
population change from 2011 - 2016

Shelburne
39%
population change from 2011 - 2016

73% population (15+) who travel outside of their municipality for work



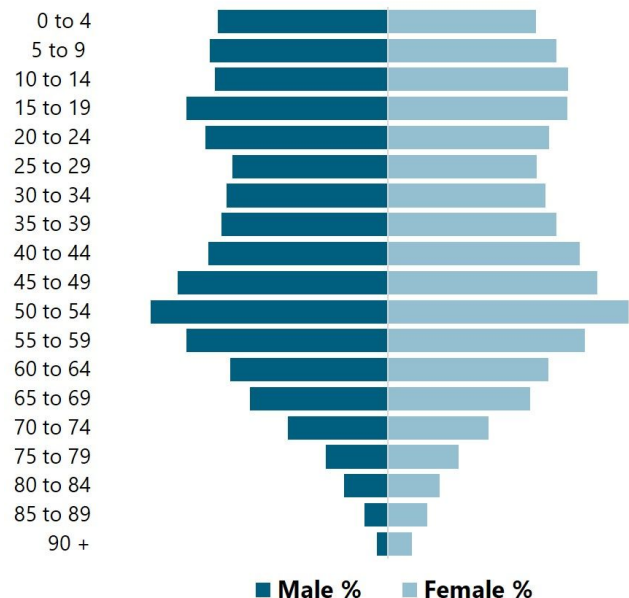
11% of children age 5 and younger live in low income households



8% of the population belong to a visible minority group



Dufferin County
Population Pyramid (2016)



Source: Statistics Canada, 2016 Census of Population.

Community Safety and Well-Being

In 2009, the work of community safety and well-being planning began in Ontario with a partnership between the Ministry of the Solicitor General and the Ontario Association of Chiefs of Police. Community safety and well-being is broader than the traditional definition of safety (i.e. crime) and moves the focus to also include social determinants of health, such as a sense of belonging, opportunities to participate, education, health care, food, housing, income, and social and cultural expression.

The *Comprehensive Ontario Police Services Act, 2019* mandates every municipal council to prepare and adopt a Community Safety and Well-Being (CSWB) Plan. Under the legislation, municipalities have the discretion and flexibility to develop joint plans with surrounding municipalities. The municipalities in Dufferin are working collaboratively to develop a shared Community Safety and Well-Being Plan for all of Dufferin County.

As part of the legislation, the Province has mandated a number of requirements. Municipalities must:

- Prepare and adopt a Community Safety and Well-Being Plan
- Work in partnership with a multisectoral advisory committee comprised of representation from the police service board and other local service providers in health/mental health, education, community/social services and children/youth services
- Conduct consultations with the advisory committee and members of the public

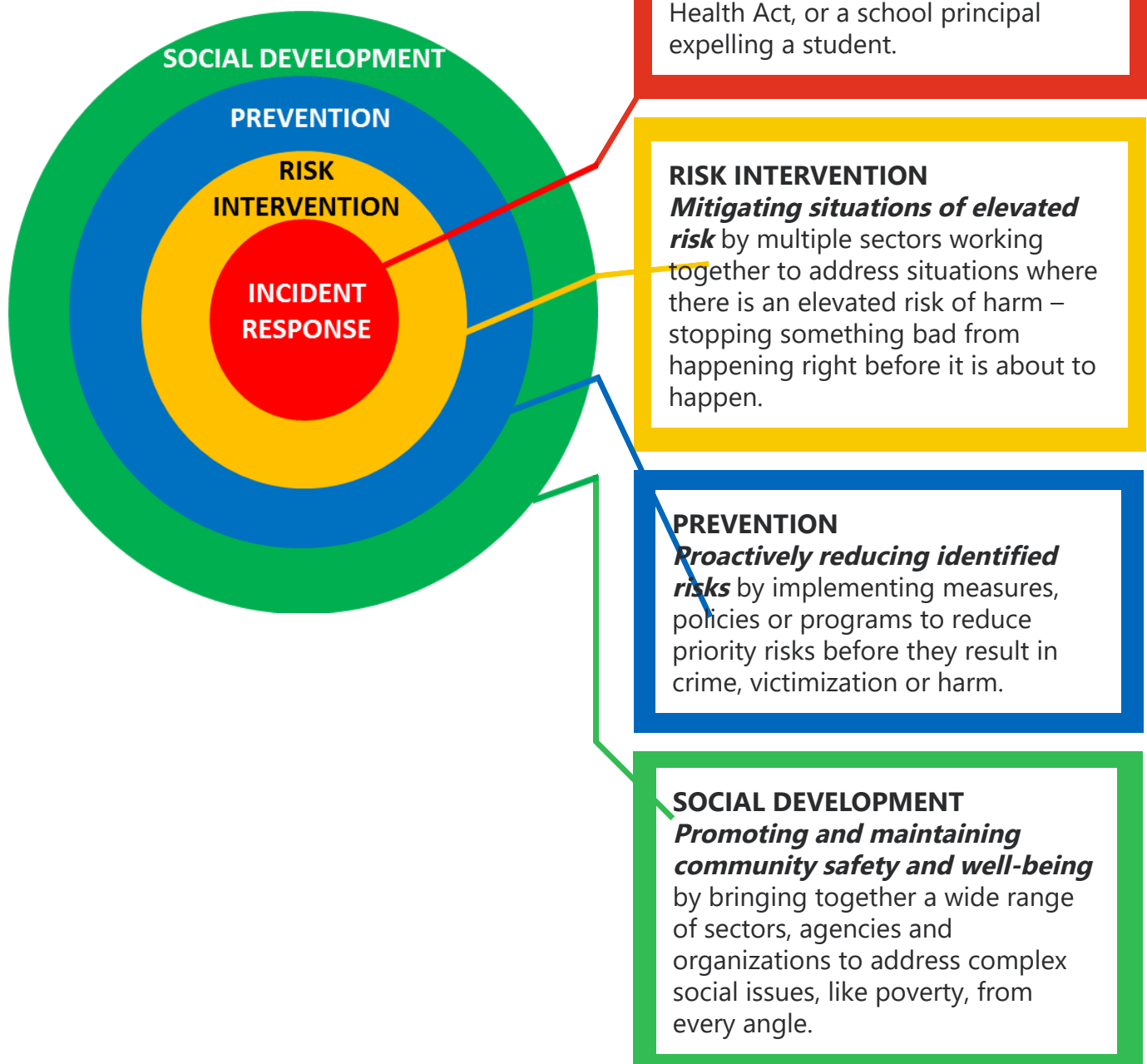
The Ontario Framework

The Ontario Community Safety and Well-Being Planning framework operated as a guide in developing the Dufferin County Community Safety and Well-Being Plan. This framework focuses on collaboration, information sharing and performance measurement, and identifies four areas in which communities can be made safer and healthier:

1. Social Development
2. Prevention
3. Risk Intervention
4. Incident Response

The individuals involved in the Dufferin community safety and well-being planning process considered each of these four areas in terms of the data that was collected and the identification of the areas of focus for the plan.

The Ontario Framework (cont.)



The Ontario Framework (cont.)

The Provincial planning framework for Community Safety and Well-Being Plans highlights a number of critical success factors of community safety and well-being planning. These include

- **Strength-Based** – recognize the work that’s already being done in the community and collaborating to do more and leverage local expertise
- **Risk-Focused** – focus on the risk, preventing something bad from happening rather than trying to fix it after the fact
- **Awareness and Understanding** – everyone understands their role in making the community a safe and healthy place to live
- **Highest Level Commitment** – to be successful, this initiative requires dedication and input from a wide range of sectors, agencies, organizations and groups
- **Effective Partnerships** – due to the complex nature of community safety and well-being, no single individual, agency or organization can fully own the planning process
- **Evidence and Evaluation** – part of the planning process must involve gathering information and evidence to provide a clear picture of what is happening in the community
- **Cultural Responsiveness** – being open to and respectful of cultural difference

Our approach to developing the Dufferin Community Safety and Well-Being Plan and the resulting four year plan is aligned with these critical success factors.

Our Approach to Community Safety and Well-Being

An Advisory Committee was established to guide the development of Dufferin’s Community Safety and Well-Being (CSWB) Plan. This committee was comprised of a broad cross-section of organizations, with representatives from the following groups:

- | | |
|---|---|
| • Alzheimer Society of Dufferin County | • Dufferin Child and Family Services (DCAFS) |
| • Caledon\Dufferin Victim Services | • Dufferin Community Foundation |
| • Canadian Mental Health Association Peel Dufferin (CMHA) | • Dufferin OPP |
| • Community Living Dufferin | • Dufferin Situation Table |
| • The County of Dufferin- Community Services Department | • Family Transition Place |
| • The County of Dufferin - Paramedic Services | • Headwaters Communities in Action (HCIA) |
| • DC MOVES ¹ /DCEC ² | • Services and Housing In the Province (SHIP) |
| • Dufferin Area Family Health Team | • White Owl Native Ancestry Association |

With the onset and resulting impact of the COVID-19 pandemic, the Advisory Committee made the decision to continue with this extremely important work, and the development of the Dufferin Community Safety and Well-Being Plan moved to an online process.

¹ DC MOVES - Dufferin County – Managing Organizing Validating Engagement Strategy

² DCEC - Dufferin County Equity Collaborative

Our Approach (cont.)

The Advisory Committee met over the course of 2020 and early 2021 to facilitate three phases of the community safety and well-being planning process. These phases included:



PHASE 1 - DATA AND ASSET MAPPING

The first phase of the community safety and well-being planning process focused on collecting local data and information about the communities in Dufferin and the organizations that serve them. This is a key component in the creation of the Community Safety and Well-Being Plan as it provides a snapshot, that is based on the data, about what is happening in the areas of health, well-being and safety in Dufferin.

Organizational Consultation

In July and August of 2020, the Advisory Committee began the asset mapping process by conducting 20 interviews with community organizations. The purpose of the interviews was to:

- Build an inventory of services or initiatives that the organization delivers that fall into the four categories of community safety and well-being
- Identify key health and/or safety issues
- Identify any populations in Dufferin County that are particularly at risk of negative health or safety outcomes
- Identify the impact of COVID-19 on the community and vulnerable populations
- Identify any services/initiatives that should be made available in Dufferin County to address vulnerabilities

This asset mapping process allowed the Advisory Committee to identify current priorities and work being done in the community and to identify opportunities for future work.

Inventory of Dufferin Planning Tables

An inventory of existing planning tables in Dufferin was also conducted. A total of 33 planning tables were identified. This inventory highlighted:

- The purpose of the planning table
- A high level description of the organizations that participate on the planning table
- A list of the strategies, projects or other current work of the planning table, including any research/reports conducted by the planning table

Our Approach (cont.)

PHASE 1 - DATA AND ASSET MAPPING (CONT.)

This inventory helped to ensure the Community Safety and Well-Being Plan did not duplicate existing work and, instead, leveraged the current planning tables in Dufferin and the work that they are doing.

Local Data

A key aspect in the development of the Dufferin Community Safety and Well-Being Plan is making sure the plan is evidence-informed. To ensure this, local data was collected to validate resident perceptions, to support ongoing discussions related to safety and well-being, and to create a foundation from which the Advisory Committee is able to monitor and evaluate the Community Safety and Well-Being Plan work as it moves into implementation.

PHASE 2 - COMMUNITY ENGAGEMENT

The second phase of the community safety and well-being planning process focused on community engagement. Throughout this phase we engaged with residents and community organizations in Dufferin to collect information about their perceptions of community safety and well-being. This is a key component in the creation of the Community Safety and Well-Being Plan as it reveals how residents feel about the communities in which they live.

Community Consultation

To share information about the development of the Dufferin Community Safety and Well-Being Plan a website was created, <https://joinindufferin.com/cswbp-consultation>. This website was developed in order to share information about the community safety and well-being planning process with residents, and to ensure residents were given the opportunity to participate in the plan's creation.

Residents were asked to provide input into the Community Safety and Well-Being Plan through the use of a survey. Both online and hard copy surveys were made available. The survey was open from November 9 to December 21, 2020. A total of 471 responses were received from residents across Dufferin's geographic areas.

The survey focused on perceptions of community safety and well-being and priorities to include in the Dufferin plan.



We want to hear from you!

Dufferin's
COMMUNITY SAFETY & WELL-BEING SURVEY

COMPLETE THE SURVEY FOR A CHANCE TO WIN 1 OF 10 \$25 PRESIDENT'S CHOICE GIFT CARDS

SCAN THE CODE OR VISIT
<https://www.surveymonkey.com/r/DufferinCSWB>



Our Approach (cont.)

PHASE 2 - COMMUNITY ENGAGEMENT (cont.)

In addition to the online survey, an engagement session was held with youth in Shelburne. The purpose of the engagement session was to learn from youth living in Dufferin about their experiences and perceived risks to health and safety. Five youth participated in this engagement session.

Community Organization Consultation

In October of 2020, community organizations were invited to participate in an online survey. This survey asked community organizations to identify service statistics they collect that can inform the development of the Community Safety and Well-Being Plan, local research that has been conducted that can inform the development of the Community Safety and Well-Being Plan, and priorities they would like to see reflected in the Community Safety and Well-Being Plan. Twenty organizations representing ten different sectors responded to the online survey. The sectors that responded to the survey include:

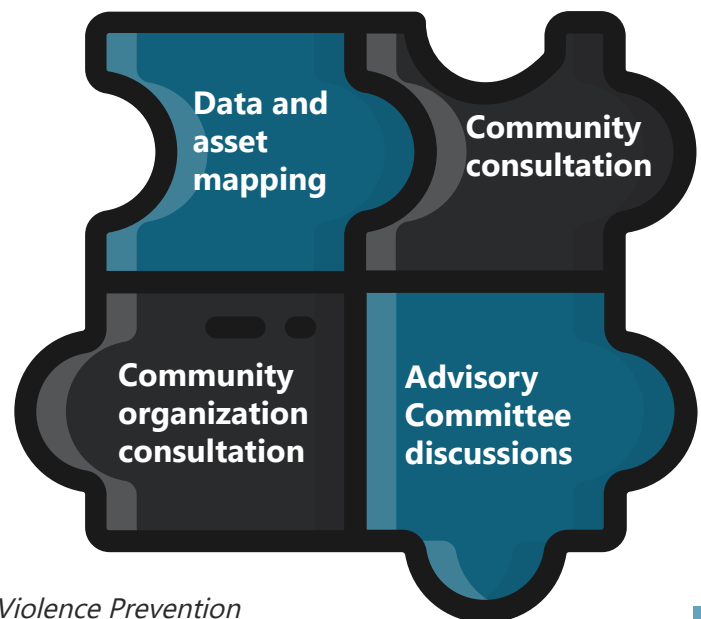
- Community Associations
- Food Security
- Government
- Health
- Housing and Homelessness
- Persons with Disabilities
- Protective Services
- Seniors
- Violence against Women
- Youth

PHASE 3 - SENSEMAKING AND PLAN DEVELOPMENT

During phase three of the community safety and well-being process, the Advisory Committee reviewed all of the data and information that had been collected over the planning process and identified areas of focus for the Dufferin Community Safety and Well-Being Plan.

All of the pieces of the collected information were reviewed and five areas of focus were identified for the Dufferin Community Safety and Well-Being Plan:

1. Mental Health and Well-Being
2. Housing and Homelessness
3. Substance Use and Addiction
4. Discrimination, Marginalization and Racism
5. Community Safety and Violence* Prevention



* Gender-based Violence and Family and Domestic Violence Prevention

Priority Area Summary

Mental Health and Well-Being

Housing and Homelessness

Substance Use and Addiction

**Discrimination, Marginalization
and Racism**

**Community Safety and Violence*
Prevention**

* Gender-based Violence and Family and Domestic Violence Prevention

Dufferin's Community Safety and

Dufferin's initial Community Safety and Well-Being Plan is a four year plan which will be reviewed annually. There are many elements which create safety and well-being in a community. To ensure this plan is achievable and strategic in focus, the Advisory Committee used local data and information from the organization and community consultation process to identify five priority areas for this first plan.

The following five priority areas of focus have been identified for action in Dufferin's Community Safety and Well-Being Plan:

1. Mental Health and Well-Being
2. Housing and Homelessness
3. Substance Use and Addiction
4. Discrimination, Marginalization and Racism
5. Community Safety and Violence* Prevention

A structure has been established to lead the implementation of strategies and actions in each of these five areas. This structure will leverage the use of existing planning tables in Dufferin County and ensure that there is an integrated response which leverages resources and recognizes the inter-relationships amongst these five priority areas.

A Lead Table has been identified for each of the priority areas. The existing Community Safety and Well-Being Advisory Committee will convert into a new Integration Table, which will ensure a proactive, balanced and collaborative response across these five priority areas.



* Gender-based Violence and Family and Domestic Violence Prevention

Mental Health and

83%

of individuals reported their overall mental health is good, very good or excellent (2020)

Who will lead this priority area?

The Lead Table is the Hills of Headwaters Ontario Health Team Mental Health and Addictions Work Group.

What did we hear about mental health and well-being?

- Decrease in Dufferin residents reporting a strong or somewhat strong sense of belonging to their community
- Increase in students who report low levels of self-esteem
- Increase in suicide, self-harm, and self-injury rates among students
- Lack of access to mental health care, services and supports
- Lack of awareness of available resources
- Low community awareness of mental health and well-being
- Need for further collaboration/integration amongst community supports
- Stigma about mental health - there is the potential of knowing the person providing services as Dufferin is a small community
- Social isolation is an issue for some people

What will be the focus in this area?

1. Expand access to mental health services and supports
2. Improve care

How will we know if our work has made a difference?

Outcomes/Results of the work	Performance Measures
<ul style="list-style-type: none">• Enhanced overall mental health	<ul style="list-style-type: none">• % of individuals reporting their overall mental health is good, very good or excellent• Total # of calls to EMS for behaviour/psychiatric reasons• % of students who report thoughts of suicide by geography and grade
<ul style="list-style-type: none">• Increased sense of belonging	<ul style="list-style-type: none">• % of individuals describing their feeling of belonging to their local community as strong or very strong
<ul style="list-style-type: none">• Decreased levels of stress	<ul style="list-style-type: none">• % of individuals reporting high and overwhelming levels of stress
<ul style="list-style-type: none">• Decreased numbers of mental health emergency department visits	<ul style="list-style-type: none">• Number of mental health emergency department visits

Housing and

48%

of individuals agreeing or strongly agreeing they have access to affordable housing options (2020)

Who will lead this priority area?

The Lead Table is the Dufferin County Equity Collaborative (DCEC) Housing & Homelessness Pillar.

What did we hear about housing and homelessness?

- The most pressing housing issue is a lack of affordable housing
- There is an issue with a lack of availability of rental housing
- 45% of tenant households spend more than 30% or more of their income on shelter costs
- 21% of owner households spend 30% or more of their income on shelter costs
- Groups that have a particularly hard time finding affordable/adequate housing are youth, seniors, and single parents
- 44 individuals were counted as experiencing homelessness (2018)
- There is also invisible or hidden homelessness in Dufferin

How will we know if our work has made a difference?

1. Address housing affordability, availability and equity
2. Prevent housing instability and homelessness
3. Maintain, and where possible, improve housing
4. Meet a range of complex community needs

What will be the focus in this area?

Outcomes/Results of the work	Performance Measures
<ul style="list-style-type: none">• Increased access to affordable housing	<ul style="list-style-type: none">• % of individuals agreeing or strongly agreeing they have access to affordable housing options• % of households in Core Housing Need• % of households spending 30% or more of income on shelter costs• % of renter households that can afford the average apartment rent in Dufferin• Average market rent and average resale price of home• % of households that can afford the average resale home price in Dufferin• # of households applying each year for community housing
<ul style="list-style-type: none">• Decreased number of homeless individuals	<ul style="list-style-type: none">• # of homeless individuals
<ul style="list-style-type: none">• Decreased number of individuals returning to homelessness	<ul style="list-style-type: none">• Homelessness recidivism rate

Substance Use and

50%

the Impaired/Exceed charge type increased 50%, from 2015 (56) to 2019 (84)

Who will lead this priority area?

The Lead Table is the Dufferin Caledon Drug Strategy Committee (Ontario Health Team Addictions Work Group).

What did we hear about substance use and addiction?

- Increase in youth who report prescription drug use without a prescription
- Heavy drinking is an issue with youth
- Increase in impaired/exceed charge type
- Increase in number of EMS calls regarding alcohol intoxication
- Increase in number of EMS calls regarding drug/alcohol overdose
- Increase in number of calls regarding opioid overdose
- Lack of awareness of community resources

What will be the focus in this area?

1. Reduce the harms related to substance use and/or addictive behaviours
2. Expand access to substance use and addiction services and supports
3. Improve care

What will be the focus in this area?

Outcomes/Results of the work	Performance Measures
<ul style="list-style-type: none">• Reduced harm related to substance use and/or addictive behaviours	<ul style="list-style-type: none">• # of ED visits related to opioid use• # of EMS calls related to substance use and addictions• # of overdoses• OPP top five charges data and impaired driving offences• # of individuals newly dispensed an opioid for pain (Rate per 1,000)• # of Dufferin County Opioid-related deaths (other substance(s) may also be involved)• % of Dufferin youth who report prescription drug use without a prescription in the last year• % of individuals who report heavy drinking

Discrimination,

16%

of individuals (in 2020) felt uncomfortable in their community because of their physical appearance, mental health or other health condition

Who will lead this priority area?

The Lead Table is the County of Dufferin Diversity, Equity and Inclusion Community Advisory Committee.

What did we hear about discrimination, marginalization and racism?

- Some individuals (11%) feel uncomfortable in their neighbourhood due to their ethnicity, culture, race, skin colour, language, accent, gender, sexual orientation or religion
- Some individuals (16%) feel uncomfortable in their community because of their physical appearance, mental health or other health condition

What will be the focus in this area?

The County of Dufferin Diversity, Equity and Inclusion Community Advisory Committee is a newly formed committee and has not yet established a work plan. In addition, Shelburne has an Anti-Black Racism, Anti-Racism and Discrimination Task Force. We will work with these new tables to determine community goals and strategies.

How will we know if our work has made a difference?

Outcomes/Results of the work	Performance Measures
<ul style="list-style-type: none">• A more inclusive community	<ul style="list-style-type: none">• % of individuals reporting they feel uncomfortable or out of place in their neighbourhood because of their ethnicity, culture, race, skin colour, language, accent, gender, sexual orientation or religion• % of individuals reporting they feel uncomfortable or out of place in their community because of their physical appearance, mental health or other health conditions
<ul style="list-style-type: none">• Increased sense of belonging	<ul style="list-style-type: none">• % of individuals describing their feeling of belonging to their local community as strong or very strong
<ul style="list-style-type: none">• Increased, equitable access to health care for all	<ul style="list-style-type: none">• To be determined
<ul style="list-style-type: none">• Increased awareness about discrimination, racism and marginalization	<ul style="list-style-type: none">• # of workplaces with internal anti-racism, anti-discrimination policies, plans, etc.

Community Safety and

82%

of residents are satisfied or very satisfied with their personal safety in their community (2020)

Who will lead this priority area?

The Lead Table will be a newly established table, comprised of representatives from a cross-section of agencies and organizations.

What did we hear about community safety and violence prevention?

- Dufferin residents feel less safe in the areas of distracted driving, driving under the influence, aggressive driving and speeding, walking alone on trails and on unpaved sideroads
- More than 50% of residents feel that crime has increased in their community over the last three years
- More than 50% of residents feel that Dufferin has lower rates of crime than other communities in Ontario

What will be the focus in this area?

This priority area will focus on crime, mobility safety, and the prevention of domestic and family violence. The new Lead Table will determine community goals and strategies.

How will we know if our work has made a difference?

Outcomes/Results of the work	Performance Measures
<ul style="list-style-type: none">• Increased feelings of personal safety	<ul style="list-style-type: none">• % of individuals reporting they are satisfied or very satisfied with their personal safety in their community
<ul style="list-style-type: none">• Increased feelings of mobility safety	<ul style="list-style-type: none">• % of individuals reporting they feel safe or very safe in the following areas:<ul style="list-style-type: none">◦ Quality of pedestrian infrastructure, like sidewalks and crosswalks◦ Quality of roadway design, like intersections◦ Quality of cycling infrastructure, like bike lanes and paths◦ Distracted driving◦ Driving under the influence/impaired driving◦ Aggressive driving◦ Speeding
<ul style="list-style-type: none">• Increased feelings of community safety	<ul style="list-style-type: none">• % of individuals reporting they feel safe or very safe in the following areas:<ul style="list-style-type: none">◦ When they are in their own home after dark◦ Walking alone after dark◦ Walking alone in a downtown area after dark◦ Walking alone on trails◦ Walking alone on unpaved sideroads

* Gender-based Violence and Family and Domestic Violence Prevention

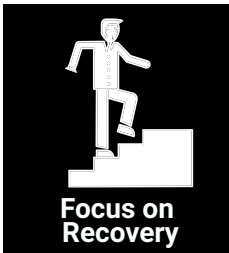
Moving Forward and

Moving Forward

Dufferin's plan sets out a collaborative approach to improve community safety and well-being. As agencies work together to follow the plan, we recognize that this is a constantly moving process. This work does not operate in a vacuum. The pandemic is ongoing and is impacting the work we do. The work and the plan will evolve over time. We will move back and forth between different stages as we progress. Moving forward we must:



- Keep community safety and well-being as a priority
- Promote and maintain community safety and well-being on an ongoing basis
- Respond to emergency needs - currently this takes precedence
- Focus on risk intervention and how to deliver services/programming despite challenges
- Know that prevention will become more evident as we see the positive effects of decisions and actions



- Keep the "big picture" in mind as the focus shifts from management to recovery in:
 - Mental Health and Well-Being
 - Housing and Homelessness
 - Substance Use and Addiction
 - Discrimination, Marginalization and Racism
 - Community Safety and Violence* Prevention



- Recognize some needs and services will have changed
- Acknowledge that engagement and consultation will take place at different times
- Explore new ways of delivering services, seek opportunities
- Shift and realign services/programming
- Change the impossible to the possible

Call to Action

We open the invitation to others to join the effort to improve the safety and well-being of the residents of Dufferin County. How you can be part of the action:

- Share this plan with your contacts
- Spread the word about community safety and well-being
- Answer future surveys
- Visit and take part in *Join In Dufferin*

Join In Dufferin: 
<https://joinindufferin.com>

* Gender-based Violence and Family and Domestic Violence Prevention

Acknowledgements

It takes many people and community partners to create and maintain community safety and well-being. Dufferin's first Community Safety and Well-Being Plan has been built on a strong foundation of data, local information and community partnerships. We have leveraged existing planning tables to maximize their great work and to help us continue to move the needle on community safety and well-being in Dufferin. Let us continue together with our collaborative approach to create a vibrant, equitable, inclusive, safe and healthy community.

We gratefully acknowledge the efforts of all individuals, local agencies and service providers involved in the development of the Dufferin Community Safety and Well-Being Plan. We appreciate and want to thank all of you. In particular we would like to recognize those individuals who participated on the Community Safety and Well-Being Advisory Committee:

- Anna McGregor, Dufferin County
- Cindy Larocque, Services and Housing In the Province (SHIP)
- Corinne Nielsen, Dufferin County
- David McLagan, Dufferin OPP
- Dorothy Davis, Caledon\Dufferin Victim Services
- Elaine Capes, DC MOVES
- Elaine Griffin, Alzheimer Society of Dufferin County
- Gary Staples, Dufferin Paramedic Services
- Gordon Gallagher, Dufferin Community Foundation
- Heidi Vanderhorst, Dufferin Area Family Health Team (DAFHT)
- Jennifer Moore, Dufferin Child and Family Services (DCAFS)
- Jennifer Payne, Headwaters Communities in Action (HCIA)
- Julie Vanderwerf, Dufferin County
- Kent Moore, Shelburne Police
- Norah Kennedy, Family Transition Place
- Robert Bingham, Community Living Dufferin
- Shannon Pride, White Owl Native Ancestry Association
- Cst. Terri-Ann Pencarinha, Dufferin OPP
- Tim Smith, Dufferin Peel CMHA
- Wendy Taylor Brett, Dufferin Situation Table Coordinator

We would also like to acknowledge our municipal partners:



REPORT TO COMMITTEE

To: Chair Ryan and Members of the Health and Human Services Committee

From: Anna McGregor, Director of Community Services

Meeting Date: April 22, 2021

Subject: **Municipal Support for Dufferin Licensed Child Care Providers**

In Support of Strategic Plan Priorities and Objectives:

Good Governance - ensure transparency, clear communication, prudent financial management

Inclusive and Supportive Community – support efforts to address current and future needs for a livable community

Purpose

The purpose of this report is to recommend a one-time COVID-19 support program to assist Dufferin Licensed Child Care providers.

Background and Discussion

The County of Dufferin, as the Consolidated Municipal Service Manager (CMSM), is responsible for flowing both provincial and federal funding dollars to licensed child care providers in Dufferin. The County supports licensed child care operators in Dufferin through Purchase of Service agreements. Currently, there are 11 licensed operators with a total of 28 locations, including one private home day care agency.

Service Disruption and Uncertainty

Licensed child care has been hit hard by the pandemic. A Provincial emergency order required all licensed child care centres to close completely as of March 17, 2020 and they were not allowed to reopen until mid-June 2020.

Licensed home child care was not mandated to close, but the private home child care agency that operates in Dufferin chose to close as a precaution to keep families and home providers safe.

Licensed child care centres were mandated to close again as of January 4, 2021 to all school-age children. They were not allowed to fully re-open until February 8, 2021.

On April 6, 2021, Wellington-Dufferin-Guelph Public Health issued a Section 22 Order to regional school boards. The Order directed all schools located within Wellington-Dufferin-Guelph to cease in-person learning effective Wednesday, April 7, 2021, until at least Monday, April 19, 2021. This order included a mandate to close licensed child care centres and day camps, this time for school-age children.

To help the families of essential workers, County staff very quickly created the Dufferin Temporary Emergency Child Care Program to allow children of essential workers access to licensed child care during the Spring Break at no cost to families. Unlike the provincial Emergency Child Care program, there was no support from the Ministry of Education (EDU). The County will be using some of its municipal COVID-19 specific funding to pay for the program.

On April 12, 2021, the Premier issued a stay at home order which includes a province-wide directive to move all elementary and secondary schools to remote learning and close licensed child care centres for school-age children following the Spring Break, effective Monday, April 19, 2021. At this time the Emergency Childcare program will continue but under the provincial mandate. However, the Ministry of Education has indicated that no additional money will be provided and that CMSMs must fund the program from the existing funding model, which is already under extreme financial pressure. The funding model includes Child Care Subsidy, which despite all available funding being allocated, continues to be in a Wait List situation.

Support for Licensed Child Care Providers

The Children's Services Division has been working closely with the Ministry of Education (EDU) and the licensed child care sector in Dufferin to provide all available funding opportunities to support providers during the pandemic. The goal has been, and continues to be, to help ensure sustainability of licensed child care. The funding provided has supported ongoing operating costs during the pandemic, including such expenses as staff salaries and benefits, rent/mortgage, utilities, insurance, etc., as well as pandemic related expenses, such as PPE and absenteeism due to COVID-19.

However, Children's Services staff continue to hear from providers that they require more financial support.

In addition to financial assistance, the County has been holding virtual meetings to share information with child care operators and provide opportunities for them to support each other through the pandemic. Support, leadership, and professional development are being provided to licensed child care operators on an ongoing basis. For more information, please see pages 25 – 26 of the Community Services 2020 Annual Review, as shared at the Health and Human Services Committee on April 22, 2021.

Child Care has, at its core, the goal of supporting families. Licensed child care is needed, not only as a support to early learning and development, but also to help keep children safe and healthy while their parents are working. If licensed child care is not available to parents, it directly impacts their ability to work. Working mothers have been disproportionately impacted throughout the pandemic, suffering greater job losses and departing the workforce to care for children.

On the provider side, there is a genuine concern that some of the Dufferin providers will cease to operate or will at best reduce their capacity due to financial hardship as a result of the pandemic. A lack of licensed child care would negatively impact not only those businesses, but the entire local economy. The availability of childcare both today and into the future is a necessary pillar for economic recovery.

Supporting the providers and families in Dufferin has been, and continues to be, a priority for the County.

Financial, Staffing, Legal, or IT Considerations

It should also be noted that full financial reconciliations for 2020 have not yet been completed by the Ministry of Education (EDU). Funding mechanisms at all levels have been impacted by the pandemic and that adds to the climate of uncertainty for Consolidated Municipal Service Managers (CMSMs) and Licensed Child Care providers.

Staff recommend using some of the municipal COVID-19 funding that has yet to be allocated, to establish a one-time fund to support local child care providers. This support would be for items not covered by any provincial or federal funding. Staff will work with providers to determine where the support is most needed and establish a set of criteria that would be applied fairly across the sector.

The fund will help to ensure the viability of local childcare providers both during and after the pandemic. There would be no impact to the 2021 budget and the program can be administered using existing staff.

Recommendation

THAT the report of the Director, Community Services dated April 22, 2021, titled Municipal Support for Dufferin Licensed Child Care Providers, be received;

AND THAT Council direct staff to create a one-time COVID-19 support program to assist Dufferin Licensed Child Care providers from the unallocated COVID-19 funding at a cost of no more than \$150,000;

AND THAT Council direct staff to work with Licensed Child Care providers to determine where the support is most needed and establish a set of criteria that would be applied fairly across the sector;

AND THAT staff report back to Council with an update on the uptake of the program and the amount distributed.

Respectfully Submitted By:

Anna McGregor
Director, Community Services



REPORT TO COMMITTEE

To: Chair Ryan and Members of Health and Human Services Committee

From: Tom Reid, Chief of Paramedics

Date: April 22, 2021

Subject: Dufferin County Paramedic Service – Annual Report

In support of Strategic Plan Priorities and Objectives

Good Governance - ensure transparency, clear communication, prudent financial management

Purpose

The purpose of this report is to present the 2020 Dufferin County Paramedic Service Annual report.

Background and Discussion

Dufferin County Paramedic Services staff prepare an annual report to summarize service levels, accomplishments and program directions. A copy of the 2020 Annual Report is attached as Appendix A to this report.

Financial, Staffing, Legal and IT Consideration Impact

There is no financial impact as this is an information report.

Recommendation

THAT the 2020 Dufferin County Paramedic Service Annual Report from the Chief of Paramedics dated April 22, 2021, be received.

Respectfully submitted

Tom Reid, Paramedic Chief

2020 ANNUAL REPORT



Content



Vision, Mission, Values - 01

Letter from the Chief - 02

What our Patients and Partners Say - 03



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Our People - 05

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Program Development - 08

VISION, MISSION & VALUES

Getting even better

- Relentlessly driving even higher levels of quality across our teams
- Investing in the continuous development and recognition of our people
- Continuously improving our facility and driving operational excellence

Nothing about you, without you

- Partnering with patients and families on what's most important to them
- Empowering individuals and teams to have more control over their work and work life
- Continuously improving our facility and driving operational excellence

Integrated Care, Close to home

- Partnering to advance integrated systems of care in our community
- Improving the health of our community with our partners



KINDNESS

Caring for one another

- We see the person in every patient, and welcome all people with compassion, empathy and respect
- We understand our care starts with listening to what is most important to every patient and caregiver
- We believe our work starts with valuing and supporting each other.



PASSION

Relentlessly building a better future

- We take pride in delivering the best possible care to every person, every day
- We challenge ourselves to be creative and resourceful in finding solutions
- We reach out beyond our walls to improve the health of our whole community



COURAGE

Being brave and stepping up

- We do what's right, even when it's hard
- We are curious and open to new perspectives
- We speak up, push boundaries and are not afraid to change
- We go beyond what's expected



TEAMWORK

Better together

- We commit to working together - patients, families, staff, volunteers, physicians and partners - to deliver the care our community needs
- We inspire each other to be the best we can be
- We appreciate each other's abilities and use the strength of all of us to achieve the extraordinary

LETTER FROM THE CHIEF

It is with great pleasure, on behalf of Dufferin County Paramedic Service (DCPS), I present our 2020 Annual Report. The report highlights our team's accomplishments and provides details about our programs and performance.

The year 2020 presented unique challenges, specifically the declaration of a pandemic with global implications in March. The healthcare community was front and centre in its fight against COVID which lasted for the entire year and continues on into 2021. The impacts of this pandemic have been felt in every aspect of our lives, but we have persevered.



In this report, we will show how our Service has been able to maintain exceptional response times despite an ever-increasing demand for service. For the second consecutive year, DCPS saw a slight decrease in calls for service, which is consistent provincially, as many had significant reductions during the early months of the pandemic.

The Community Paramedic program continued throughout the pandemic to provide high level, patient-centred care. This pandemic brought our community healthcare providers directly into the fight against COVID and this resulted in significant innovation and enhancements in programs such as the community paramedic program.

DCPS continues to search for innovative ways to deliver health care that supports local priorities. In 2020, despite the pandemic we were able to implement a research study in partnership with our base hospital, to better support palliative patients in their location of choice. Also, paramedics are now able to transport severely injured trauma patients directly to the trauma centre at Sunnybrook Health Sciences Centre.

The successes of Dufferin County Paramedic Service are due to the commitment and dedication of our entire team of Paramedic professionals. I am extremely proud and thankful of the service that we provide our community.

WHAT OUR PATIENTS AND PARTNERS SAY

The paramedics were the very best and provided the best care. Thanks to them and thank you to all the paramedics.

One of the greatest teams a community can have. Thank you for all that you do

Wanted to send a HUGE thank you - as they have been remarkable in their standard of care and the quality they provide it, and I am so impressed with their clinical abilities and what they can do in the field.

So many cases of patients who have benefited from their assistance over the past few months
- Local Physician

Our paramedics are by far the very best! Having them come in to see my husband made such a difference in our life and his last few years. The community program makes such a difference in our lives.

Thanks for all that you do!

I felt very safe in their hands. I believe that the paramedics saved my life and I am very grateful.

I was nervous and the gentleman treated me with gentleness, kindness, respect at all times. Their quick ability to care for me and to reassure me was very much appreciated.

Don't know what we do without this service. All paramedics who have come to our aid have been wonderful! We always thank them for their kindness and there great care – Again many thanks for your service.

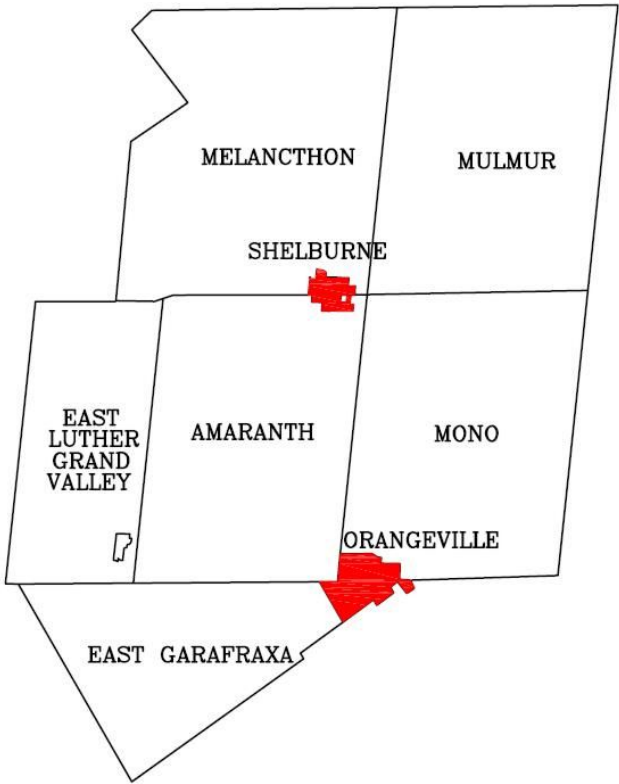
They were extremely polite and made me feel very much at ease. In the times I've need an ambulance, ALL the paramedics have been very professional and dedicated. They perform their duties in an exemplary manner

SERVICE PROFILE

Dufferin County Paramedic Service (DCPS) is responsible for the delivery of Paramedic Services as defined by the Ambulance Act of Ontario. Since the downloading of paramedic services in 2001, the Province of Ontario funds 50 per cent of land ambulance services.

Since 2001, DCPS has strived to be a model for all other Paramedic Services within the Province of Ontario. Through the professionalism and dedication of the paramedics and administrative staff, we have created a dynamic organizational culture of service excellence.

Dufferin County Paramedic Service provides emergency medical coverage to over 60,000 residents covering 1,486 square kilometers. Services we provide include Advanced Life Support, Community Paramedic Program and Public Access Defibrillator Program.



Area Served	The County of Dufferin
Geographic Coverage	1,482 km ²
Base Population	61,735
Percentage of Population over 65	13%
Services Provided	Advanced Life Support Community Paramedic Public Access Defibrillator

OUR PEOPLE

Our people are the greatest asset within the Dufferin County Paramedic Service. The 60 members – including front-line Paramedics, an Administrative Assistant, 2 Deputy Chiefs and a Chief – work together to provide an Exceptional Experience Every Time to those requiring our services. Our team has a variety of backgrounds and skill sets that contribute to the successful delivery of paramedic services within Dufferin County.



All Paramedics employed by DCPS are college graduates and are delegated by the Medical Director of the Regional Base Hospital Program to perform medical interventions under the regulated Health Professions Act.

As such, they are certified to administer numerous medications and perform an extensive list of controlled medical acts. In addition, approximately 38 per cent of DCPS Paramedics are certified as Advanced Care Paramedics, which means they are certified to administer an expanded list of medications, advanced airway management and cardiac interventions. This ensures that those requiring the services of DCPS receive the highest level of care. In 2020, an Advanced Care Paramedic attended 72 per cent of all responses.



SYSTEM PERFORMANCE

Dufferin County Paramedic Service strives to provide the best possible care in a timely manner to the residents and visitors of Dufferin County and surrounding area. In order to achieve this, our administrative team continuously monitors response call volumes, response times and patient outcomes. Table 2, Paramedic Call Volume by Year, shows the annual change in call volume for the past five years.

Dufferin County Paramedic Service remains committed to providing the best pre-hospital care in a timely manner. In order to meet the demands, DCPS requires innovative ways to achieve these results in a community that continues to grow and an increasing demand for services. Table 3 shows the number of minutes of the Average Response Time by Year over the past five years

Paramedic Call Volume

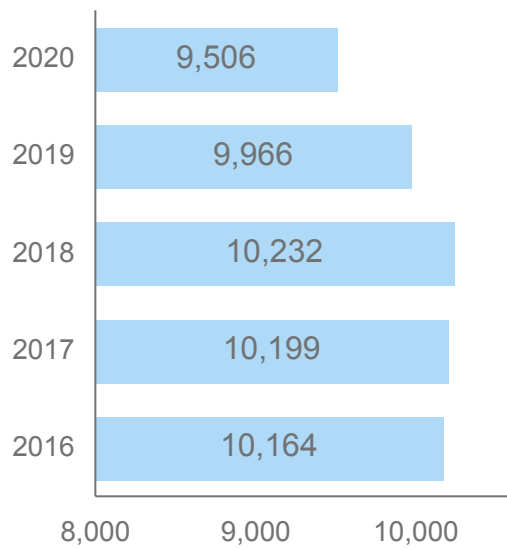


Table 2 Paramedic Call Volume by Year

Average Response Time

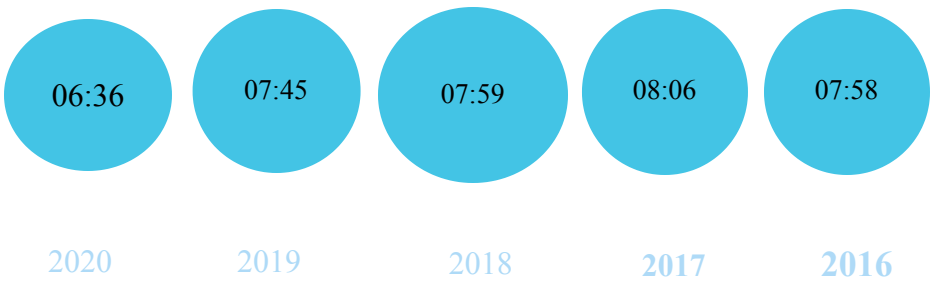


Table 3 Average Response Time by Year

SYSTEM PERFORMANCE

Paramedic Response

DCPS continues to meet the legislated and council-approved response time standards. The current response time reporting framework is defined as the elapsed time from when the first Paramedic unit is notified to the arrival of a Paramedic unit on scene. Response times across the Province of Ontario are measured and publicly reported in the same manner to the Ministry of Health and Long-Term Care.

Table 4 outlines the legislated response time standards and results based on the Canadian Triage Acuity Scale (CTAS). The percent rank target represents the percent of time that a paramedic crew arrives on scene within the established target response time.

Category	Target Time	Target Percent	2020 Performance
CTAS 1	8 minutes	60%	65%
CTAS 2	15 minutes	80%	90%
CTAS 3	30 minutes	90%	99%
CTAS 4	30 minutes	90%	99%
CTAS 5	30 minutes	90%	99%

Sudden Cardiac Arrest

In cases of Sudden Cardiac Arrest (SCA), response time is defined as the elapsed time from when the first Paramedic Unit is notified to the arrival of any person trained and equipped to provide defibrillation. This response time is greatly impacted by the availability of a public access defibrillator, which can be found in various locations throughout Dufferin County including recreation facilities, schools, municipal buildings and fire departments.

Table 5 outlines Dufferin County Paramedic Service's performance against the legislated response time standard for Sudden Cardiac Arrest

Category	Target Time	Target Percent	2020 Performance
SCA	6 minutes	25%	50%

PROGRAM DEVELOPMENT

Dufferin County Paramedic Service remains committed to promoting and supporting improved clinical care, safety and quality. When a member of the public requires immediate medical care, an entire team of dedicated, highly qualified people come together to provide the highest level of care possible. The Paramedic Service uses the data collected from electronic Patient Care Reports (ePCR's), Ambulance Communication Centre and various hospitals that receive patients from DCPS to assist with the decisions that will impact the direction of the service in the future. All data collected during a Paramedic's duties are protected under the Personal Health Information Protection Act and can never be shared outside of the circle of care.

Table 6 - Top 10 Call Types 2020

Type of Call	Number of Calls
Weakness/Dizziness/Unwell	709
Musculoskeletal	477
Behaviour/Psychiatric	355
Abdominal/Pelvic/Perineal/Rectal Pain	353
Lift Assist	300
No Complaints	277
Inter-Facility Transfer	275
Dyspnea	271
Trauma/Injury	257
Ischemic	206

Table 6 outlines the “Top 10” call types based on our Paramedics’ assessment of the patient, once on scene.

PROGRAM DEVELOPMENT

Program Data

In cooperation with various community partners, Dufferin County Paramedic Service participates in regional and provincial programs aimed at improving patient outcomes. Over the years, these programs have continued to evolve and currently DCPS has five programs in operation including Acute Stroke Bypass, ST Elevation Myocardial Infarction (STEMI) Bypass, Code STEMI, Sepsis Alert and Paramedic Referral. The Acute Stroke Bypass program is a provincial program that transports specific patients suffering from an acute stroke to a hospital that specializes in the treatment of these patients.

Recent changes to the program now allows paramedics to transport patients who have been experiencing signs/symptoms up to 6 hours. STEMI Bypass is a program within Dufferin County in which patients in the community who are suffering from STEMI are transported directly to Southlake Regional Hospital for a life-saving procedure referred to as Primary Percutaneous Coronary Intervention (PCI). Code STEMI occurs when patients present to Headwaters Health Care Centre Emergency Department (ED) suffering from a STEMI, these patients are also immediately transferred to Southlake Regional Hospital for Primary PCI. Sepsis Alert involves a highly integrated program of advanced notice for the ED of patients suffering from life threatening infections that have high rates of mortality. Paramedic Referral involves referring those patients who are most vulnerable and consistently high users of the health care system to alternative sources of health care, so that they will receive the right care, at the right time in the right place.

Program	Patients
Acute Stroke Bypass	29
STEMI Bypass	28
Code STEMI	28
Paramedic Referral	73

Community Involvement

Dufferin County Paramedic Service is committed to promoting the profession of paramedics through public education, public relations, community events and fundraising initiatives. Community involvement was greatly impacted by the pandemic, but when opportunities such as food drives, birthday drive by's for shut ins or fundraising events, DCPS was ready and willing to help.



PROGRAM DEVELOPMENT

Community Paramedic Program

After securing funding from the Central West Local Health Integration Network (LHIN), Dufferin County Paramedic Service initiated a Community Paramedic Program in January 2015. This program connects the most vulnerable patients to the most appropriate entry into the health care system. By using a number of strategies and approaches personalized to each patient's particular needs, the Community Paramedic Program reduces the number of unnecessary 911 calls and emergency department (ED) visits, decreases the number of hospital admissions, and shortens the length of stay for patients who need to be admitted to hospital. The Dufferin County Community Paramedic Program has been extremely successful in many areas. For patients enrolled in the program, there has been a reduction in the number of unnecessary 911 calls, ED visits and hospital admissions. The program has led to a larger network of community partners working together to improve the patient experience in our region, through the Health Links program.

The COVID pandemic highlighted the need for innovative opportunities to provide healthcare to the most vulnerable in our communities and Community Paramedics were involved in every possible aspect. Our Community Paramedics were leveraged in every possible way and this exemplifies their ability to adapt and overcome. Multiple funding opportunities were presented through the Government of Ontario, which supported these initiatives and kept the most vulnerable safe in their homes.



PROGRAM DEVELOPMENT

Quality Assurance

As mandated by the Ambulance Act of Ontario, each Paramedic Service must have a vigorous Quality Assurance Program that oversees the daily activities of all Paramedics employed by the service. Dufferin County Paramedic Service currently exceeds all mandated requirements for a Quality Assurance Program by completing audits of 100 per cent of ePCR's, on scene Paramedic evaluations, yearly performance appraisals and quarterly performance reports. This program leads to DCPS providing the best possible service to the residents and visitors of Dufferin County.

Education

All Paramedics must complete various types of education on a yearly basis in order to maintain their Paramedic certification. Every year, our Paramedics undergo an Annual Practice Review conducted by the base hospital, and earn a predetermined number of Continuing Medical Education credits. In addition, Paramedics must complete service related training. The past year was challenging in many ways for Paramedic Services across the province and the delivery of education was at the forefront. With changing directives and guidelines, Paramedics needed to have access to timely and informative information. Through, virtual options such as virtual meeting platforms and a Learning Management System, paramedics were able to access education when they needed it most.

Public Access Defibrillation Program

Dufferin County Paramedic Service manages the Public Access Defibrillation (PAD) Program within Dufferin County. Currently there are over 130 PAD's available throughout the county in various municipal buildings, recreation centers and public facilities. Since the start of the PAD Program in our county, there have been five saves directly attributed to PAD use. DCPS also instituted a PAD loaner program, where anyone can borrow a PAD for a short period of time for family events, weddings, local public gatherings, to ensure the health of safety of all that attend.



Dufferin County Paramedic Service

325 Blind Line
Orangeville, ON L9W 5J8
(519) 941-9608



@DufferinMedics



REPORT TO COMMITTEE

To: Chair Ryan and Members of Health and Human Services Committee

From: Tom Reid, Chief of Paramedics

Date: April 22, 2021

Subject: **Dufferin County Community Paramedic Program Expansion –
Community Paramedic Support for Long Term Care Proposal (CPLTC)**

In support of Strategic Plan Priorities and Objectives

Good Governance - ensure transparency, clear communication, prudent financial management

Inclusive and supportive community – support efforts to address current and future needs for a livable community

Purpose

The purpose of this report is to provide council an update on a new program and increased funding for our Community Paramedic Program

Background and Discussion

Community Paramedics play an important role in supporting vulnerable patients in their homes. Community Paramedics provide home visits to undertake assessments and evidence-based treatments of patients under the medical delegation of primary care physicians to decrease the rate of hospitalization for patients living with chronic disease. The Ministry of Long-Term Care (MLTC) and the Ministry of Health (MOH) requested proposals to expand community paramedicine programs. The MOH is expanding community paramedicine through Local Health Integration Networks as a capacity enhancer to work alongside home and community care and other services to assist higher needs patients to stay in the community.

Dufferin County has been selected as one of the successful communities to submit a proposal for the CPLTC initiative. The government intends to provide 100% funding and expects to continue the program through to at least 2023-24, pending further approvals. The County's proposal included a plan to implement the program by March 31, 2021. The annual funding allocation is based on waitlist data and would provide up to \$1 million annually.

This funding will allow for additional Community Paramedics in the daily staffing for coverage across the entire County. The model would involve incorporating all family health teams, individual primary care physicians and community health centres within the County.

Financial, Staffing, Legal and IT Consideration Impact

The CPLTC program is to be 100% funded by the Ministry for operations and some capital funding. Our team has developed a proposal that maximizes the funding for program delivery and boots on the ground for maximum coverage. The Ministry has committed to providing \$2,953,600. The funds will be distributed as follows:

Year	Amount
2020-2021	\$227,200
2021-2022	\$908,800
2022-2023	\$908,800
2023-2024	\$908,800

Recommendation

THAT the report of the Chief of Paramedics dated April 22, 2021, with respect to the Dufferin County Community Paramedic Program Expansion – Community Paramedic Support for Long Term Care Proposal (CPLTC), be received.

Respectfully submitted

Tom Reid, Paramedic Chief

Attached:

News Release – Dufferin County Ambulance Services expanding para-medicine program – March 29, 2021



March 29, 2021 V2

Dufferin County Ambulance Services expanding para-medicine program

Dufferin-Caledon: MPP Sylvia Jones is pleased that Dufferin County is part of Ontario's investment of up to \$56 million annually to expand the long-term care community paramedicine program, helping more seniors on long-term care waitlists stay safe in the comfort of their own homes.

Dufferin County Paramedic Services is receiving:

	Total budget	2020-21	2021-22	2022-23	2023-24
Dufferin County	\$ 2,953,600	\$ 227,200	\$ 908,800	\$ 908,800	\$ 908,800

"This is positive news for many seniors and families throughout Dufferin County," said Jones. "The paramedicine home visiting program was a pilot project in Dufferin, and because of that success we now have an expanded program, and more communities across Ontario to support vulnerable seniors living at home."

The community para-medicine for long-term-care program supports individuals who are waiting, or soon to be eligible for long-term-care, stay safe and receive the care they need at home. Eligible individuals will receive 24/7, non-emergency support, through home visits and remote monitoring that is responsive to changes or an escalation in their health condition.

These services are a complement to the home and community care services that may already be receiving. The program provides individuals, families and caregivers peace of mind while waiting for a long-term care bed or potentially delay the need for long-term care.

"Dufferin County Paramedics were one of the first services in the province to implement the Community Paramedicine program, in 2015," said Dufferin County Warden Darren White. "Through the dedication of our highly trained staff, support from Headwaters Hospital, community physicians and community partners this program has been a success from its inception. County Council is pleased to receive this additional funding and to see community paramedicine expand to support more seniors in their homes."

"The Dufferin County Community Paramedic Program is an innovative model that provides support to the most vulnerable residents in our community. Community Paramedics increase a physician's capacity to provide care for the most complex patients by regularly monitoring and providing feedback to the Primary Care Physician. With enhanced funding through the Community Paramedic Long-Term Care Program (CPLTC), our frontline Community Paramedics will be able to provide high quality care and service in the location patients wish to receive it, potentially delaying the need for long-term care," said Dr. Karen Sandhu, Community Physician and Community Paramedic Champion.

"Thanks to this funding we can continue to support patients safely in their homes and help reduce the number of unnecessary visits to our local emergency department. We have helped many patients get an early diagnosis of things like pneumonia or urinary tract infections and

have been able to get the medications they required all from the comfort of their living rooms. We have capabilities of doing everything from in house blood work, assessments and vitals right to connecting them with their family physician and with our community partners giving them and their families all a sense of relief that they are provided with a great support system,” Cara Burleigh, Dufferin Community Paramedic.

The community para-medicine for long-term care program is 100% provincially funded. However, some communities may contribute through in kind supports, building off existing programs and support services.

The Ontario government is investing up to \$20 million in 2020-21 and up to \$54 million annually from 2021-22 to 2023-24 to expand the long-term care community paramedicine program in 33 different municipalities. The funding will be provided through a new transfer payment agreement with each selected municipality.

-30-

Working for you!

For more information contact:

Lavinia Trask, EA for Sylvia Jones, MPP Dufferin-Caledon
519-941-7751 | lavinia.trask@pc.ola.org



REPORT TO COMMITTEE

To: Chair Ryan and Members of Health and Human Services Committee

From: Brenda Wagner, Administrator

Meeting Date: April 22, 2021

Subject: **Dufferin Oaks 2020 Annual Report**

In Support of Strategic Plan Priorities and Objectives:

Good Governance – ensure transparency, clear communication, prudent financial management

Purpose

The purpose of this report is to present the 2020 Annual Report for Dufferin Oaks.

Background & Discussion

Dufferin Oaks has prepared an annual report to summarize home operations, accomplishments and program directions. A copy of the 2020 Annual Report is attached.

Financial, Staffing, Legal, or IT Considerations

At this time there are no Financial, Staffing, Legal, or IT Considerations

Recommendation

THAT the report of the Administrator of Dufferin Oaks dated April 22, 2021 regarding the 2020 Dufferin Oaks Annual Report be received.

Respectfully Submitted By:

Brenda Wagner
Administrator

DUFFERIN OAKS ANNUAL REPORT

April 22, 2021

Mission Statement

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

Vision Statement

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

Values Statement

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

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

Dufferin Oaks

Throughout the COVID-19 pandemic, Dufferin Oaks continues to be a facility of choice for long term care services in Dufferin County. It operates at full capacity and, as of December 31, 2020, Dufferin Oaks' waiting list was 220 which is the highest that the wait list has been. The Long Term Care Homes Act and Regulations continue to drive work planning and changes in order to meet the many requirements of the Act along with Ministry Directives that have been enacted in the response to the pandemic.

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

Dufferin Oaks continues to work with the Local Health Integration Network (LHIN) (which is to be transitioned over to Ontario Health in 2021) and our Association to advocate for changes to support the increasing care levels throughout the home.

Dufferin County Community Support Services

Dufferin County Community Support Services operates under the umbrella of Dufferin Oaks and provides a wide range of services to support older adults and the physically disabled living in the community.

McKelvie Burnside Village

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

Mel Lloyd Centre

The following programs provide services in the Mel Lloyd Centre:

- The Shelburne Physiotherapy Clinic
- Dufferin County Alzheimer Society satellite office
- Hospice Dufferin satellite office
- Wellington-Dufferin-Guelph Public Health Unit (satellite office)
- Dufferin County Community Support Services and Adult Day Program
- New Horizon's Seniors Centre
- McKelvie Burnside Village
- March of Dimes Community Outreach Office
- EarlyON-Dufferin
- Service Canada

- Shepherd's Cupboard Food Bank
- Shelburne Centre for Health and Dufferin Family Health Team
- Specialist and Telemedicine Clinics
- Life Labs
- A satellite site for Dufferin County Emergency Services
- Contact North – E-Learning
- Dufferin Employment Resource Centre
- Headwaters Speech Language Pathology
- CMHA (Canadian Mental Health Association)
- Georgian College (satellite office)
- Family Transition Place

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

Community Linkages

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

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

COVID 19

COVID-19 changed the delivery of service throughout the County of Dufferin with the greatest impact experienced in our Long Term Care and Community Support Services department. On March 14th long term care closed their doors to all outside visitors in an attempt to mitigate the spread of the newly emerging Coronavirus-19 and outreach programs delivered through Dufferin County Community Support Services ceased

operations. Dufferin Oaks quickly pivoted with how we deliver services and moved to virtual visits for our residents to connect with their loved ones and virtual meetings for staff to connect with our Adult Day Program clients. Staff were redeployed to assist with community partners to support the local food banks and to ensure Meals on Wheels deliveries continued to occur. Dufferin Oaks continued to respond to the changing needs of residents, clients, staff and families while ensuring a safe environment for all. As legislation evolved throughout the year, Dufferin Oaks continued to provide the excellent resident centred care that we have always been known for.

Inspections/Reports

COVID 19 Infection Prevention and Control Audit:

2 audits were completed at Dufferin Oaks in May and September 2020 with recommendations implemented from each audit. There were zero areas of non-compliance noted for each inspection.

Ministry Of Labour:

4 inspections occurred in 2020 (3 virtual and one on-site) and no areas of concern were identified

Ministry of Long Term Care:

Critical Incident Inspection in January which resulted in 3 Written Notifications requiring Voluntary Plans of Correction

Critical Incident Inspection in August which resulted in 4 Written Notifications and 2 Compliance Orders. The orders were cleared by an inspector in 2021

Public Health Inspections

3 inspections of Food Services occurred in March, July and Octobers and no areas of concern were identified

Outbreaks

Dufferin Oaks experienced 4 outbreaks between March and December 2020 but it is important to note that the definition of an outbreak changed to a single confirmed case from the original of 2 or more cases within a facility.

March – 6 staff members and 4 residents (2 residents passed)

October – 1 staff member

December – 1 staff member

December – 1 staff member

Accomplishments/Quality Improvements in 2020

While COVID-19 was the focus of 2020, below are just some of our accomplishments and quality improvements that occurred:

- Purchased new equipment for improved resident care including new beds, 15 wheelchair adjustable dining tables, and 2 King Lifts
- Implemented the Staff Schedule Care scheduling system in late 2019 which ensured all staff have electronic access to their schedule at all times and also provided mass messaging capabilities to communicate available shifts.
- Successful in obtaining a 3 year accreditation award through CARF Canada for both the Long Term Care and Community Support Services divisions (January 2020)
- Implemented awareness education for staff regarding the Novel Coronavirus (January-February)
- Purchased new furniture for the Tuck Shop area for residents and visitors (February 2020)
- New Hand Sanitizer system was installed (February 2020)
- Reorganized the schedules of the management team to provide additional support to frontline staff (March – December 2020)
- Installed new hand railing in the New Horizons area increasing accessibility in the area
- Additional staffing hours implemented in the Housekeeping department to provide enhanced cleaning throughout the home (March 2020)
- Completed the paving of the MBV parking lot (April 2020)
- Welcomed 8 redeployed staff from other departments to assist with Resident Care, Maintenance and Screening – April 2020
- Connect2U Program was introduced to meet the needs of our residents who were unable to visit with their loved ones. (March 2020)
- Purchased two ABBYs (ambient technology) to promote engagement of our cognitively impaired residents. An additional ABBY was recently received through donations (October 2020)
- Implementation of safe, physically distanced outdoor visits in partnership with a community stakeholder who donated the supplies (May 2020)
- Pivoted to virtual visits with the Adult Day Program clients and implemented check ins with clients of Community Support Services (April 2020)
- Installed plexi glass in transportation vans as an enhanced safety measure
- Safely welcomed back visitors to Dufferin Oaks and introduced the Essential Caregiver program (Summer 2020)

- Implemented on-site testing for staff (first monthly, then twice per month and then weekly) to provide staff with a convenient location to be tested
- Painting of the Adult Day Program space and creation of a separate office space for transportation drivers.
- Purchased and installed new washer in the Laundry department
- Purchase of an IN2L which is a computer based system that provides content-driven engagement to create meaningful experiences for older adults by connecting them to the world around them (November 2020)
- Online bookings initiated for the Connect 2U program (November 2020)
- New communication signage was purchased for the main floor area (November 2020)
- Explored partnership opportunities with Upper Grand District School Board to develop an on-site PSW program (Fall 2020)
- Developed the Home Assistant job classification to assist with the care of our residents (December 2020)
- Through the generous support of the community, gifts were provided to all residents over the Christmas holiday (December 2020)

2021 Action Plan – The Highlights

The strategic plan has 5 key priority areas: Economic Vitality, Inclusive & Supportive Community, Good Governance, Sustainable Environment & Infrastructure and Service Efficiency and Value. Dufferin Oaks' Action Plan flows from and supports the County of Dufferin's Strategic Plan.

Economic Vitality

Explore options to develop a PSW program on-site

Continue to explore funding opportunities to support programs for older adults

Inclusive & Supportive Community

Provide education to staff to support Diversity and Inclusion

Revise Admission process, including making it available digitally/virtually for family members

Good Governance

Review of the Homes Mission Vision and Values with Residents, staff and community stakeholders

Investigate opportunity for Policy repository which would ensure good organization and ease of update

Provide email access to all front line staff to help ensure consistent communication access to all staff

Sustainable Environment & Infrastructure

Replacement of boilers at Dufferin Oaks

Installation of Sprinklers at McKelvie Burnside Village

Review of security requirements in coordination with other Dufferin County departments

Replacement of DO front walkway and canopy as well as updates to the landscaping

Renovation of the McKelvie Burnside Village tub room

Renovation of bathrooms at the Mel Lloyd Centre

Service Efficiency and Value

Streamline outreach programs for older adults: Identify programs that would benefit with forming or strengthening collaborative partnerships

Health Services

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
Investment Income						
Rent Revenue	\$0	\$0	\$0	\$0	\$0	#DIV/0!
Government Transfers	-\$3,687	-\$3,708	-\$508	-\$3,883	-\$3,375	13.08%
Other Revenue	-\$1,083	-\$18	-\$5	-\$11	-\$6	46.27%
Total Revenues	-\$4,770	-\$3,726	-\$513	-\$3,894	-\$3,381	13.17%
Expenditures						
Salaries and Benefits	\$0	\$0	\$0	\$0	\$0	#DIV/0!
Administrative and Office	\$7	\$11	\$2	\$8	\$7	19.28%
Debt Repayment	\$238	\$238	\$40	\$238	\$199	16.67%
Service Delivery	\$8,137	\$7,698	\$1,913	\$8,844	\$6,931	21.63%
IT and Communications	\$84	\$79	\$66	\$131	\$65	50.21%
Facilities	\$101	\$147	\$61	\$127	\$67	47.57%
Vehicles and Equipment	\$237	\$261	\$47	\$319	\$273	14.58%
Internal Services Used	\$180	\$216	\$33	\$199	\$166	16.67%
Internal Services Recovered	\$0	\$0	\$0	\$0	\$0	#DIV/0!
COVID	\$0	\$171	\$0	\$507	\$507	0.02%
Capital Contribution	\$381	\$450	\$435	\$435	\$0	100.00%
Total Expenditures	\$9,366	\$9,272	\$2,595	\$10,809	\$8,213	24.01%
Transfers						
Transfers from Reserves	-\$500	\$0	\$0	-\$507	-\$507	0.00%
DC Contribution	-\$66	-\$70	-\$12	-\$122	-\$110	9.95%
Transfers to Reserves	\$1,556	\$0	\$0	\$0	\$0	0.00%
Total Transfers	\$990	-\$70	-\$12	-\$629	-\$617	1.94%
Total Tr, Para, HU	\$5,587	\$5,475	\$2,070	\$6,285	\$4,215	32.94%

Paramedic Services

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
Government Transfers	-\$3,687	-\$3,708	-\$508	-\$3,883	-\$3,375	13.08%
Other Revenue	-\$27	-\$18	\$0	-\$11	-\$11	0.85%
Total Revenues	-\$3,714	-\$3,726	-\$508	-\$3,894	-\$3,386	13.04%
Expenditures						
Administrative and Office	\$7	\$11	\$2	\$8	\$7	19.28%
Service Delivery	\$6,568	\$6,092	\$1,633	\$7,045	\$5,413	23.17%
IT and Communications	\$84	\$79	\$66	\$131	\$65	50.21%
Facilities	\$101	\$147	\$61	\$127	\$67	47.57%
Vehicles and Equipment	\$237	\$261	\$47	\$319	\$273	14.58%
Internal Services Used	\$180	\$216	\$33	\$199	\$166	16.67%
COVID	\$0	\$171	\$0	\$507	\$507	0.02%
Capital Contribution	\$381	\$450	\$435	\$435	\$0	100.00%
Total Expenditures	\$7,559	\$7,427	\$2,275	\$8,771	\$6,496	25.94%
Transfers						
Transfers from Reserves	\$0	\$0	\$0	-\$507	-\$507	0.00%
Total Transfers	\$0	\$0	\$0	-\$507	-\$507	0.00%
Total Paramedic Services	\$3,845	\$3,701	\$1,767	\$4,370	\$2,603	40.44%

Public Health

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
Other Revenue	-\$1,056	\$0	-\$5	\$0	\$5	0.00%
Total Revenues	-\$1,056	\$0	-\$5	\$0	\$5	0.00%
Expenditures						
Debt Repayment	\$238	\$238	\$40	\$238	\$199	16.67%
Service Delivery	\$1,569	\$1,606	\$280	\$1,799	\$1,519	15.58%
Total Expenditures	\$1,808	\$1,844	\$320	\$2,037	\$1,717	15.71%
Transfers						
Transfers from Reserves	-\$500	\$0	\$0	\$0	\$0	0.00%
DC Contribution	-\$66	-\$70	-\$12	-\$122	-\$110	9.95%
Transfers to Reserves	\$1,556	\$0	\$0	\$0	\$0	0.00%
Total Transfers	\$990	-\$70	-\$12	-\$122	-\$110	9.95%
Total WDG Health Unit	\$1,742	\$1,774	\$303	\$1,915	\$1,612	15.81%

Community Services

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
User Fees	-\$332	-\$90	-\$4	-\$18	-\$15	19.32%
Rent Revenue	-\$2,212	-\$2,301	-\$375	-\$2,301	-\$1,925	16.32%
Government Transfers	-\$15,440	-\$14,862	-\$2,504	-\$16,016	-\$13,512	15.64%
Other Revenue	-\$1,972	-\$637	-\$142	-\$370	-\$228	38.25%
Total Revenues	-\$19,956	-\$17,890	-\$3,025	-\$18,705	-\$15,680	16.17%
Expenditures						
Salaries and Benefits	\$4,409	\$4,104	\$754	\$4,201	\$3,448	17.94%
Administrative and Office	\$307	\$450	\$26	\$480	\$454	5.35%
Debt Repayment	\$1,054	\$933	\$208	\$924	\$716	22.48%
Service Delivery	\$15,622	\$14,664	\$1,726	\$15,884	\$14,158	10.87%
IT and Communications	\$77	\$90	\$21	\$113	\$92	18.59%
Facilities	\$2,302	\$2,083	\$491	\$2,374	\$1,883	20.69%
Vehicles and Equipment	\$16	\$13	\$3	\$11	\$9	22.39%
Internal Services Used	\$1,066	\$975	\$195	\$1,155	\$960	16.88%
Internal Services Recovered	-\$387	-\$624	-\$83	-\$420	-\$337	19.79%
COVID	\$0	\$210	\$80	\$468	\$389	17.01%
Capital Contribution	\$2,044	\$1,212	\$700	\$790	\$90	88.61%
Total Expenditures	\$26,510	\$24,110	\$4,119	\$25,981	\$21,861	15.86%
Transfers						
Transfers from Reserves	-\$306	-\$203	\$0	-\$468	-\$468	0.00%
DC Contribution	-\$314	-\$530	-\$80	-\$569	-\$489	14.03%
Transfers to Reserves	\$198	\$198	\$1	\$7	\$6	16.67%
Total Transfers	-\$422	-\$535	-\$79	-\$1,031	-\$952	7.64%
Total Community Services	\$6,131	\$5,685	\$1,016	\$6,245	\$5,229	16.27%

Ontario Works & Employment

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
Rent Revenue	-\$140	-\$141	-\$23	-\$153	-\$130	15.30%
Government Transfers	-\$7,045	-\$5,956	-\$823	-\$7,384	-\$6,560	11.15%
Other Revenue	-\$196	-\$135	-\$4	-\$100	-\$96	4.32%
Total Revenues	-\$7,381	-\$6,231	-\$851	-\$7,637	-\$6,786	11.14%
Expenditures						
Salaries and Benefits	\$1,441	\$1,552	\$341	\$1,629	\$1,288	20.95%
Administrative and Office	\$136	\$127	\$16	\$133	\$117	11.97%
Debt Repayment	\$292	\$286	\$47	\$280	\$233	16.67%
Service Delivery	\$6,232	\$4,982	\$636	\$6,368	\$5,732	9.99%
IT and Communications	\$17	\$32	\$3	\$31	\$28	9.87%
Facilities	\$368	\$373	\$123	\$404	\$281	30.51%
Internal Services Used	\$330	\$330	\$71	\$368	\$297	19.34%
Internal Services Recovered	-\$387	-\$420	-\$83	-\$420	-\$337	19.79%
COVID	\$0	\$38	\$5	\$35	\$30	14.38%
Capital Contribution	\$83	\$50	\$50	\$50	\$0	100.00%
Total Expenditures	\$8,513	\$7,350	\$1,210	\$8,878	\$7,669	13.62%
Transfers						
Transfers from Reserves	\$0	-\$27	\$0	-\$35	-\$35	0.00%
DC Contribution	-\$44	-\$45	-\$9	-\$52	-\$43	16.67%
Transfers to Reserves	\$20	\$22	\$1	\$7	\$6	16.67%
Total Transfers	-\$24	-\$50	-\$7	-\$80	-\$72	9.35%
Total Ont. Works, Emp't Resources	\$1,109	\$1,069	\$351	\$1,161	\$810	30.23%

Child Care

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
User Fees	-\$313	-\$73	\$0	\$0	\$0	0.00%
Government Transfers	-\$6,203	-\$5,971	-\$1,121	-\$5,968	-\$4,847	18.78%
Other Revenue	-\$263	-\$176	\$0	-\$129	-\$129	0.00%
Total Revenues	-\$6,779	-\$6,220	-\$1,121	-\$6,097	-\$4,976	18.38%
Expenditures						
Salaries and Benefits	\$1,996	\$1,523	\$201	\$1,454	\$1,252	13.84%
Administrative and Office	\$88	\$26	\$2	\$36	\$34	5.38%
Service Delivery	\$5,828	\$5,299	\$417	\$5,346	\$4,928	7.81%
IT and Communications	\$10	\$8	\$16	\$24	\$8	67.19%
Facilities	\$142	\$116	\$17	\$94	\$77	18.16%
Vehicles and Equipment	\$4	\$4	\$1	\$7	\$7	8.11%
Internal Services Used	\$58	\$58	\$12	\$63	\$51	19.79%
Internal Services Recovered	\$0	-\$204	\$0	\$0	\$0	0.00%
Capital Contribution	\$41	\$120	\$0	\$0	\$0	0.00%
Total Expenditures	\$8,166	\$6,948	\$667	\$7,023	\$6,356	9.49%
Transfers						
Transfers from Reserves	-\$300	\$0	\$0	\$0	\$0	0.00%
Total Transfers	-\$300	\$0	\$0	\$0	\$0	0.00%
Total Child Care	\$1,087	\$728	-\$454	\$926	\$1,380	-49.07%

Community Housing

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
User Fees	-\$20	-\$17	-\$4	-\$18	-\$15	19.32%
Rent Revenue	-\$2,071	-\$2,160	-\$352	-\$2,148	-\$1,796	16.39%
Government Transfers	-\$2,192	-\$2,935	-\$560	-\$2,664	-\$2,104	21.02%
Other Revenue	-\$1,513	-\$327	-\$137	-\$141	-\$4	97.21%
Total Revenues	-\$5,796	-\$5,439	-\$1,053	-\$4,971	-\$3,918	21.18%
Expenditures						
Salaries and Benefits	\$971	\$1,030	\$212	\$1,119	\$908	18.91%
Administrative and Office	\$83	\$297	\$8	\$311	\$303	2.51%
Debt Repayment	\$762	\$647	\$161	\$644	\$483	25.00%
Service Delivery	\$3,563	\$4,383	\$672	\$4,170	\$3,498	16.12%
IT and Communications	\$50	\$50	\$2	\$58	\$56	3.04%
Facilities	\$1,792	\$1,594	\$351	\$1,876	\$1,525	18.70%
Vehicles and Equipment	\$11	\$9	\$2	\$4	\$2	47.56%
Internal Services Used	\$678	\$587	\$111	\$724	\$612	15.38%
COVID	\$0	\$172	\$75	\$433	\$359	17.22%
Capital Contribution	\$1,920	\$1,042	\$650	\$740	\$90	87.84%
Total Expenditures	\$9,830	\$9,811	\$2,243	\$10,079	\$7,836	22.25%
Transfers						
Transfers from Reserves	-\$6	-\$175	\$0	-\$433	-\$433	0.00%
DC Contribution	-\$270	-\$485	-\$71	-\$518	-\$446	13.77%
Transfers to Reserves	\$178	\$176	\$0	\$0	\$0	0.00%
Total Transfers	-\$98	-\$484	-\$71	-\$951	-\$879	7.50%
Total Housing	\$3,936	\$3,888	\$1,119	\$4,158	\$3,039	26.92%

Dufferin Oaks

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
User Fees	-\$3,906	-\$3,726	-\$621	-\$3,995	-\$3,374	15.55%
Rent Revenue	-\$499	-\$504	-\$105	-\$551	-\$446	19.13%
Government Transfers	-\$10,090	-\$11,796	-\$2,303	-\$10,254	-\$7,952	22.45%
Other Revenue	-\$554	-\$596	-\$85	-\$469	-\$384	18.07%
Total Revenues	-\$15,048	-\$16,622	-\$3,114	-\$15,269	-\$12,155	20.39%
Expenditures						
Salaries and Benefits	\$12,456	\$14,002	\$2,970	\$13,461	\$10,491	22.06%
Administrative and Office	\$432	\$480	\$90	\$589	\$498	15.36%
Debt Repayment	\$1,368	\$5	\$1	\$4	\$4	16.67%
Service Delivery	\$2,517	\$2,385	\$406	\$2,537	\$2,131	16.01%
IT and Communications	\$139	\$127	\$20	\$132	\$112	14.87%
Facilities	\$1,165	\$1,232	\$187	\$1,362	\$1,175	13.71%
Vehicles and Equipment	\$153	\$164	\$12	\$192	\$180	6.26%
Internal Services Used	\$46	\$390	\$13	\$107	\$94	11.99%
COVID	\$0	\$73	\$2	\$220	\$218	0.75%
Capital Contribution	\$737	\$720	\$570	\$646	\$76	88.20%
Total Expenditures	\$19,012	\$19,578	\$4,270	\$19,250	\$14,980	22.18%
Transfers						
Transfers from Reserves	-\$127	-\$171	-\$23	-\$407	-\$384	5.65%
Transfers to Reserves	\$0	\$606	\$101	\$604	\$504	16.67%
Total Transfers	-\$127	\$435	\$78	\$198	\$120	39.29%
Total Dufferin Oaks	\$3,837	\$3,391	\$1,234	\$4,179	\$2,945	29.53%

Dufferin Oaks Long Term Care

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
User Fees	-\$3,738	-\$3,645	-\$611	-\$3,816	-\$3,205	16.01%
Government Transfers	-\$8,596	-\$10,420	-\$1,862	-\$8,681	-\$6,819	21.45%
Other Revenue	-\$502	-\$499	-\$69	-\$413	-\$344	16.65%
Total Revenues	-\$12,837	-\$14,565	-\$2,541	-\$12,910	-\$10,369	19.69%
Expenditures						
Salaries and Benefits	\$11,812	\$13,418	\$2,838	\$12,796	\$9,958	22.18%
Administrative and Office	\$371	\$451	\$86	\$506	\$420	17.07%
Debt Repayment	\$1,368	\$5	\$1	\$4	\$4	16.67%
Service Delivery	\$1,373	\$1,591	\$269	\$1,446	\$1,177	18.59%
IT and Communications	\$125	\$115	\$13	\$119	\$106	10.89%
Facilities	\$636	\$662	\$96	\$747	\$651	12.91%
Vehicles and Equipment	\$103	\$122	\$8	\$136	\$128	6.22%
Internal Services Used	\$46	\$390	\$13	\$107	\$94	11.99%
COVID	\$0	\$70	\$0	\$220	\$219	0.13%
Capital Contribution	\$466	\$510	\$380	\$456	\$76	83.29%
Total Expenditures	\$16,299	\$17,335	\$3,705	\$16,539	\$12,833	22.40%
Transfers						
Transfers from Reserves	-\$127	-\$166	-\$23	-\$407	-\$384	5.65%
Transfers to Reserves	\$0	\$606	\$101	\$604	\$504	16.67%
Total Transfers	-\$127	\$440	\$78	\$198	\$120	39.29%
Total Dufferin Oaks Long Term Care	\$3,336	\$3,210	\$1,242	\$3,826	\$2,585	32.45%

Mel Lloyd Centre

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
Rent Revenue	-\$279	-\$274	-\$67	-\$328	-\$261	20.37%
Other Revenue	-\$49	-\$50	-\$8	-\$54	-\$45	15.58%
Total Revenues	-\$328	-\$324	-\$75	-\$382	-\$306	19.70%
Expenditures						
Service Delivery	\$0	\$1	\$0	\$0	\$0	0.00%
IT and Communications	\$1	\$1	\$0	\$1	\$1	0.00%
Facilities	\$345	\$370	\$58	\$392	\$334	14.87%
Capital Contribution	\$117	\$100	\$100	\$100	\$0	100.00%
Total Expenditures	\$464	\$472	\$158	\$494	\$335	32.09%
Transfers						
Transfers from Reserves	\$0	-\$1	\$0	\$0	\$0	0.00%
Total Transfers	\$0	-\$1	\$0	\$0	\$0	0.00%
Total Mel Lloyd Centre	\$136	\$147	\$83	\$112	\$29	74.30%

Community Support Services

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
User Fees	-\$163	-\$75	-\$9	-\$175	-\$166	5.24%
Government Transfers	-\$1,493	-\$1,376	-\$441	-\$1,573	-\$1,132	28.02%
Other Revenue	-\$3	-\$47	-\$8	-\$2	\$6	376.34%
Total Revenues	-\$1,659	-\$1,497	-\$458	-\$1,750	-\$1,293	26.14%
Expenditures						
Salaries and Benefits	\$632	\$572	\$129	\$654	\$524	19.80%
Administrative and Office	\$61	\$29	\$4	\$83	\$79	4.93%
Service Delivery	\$1,144	\$794	\$137	\$1,091	\$954	12.58%
IT and Communications	\$9	\$8	\$6	\$8	\$2	80.10%
Facilities	\$49	\$51	\$9	\$51	\$43	16.67%
Vehicles and Equipment	\$49	\$42	\$4	\$56	\$52	6.35%
COVID	\$0	\$4	\$1	\$0	-\$1	100.00%
Total Expenditures	\$1,945	\$1,499	\$290	\$1,942	\$1,652	14.95%
Transfers						
Transfers from Reserves	\$0	-\$4	\$0	\$0	\$0	0.00%
Total Transfers	\$0	-\$4	\$0	\$0	\$0	0.00%
Total Community Support Services	\$285	-\$2	-\$167	\$192	\$359	-87.06%

McKelvie Supportive Housing

(in 000s)	2019 ACTUAL	2020 ACTUAL	MAR 2021 ACTUAL	2021 BUDGET	DOLLAR CHANGE	%AGE CHANGE
Revenues						
User Fees	-\$4	-\$6	-\$1	-\$4	-\$3	23.68%
Rent Revenue	-\$220	-\$230	-\$39	-\$223	-\$184	17.31%
Total Revenues	-\$224	-\$236	-\$40	-\$227	-\$187	17.42%
Expenditures						
Salaries and Benefits	\$12	\$11	\$2	\$11	\$9	20.17%
IT and Communications	\$3	\$3	\$0	\$3	\$3	10.00%
Facilities	\$135	\$149	\$23	\$171	\$148	13.63%
Capital Contribution	\$155	\$110	\$90	\$90	\$0	100.00%
Total Expenditures	\$305	\$272	\$116	\$276	\$160	42.04%
Transfers						
Total Transfers	\$0	\$0	\$0	\$0	\$0	0.00%
Total McKelvie Supportive Hsg	\$81	\$36	\$76	\$49	-\$27	156.07%



TOWNSHIP OF EAST GARAFRAXA

065371 DUFFERIN COUNTY ROAD 3 • UNIT 2

EAST GARAFRAXA • ON • L9W 7J8

T: 226-259-9400 • TOLL FREE: 877-868-5967 • F: 1-226-212-9812

www.eastgarafraxa.ca

March 15, 2021

Kyle Seeback, M.P.
Dufferin-Caledon
229 Broadway, Unit 2
Orangeville, ON L9W 1K4
Email: Kyle.Seeback@parl.gc.ca

Attention: Honourable Kyle Seeback

RE: National 3-Digit Suicide Prevention Hotline

At the February 23, 2021 Special Electronic Meeting of Council, the following resolution was passed:

Moved by Stirk, Seconded by Banfield

Be it Resolved that Whereas the Federal government has passed a motion to adopt 988, a National three-digit suicide and crisis hotline;

And Whereas the ongoing COVID-19 pandemic has increased the demand for suicide prevention services by 200 percent;

And Whereas the existing suicide prevention hotlines require the user to remember a 10-digit number and go through directories or be placed on hold;

And Whereas in 2022 the United States will have in place a national 988 crisis hotline;

And Whereas the Township of East Garafraxa recognizes that it is a significant and important initiative to ensure critical barriers are removed to those in a crisis and seeking help;

Now Therefore be it resolved that the Township of East Garafraxa endorses this 988 crisis line initiative;

And that staff be directed to send a letter indicating such support to the local MP, MPP, Federal Minister of Health, the CRTC and local area municipalities to indicate Council's support. **CARRIED**

Regards,

Susan M. Stone, AMCT
CAO/Clerk-Treasurer
Corporation of the
Township of East Garafraxa

CC: Hon. Patty Hajdu, Minister of Health
Canadian Radio-television and Telecommunications Commission
Hon. Sylvia Jones, Solicitor General & MPP Dufferin-Caledon
All Dufferin Municipalities



February 26, 2021

Honourable Kyle Seeback
M.P. Dufferin-Caledon
229 Broadway, Unit 2
Orangeville, ON L9W 1K4

Dear Mr. Seeback:

On February 23, 2021 Council for the Town of Mono passed the following resolution regarding a National 3-digit Suicide Prevention Hotline.

Resolution #11-4-2021

Moved by Ralph Manktelow, Seconded by Sharon Martin

WHEREAS the Federal government has passed a motion to adopt 988, a National three-digit suicide and crisis hotline;

AND WHEREAS the ongoing COVID-19 pandemic has increased the demand for suicide prevention services by 200 per cent;

AND WHEREAS existing suicide prevention hotlines require the user to remember a 10-digit number and go through directories or be placed on hold;

AND WHEREAS in 2022 the United States will have in place a national 988 crisis hotline;

AND WHEREAS the Town of Mono recognizes that it is a significant and important initiative to ensure critical barriers are removed to those in a crisis and seeking help;

NOW THEREFORE BE IT RESOLVED THAT the Town of Mono endorses this 988 crisis line initiative;

AND THAT Staff be directed to send a letter indicating such support to the local MP, MPP, Federal Minister of Health, the CRTC and local area municipalities to indicate our support.

"Carried"

Respectfully,

Fred Simpson
Clerk

cc: Hon. Patty Hajdu, Minister of Health
Canadian Radio-television and Telecommunications Commission
Hon. Sylvia Jones, Solicitor General & MPP Dufferin-Caledon
All Dufferin Municipalities

From: Denise Holmes
Sent: Thursday, March 4, 2021 4:16 PM
To:
Subject: RE: National 3-digit Suicide Prevention Hotline

Dear Mr. Seebach,

At the meeting of Council held on March 4, 2021, Council considered the below motion from the Town of Mono, regarding the above noted matter, and introduced and passed the following motion:

Moved by Hannon, Seconded by Mercer

Be it resolved that: Council endorse the motion from the Town of Mono regarding the National 3-digit Suicide Prevention Hotline, in its entirety, and forward the motion to our MP, MPP, the Federal Minister of Health, the CRTC and Dufferin Municipalities to indicate our support.” **Carried.**

Thank you.

Denise B. Holmes, AMCT
CAO/Clerk, Township of Melancthon
519-925-5525 Ext. 101