



## **HEALTH & HUMAN SERVICES COMMITTEE AGENDA**

**Thursday, June 23, 2022 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>**

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### 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**

To submit your request to ask a question please contact us at [info@dufferincounty.ca](mailto:info@dufferincounty.ca) or 519-941-2816 x2500 prior to 4:30 p.m. on June 22, 2022.

### **REPORTS**

1. HEALTH & HUMAN SERVICES – June 23, 2022 – ITEM #1  
Dufferin Country Paramedic Service Annual Report

A report from the Chief Paramedic, dated June 23, 2022, to provide members of the Health and Human Services Committee an update for Dufferin County Paramedic Service.

**Recommendation:**

**THAT the report of the Chief Paramedic, dated June 23, 2022, with regards to the Dufferin County Paramedic Services, be received.**

2. HEALTH & HUMAN SERVICES – June 23, 2022 – ITEM #2  
Dufferin County Community Support Services 2021 – 2022 Annual Report

A report from the Administrator of Dufferin Oaks, dated June 23, 2022, to present the 2021 – 2022 Annual Report for Dufferin County Community Support Services.

**Recommendation:**

**THAT the report of the Administrator, dated June 23, 2022, with regards to the Dufferin County Community Support Services Annual Report, be received.**

3. HEALTH & HUMAN SERVICES – June 23, 2022 – ITEM #3  
Housing Services – Regulation Changes

A report from the Director of Community Services, dated June 23, 2022, to provide Council with information on regulation changes impacting the Housing Services Division.

**Recommendation:**

**THAT the report of the Director, Community Services, Housing Services – Regulation Changes, dated June 23, 2022, be received.**

4. HEALTH & HUMAN SERVICES – June 23, 2022 – ITEM #4  
Quarterly Community Services Activity Report – First Quarter 2022

A report from the Director of Community Services, dated June 23, 2022, to provide Council with the quarterly infographics that summarize work being undertaken by the Community Services Housing Services, Ontario Works and Early Years and Child Care (EYCC) Divisions.

**Recommendation:**

**THAT the report of the Director, Community Services, titled Quarterly Community Services Activity Report – First Quarter, 2022, dated June 23, 2022, be received.**

5. HEALTH & HUMAN SERVICES – June 23, 2022 – ITEM #5  
Community Safety and Well-Being Plan 2021 Annual Report

A report from the Director of Community Services, dated June 23, 2022, to share the Community Safety and Well-Being Plan 2021 Annual Report.

**Recommendation:**

**THAT the report of the Director, Community Services, dated June 23, 2022, titled Community Safety and Well-Being Plan 2021 Annual Report, be received;**

**AND THAT staff be directed to forward the annual report to each lower tier municipalities for their review;**

**AND THAT Council approve up to \$15,000 to be set aside from the Rate Stabilization Reserve, in 2022, to assist with ongoing engagement and administration costs for the plan.**

6. HEALTH & HUMAN SERVICES – June 23, 2022 – ITEM #6  
Strategic Action Plan Progress Update June 2022– HHS Objectives

A report from the Chief Administrative Officer, dated June 23, 2022, to provide committee members with a progress update of the strategic objectives that fall under the oversight of the Health and Human Services Committee and to provide additional detail on the actions planned to achieve those objectives.

**Recommendation:**

**THAT the report of the Chief Administrative Officer regarding the Strategic Action Plan – HHS Objectives, dated June 23, 2022, be received.**

**Next Meeting**

Thursday, August 25, 2022 at 1:00 p.m.  
Video Conference



## **REPORT TO COMMITTEE**

**To:** Chair Rentsch and Members of Health and Human Services Committee

**From:** Tom Reid, Chief Paramedic

**Meeting Date:** June 23, 2022

**Subject: Dufferin Country Paramedic Service Annual Report**

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

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

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

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### **Purpose**

The purpose of this report is to provide members of the Health and Human Services Committee an update for Dufferin County Paramedic Service.

### **Background & Discussion**

The Dufferin County Paramedic annual report for 2021. Please see attached.

### **Funding**

Funding for Land Ambulance services continues to be dependable and supportive of the COVID response with numerous opportunities and support for Community Paramedic programs.

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

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



**Recommendation**

**THAT the report of the Chief Paramedic, dated June 23, 2022, with regards to the Dufferin County Paramedic Services, be received.**

Respectfully Submitted By:

Tom Reid  
Chief

Attachment: Dufferin County Paramedic Service Annual Report 2021



# DUFFERIN COUNTY PARAMEDIC SERVICE

# 2021 ANNUAL REPORT

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## STRATEGIC DIRECTIONS

### 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
- Continuing to build the future of our hospital with our community

### Integrated care, close to home

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

## OUR VALUES

KINDNESS



PASSION



COURAGE



TEAMWORK



## SUPPORTS

Making every dollar count for our patients & community  
Innovation, research & technology

## OUR VALUES

Our values are more than words, they are what define and connect us. They determine how we work, how we behave, and how we relate to our patients, their families and caregivers as well as to everyone who is part of the Headwaters community. Our values are how we show that we are 'One Community, Caring Together'.



### 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.

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For more information contact [info@headwatershealth.ca](mailto:info@headwatershealth.ca)  
visit [headwatershealth.ca](http://headwatershealth.ca) or [@HeadwatersHCC](https://www.instagram.com/HeadwatersHCC)



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# Letter from the Chief

It is with great pleasure, on behalf of Dufferin County Paramedic Service (DCPS), I present our 2021 Annual Report. The report highlights our team's accomplishments and provides details about our programs and performance.

The year 2021 was another challenging year for everyone and Paramedic services is no exception. The COVID-19 pandemic continued into a second year, despite all the precautions that Canadians have been taking. The introduction of vaccines early in the year, provided some hope, but it soon became apparent that not one strategy alone would bring an end to this pandemic.

Human Health Resources (HHR) was at the forefront of the news for quite some time, as it became challenging to recruit, and to retain staff in the health care field. Paramedic Services faced these HHR challenges across the province, but I am happy to report that Dufferin County Paramedic Service was never required to down staff due to lack of staff. This is directly a result of the dedication and commitment of our staff.

After five years of operation, the Community Paramedic Program was finally receiving the recognition that it deserved, and was rewarded by the Provincial government provided three years of dedicated funding. This is directly a result of how these team members stepped up during the pandemic and provided care to people and helped keep them out of the hospital.

The last six months of 2021 saw a significant increase in demand for 911 services, and this was seen across Ontario. Call volumes, offload delay, increased while paramedic availability decreased which required new strategies to help mitigate the effects.

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.

**Image 1: Tom Reid Chief  
Dufferin County  
Paramedic Service**



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# What our Patients Say

Amazing Service. Felt very safe and less anxious with their care and compassion and knowledge. Thank you so much.

The paramedics have attended to our mother a couple of times. They have always been amazing. Thank you for the great service for us in the community.

The two paramedics arrived very timely and showed great care and kindness while being highly professional.

The two paramedics worked well as a team. The care was excellent and I was well taken care of. Thank you for the excellent service.

Dufferin has an amazing team!! They are very competent and made me feel at ease.

The Community Paramedics are wonderful and have been a fantastic asset for our family.

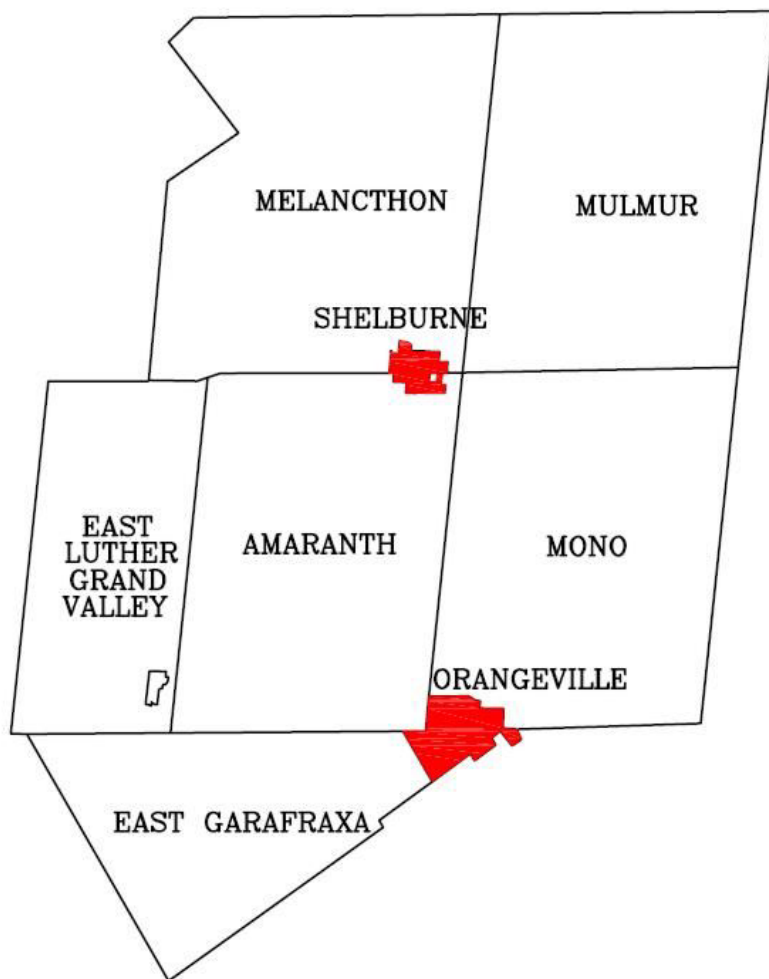
# Service Profile

Dufferin County Paramedic Service (DCPS) is responsible for the delivery of Paramedic Services to the residents of the County of Dufferin. Since the downloading of paramedic services in 2001, the Province of Ontario and the County of Dufferin share the costs 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 1,482 square kilometres. Services we provide include Advanced Life Support, Community Paramedic Program and Public Access Defibrillator Program.

**Image 2: Map of the County of Dufferin**



**Table 1: Service Profile**

Service Profile	
Area Served	County of Dufferin
Geographic Area	1,482 km <sup>2</sup>
Base Population	61, 735
Percentage of Population over 65	13%
Services Provided	Advanced Life Support Community Paramedic Program 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, two Deputy Chiefs and a Chief – work together to provide 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 47 percent of DCPS Paramedics are certified as Advanced Care Paramedics.

This 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 2021, an Advanced Care Paramedic attended 78 percent of all responses.

**Image 3: Brian MacIntyre - Superintendent**



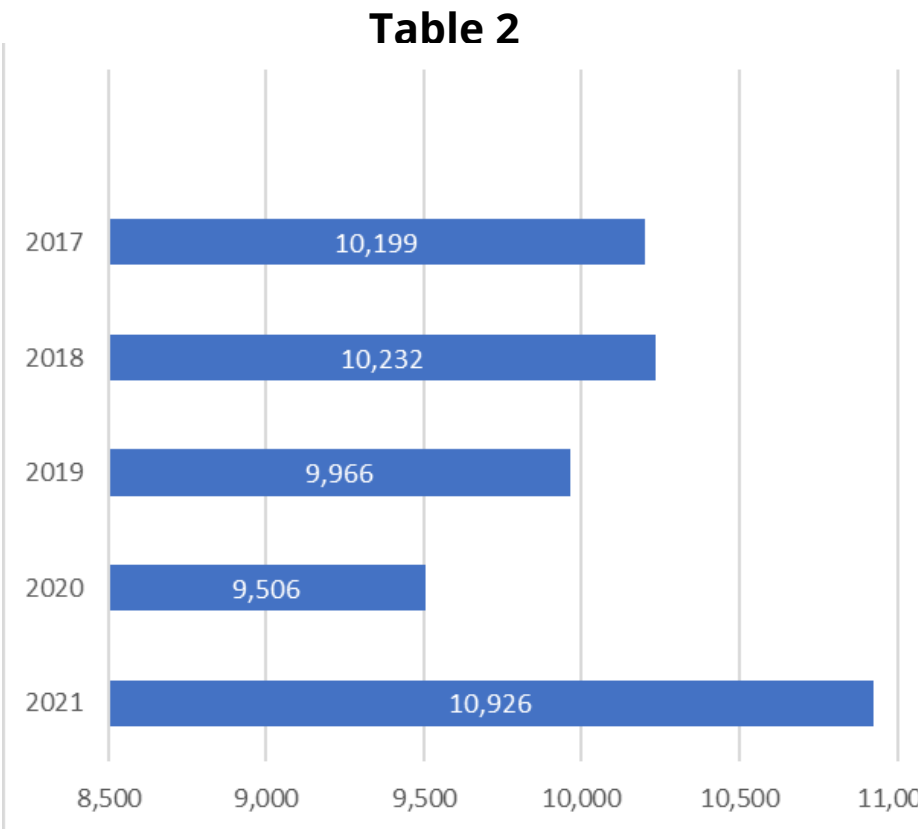
**Image 4: Paramedics John and Alyssa**



# System Performance

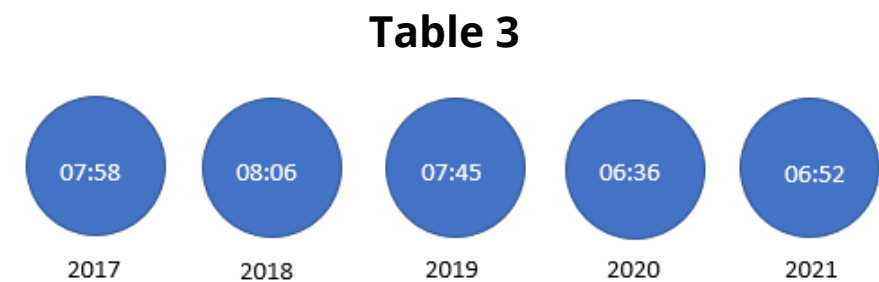
Dufferin County Paramedic Service strives to provide the best possible care in a timely manner to the residents and visitors of Dufferin County and surrounding area. In order to achieve this, our administrative team continuously monitors response call volumes, response times and patient outcomes.

**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**



# System Performance

## Paramedic Response Time Standards

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.

**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.**

Response Time Standards			
Category	Time Target	Target Percentage	2021 Performance
CTAS 1	8 minutes	60%	66.7%
CTAS 2	15 minutes	80%	90.3%
CTAS 3	30 minutes	90%	99.3%
CTAS 4	30 minutes	90%	99.3%
CTAS 5	30 minutes	90%	99.3%

## Sudden Cardiac Arrest Response Time Standards

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**

Cardiac Arrest Response Time Standards			
Category	Time Target	Target Percentage	2021 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 outlines the “Top 10” call types based on our Paramedics’ assessment of the patient, once on scene.**

Top 10 Call Types			
Ranking	Call Type	Number of Calls	% of Total Calls
1	Weakness/Dizziness/Unwell	888	13.2%
2	Musculoskeletal	531	7.9%
3	Abdominal/Pelvic/Perineal/Rectal Pain	397	5.9%
4	Lift Assist	352	5.2%
5	Dyspnea (difficulty Breathing)	338	5.0%
6	Trauma/Injury	306	4.6%
7	No Complaints	303	4.5%
8	Behaviour/Psychiatric	301	4.5%
9	Interfacility Transfer	291	4.3%
10	Chest Pain	215	3.2%

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# 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, Paramedic Referral, Palliative Alternative Destination, Palliative Alternative Treatment program, and Trauma Bypass program.

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.

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.

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.

The Palliative Alternative Destination is a pilot project approved by the Ministry of Health which enables paramedics to transport patients at end-of-life to the



# Program Development

## Program Data

hospice of choice. In coordination with our partners at Bethell Hospice and Matthews House Hospice, Paramedics are able to support a patients wishes for end-of-life care.

The Palliative Alternative Treatment program is a research project in collaboration with our base hospital, Centre for Paramedic Education and Research, that provides the highest-level of evidence based care to palliative patients. These patients are then connected with their Primary Care Physician and Palliative Care Team to ensure a seamless transition.

The Trauma Bypass program is in collaboration with Sunnybrook Health Sciences, which allows paramedics in Dufferin County to transport severely injured trauma patients directed to a Level 1 trauma centre, so that the patient can receive the best care possible, in a timely manner.

**Table 7 outlines the total number of calls associated with each program**

Program	Number of Calls
Acute Stroke Bypass	31
STEMI Bypass	13
Code STEMI	32
Paramedic Referral	129
Palliative Alternate Destination	3
Palliative Alternate Treatment	4
Trauma Bypass	6

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# 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 offering a patient centric approach 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.

In 2021, the Community Paramedic Program received three years of dedicated funding to help support the residents of the County of Dufferin. This long-term funding will enable the program to maintain services for years to come, and allow for increased innovation in the delivery of care. Virtual Care options, such as our Remote Patient Monitoring program, provides a level of comfort for patients, who need to an extra set of eyes on them, even though that care provider may be miles away, but able to respond to the home when needed.

**Image 5: Community Paramedic Josselyn providing education to a client**



# Program Development

## 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.

**Image 6: Paramedics volunteering at the annual Sobey's Food Drive for Dufferin Food Share**



**Image 7: Superintendent MacIntyre and fellow paramedics providing education to some young ears**



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# Program Development

## Quality Improvement

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 highest level of evidence based care 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.

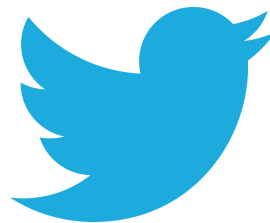
## Public Access Defibrillation Program

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 Rentsch and Members of Health and Human Services Committee

**From:** Brenda Wagner, Administrator

**Meeting Date:** June 23, 2022

**Subject:** **Dufferin County Community Support Services 2021 – 2022 Annual Report**

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

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

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

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### **Purpose**

The purpose of this report is to present the 2021 – 2022 Annual Report for Dufferin County Community Support Services.

### **Background & Discussion**

Dufferin County Community Support Services staff prepare an annual report to summarize service levels, accomplishments and program directions. A copy of the 2021/22 Annual Report is attached as Appendix A to this report.

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

None as a result of this report.

**Recommendation**

**THAT the report of the Administrator, dated June 23, 2022, with regards to the Dufferin County Community Support Services Annual Report, be received.**

Respectfully Submitted By:

Brenda Wagner  
Administrator

Attachment: Dufferin County Community Support Services Annual Report 2021 – 2022

***DUFFERIN COUNTY  
COMMUNITY SUPPORT SERVICES***

**ANNUAL REPORT  
2021/2022**



**Submitted: June 23, 2022**

*Respectfully submitted by:*  
*Kurtis Krepps*  
*Manager*

## Overview

Dufferin County Community Support Services has been supporting residents of Dufferin County since 1985. By offering a range of support services, we are able to assist seniors and adults with disabilities to pursue their health and independence, with the ultimate goal of enabling them to remain safely in the comfort of their own homes for as long as possible. We would not be able to do this without our dedicated staff, volunteers, partner agencies, service providers and our funders.

During the 2021/22 operating year, Dufferin County Community Support Services supported 738 seniors and adults with disabilities. Although COVID-19 has reduced the number of seniors and adults with disabilities served due to a number of programs being suspended, it is anticipated that our client base will continue to grow. As our population in Dufferin County grows, along with our aging population the services that DCCSS offers will continue to be in high demand.

Services provided by Dufferin County Community Support Services are made possible through funding from Ontario Health, the County of Dufferin and the collection of client user fees.

Our Multi-Sector Service Accountability Agreement ("MSAA") with the Central West Local Health Integration Network, which covered the period April 1, 2019 to March 31, 2022, was extended through to March 31, 2023. This agreement includes a financial commitment on behalf of Ontario Health to provide funding necessary for the continuation of our programs and services for the current fiscal year. The MSAA also identifies performance targets and expectations. These expectations include active participation in Ministry Collaborative Tables, maintenance of our accreditation status, reporting on annual client satisfaction, and the development of Quality Improvement, Health Equity and Telemedicine plans.

The performance expectations identified in the M-SAA also address strategic objectives included in Dufferin County's Corporate Strategic Plan. Dufferin County Community Support Services works with health care providers in the community to better and more quickly coordinate care for high-needs patients. Our client satisfaction rating is determined through quarterly and annual satisfaction surveys which provide us with feedback and comments on our programs and services. Our client satisfaction rating for the 2021/22 year was 92%. As part of the accreditation process we will be improving policies, practices and procedures through an in-depth review and update of current processes.

January 28, 2020 Dufferin County Community Support Services, along with Dufferin Oaks Long-Term Care Home were successful in obtaining a 3 year accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) Canada. This achievement supports our dedication and commitment to improving the quality of the lives of the people we serve. Comments on our organization's strengths as well as consultation and recommendations were received and will be built into our framework for continued improvement and program development. Our next Accreditation is scheduled for early 2023.

Unfortunately our annual Volunteer Appreciation Dinner held jointly with Dufferin County Community Support Services and Dufferin Oaks to highlight our volunteers' accomplishments again was postponed due to COVID-19 concerns. We are very fortunate at Dufferin County Community Support Services to have dedicated volunteers that contributed to our programs in years past. COVID reduced the opportunity for volunteers to be involved but hopefully we will see volunteers return as we move optimistically forward from COVID restrictions. Meals on Wheels and Adult Day Programming relied heavily on volunteers in the past, and we were able to pivot and redeploy staffing to support these programs where we would typically rely on volunteers.

In addition to providing programs and services to seniors and adults with disabilities, Dufferin County Community Support Services continued to act as manager, for the 22 apartments at McKelvie Burnside Village providing senior housing and assisted living services to adults with disabilities through March of Dimes Canada. Over the past 2 years this building has received new pavement in our parking lot, a fresh coat of paint throughout the interior of the building and will have new floors installed June 2022.

Dufferin County Community Support Services has responded to increased demand for programs and services with leadership and innovation that supports opportunities for Dufferin County residents. Dufferin County's Corporate Strategic Plan, will continue to provide a framework for Dufferin County Community Support Services' future plans and initiatives. The department will continue to promote our programs and services, engage with community partners, and seek out new funding opportunities in an effort to positively impact the lives of seniors and adults with disabilities living in Dufferin County.

## **Dufferin County Community Support Programs:**

### **Adult Day Program**

Our Adult Day Program, housed in the Mel Lloyd Centre in Shelburne, is available to older adults and adults with disabilities, living in Dufferin County. The program provides a daytime group environment of supervised activities, meals, and companionship. This service assists the participants to achieve and maintain their maximum level of functioning, thus preventing early or inappropriate institutionalization. The program also provides respite and support to caregivers. The program fee is \$15.00 per day plus \$7.00 for transportation, if required.

During the 2021/22 year, 44 clients attended the program for a total of 585 days. This is a significant reduction in participant days due to COVID-19



concerns the whereby the program was suspended for periods throughout 2021.

## **Transportation**

Our casual transportation staff drivers provide escorted door to door transportation services. Staff drivers focus on local and long distance trips for medical appointments only. The cost to the client is \$0.43 per kilometer for an out of town trip and \$8.00 for a round trip in town, plus applicable parking fees. There is no charge to the client for waiting time.

We currently operate 7 vans in our transportation program, 4 wheelchair accessible vans, 2 mini-vans and 1 19 passenger bus. A total of 112 clients took 670 trips during the year. This is significant reduction as COVID restrictions prevented appointments from continuing as hospitals and other medical facilities.

## **Personal Support Worker Transportation Escort Program**

In some instances our clients require personal support assistance when accessing our transportation program. The Personal Support Worker Transportation Escort Program provides a personal support worker to accompany clients to medical appointments. There is no cost to the client for this program. We were able to support 4 clients with this service over the past year.

## **Assisted Living**

The Assisted Living program is currently available in Orangeville and Shelburne. Daily assistance is provided to clients living in their own homes, available on a 24 hour basis, to help them with personal support, homemaking, security checks and care coordination. There is no cost to the client to participate in this program.

During the 2021/22 fiscal year, the Shelburne program provided services to twenty clients. This program is currently operating at capacity, with ten individuals on the waitlist.

Twenty-four clients accessed the Orangeville program during the 2021/22 fiscal year. This program is currently operating at capacity, with twenty-five individuals on the waitlist.

## **Meals on Wheels**

Our hot and frozen meal programs offer nutritionally balanced meals. Prior to the pandemic we were supported by volunteers to assist with program delivery. Volunteers not only delivered the meals on our behalf, but provide a social contact and safety check for clients. During the course of the pandemic food deliveries, social contacts and safety checks were the responsibility of staff. We are hoping that volunteers will return to our program in the future and assist in the delivery of our Meals on Wheels Program. The cost for a hot meal is \$7.25; frozen meals are delivered in packages of 7 entrees for \$33.00.

The Meals on Wheels program was utilized by 154 clients during the year. A total of 4616 hot lunches were delivered in Orangeville on Tuesdays and Thursdays and in Shelburne on Mondays, Wednesdays and Fridays. During the year, 1432 frozen meals were delivered to clients residing throughout Dufferin County.

## **Congregate Dining**

Congregate Dining is held at the Mel Lloyd Centre, followed by a group activity. This program not only supports the nutritional needs of clients but promotes social interaction and reduces isolation. The program is able to accommodate 36 clients per meal. The cost to attend the program is \$7.00.

Unfortunately with COVID Health restrictions we have been unable to resume this service and it remains suspended until it is safe to resume.

### **Service Arrangement**

This program matches eligible clients with individual service providers that offer home help, home maintenance and respite services. The client pays the service provider directly. Dufferin County Community Support Services sets the rates charged for home help and respite; the current rate is \$18.00 per hour. Fees for home maintenance are negotiated in advance.

We are working diligently to resume this programming and to mitigate risks to our seniors and to our providers. This program has been suspended throughout the pandemic.

### **Friendly Visiting**

Friendly Visiting offers visiting companionship to isolated seniors, disabled adults and persons with Alzheimer's or other dementias, to reduce loneliness and provide a safety check. The visits will be made by a volunteer and will generally be in the client's home. This service is offered at no cost and usually occurs once per week.

### **Bridging You Home**

The Bridging You Home program facilitates a smooth transition for seniors, from the acute care setting in hospital to their own homes. This program is offered in partnership with the Lord Dufferin Centre and provides accommodation for up to 21 days to address care and mobility needs. The cost to the client is \$33.00 per day; a subsidy may be available to low income clients.

Unfortunately this program has been suspended since March 2020.

## **Bathing**

Our Bathing Program provides a therapeutic whirlpool bath for individuals who cannot manage a bath in their own homes. The whirlpool tub is located in the McKelvie Burnside Village and bathing assistance is provided by March of Dimes Canada staff. The cost to the client is \$10 per bath. One bath per week is offered to clients attending the Adult Day Program, at no additional cost to the client.

## **Seniors at Risk System Coordinator**

For the 2021 and 2022 calendar years, Dufferin County approved \$67,980 in annual funding for the Canadian Mental Health Association to support a part time Seniors at Risk System Coordinator.

The Seniors at Risk System Coordinator position is currently funded four days per week. Key activities for the position include providing a point of contact for seniors at risk and their families, facilitating intervention in situations in which older adults are experiencing abuse or are at risk for abuse, providing education to the Dufferin community and local agencies, identifying gaps in services, and advocating for system level changes.



## **REPORT TO COMMITTEE**

**To:** Chair Rentsch and Members of the Health and Human Services Committee

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

**Meeting Date:** June 23, 2022

**Subject:** **Housing Services – Regulation Changes**

**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

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### **Purpose**

The purpose of this report is to provide Council with information on regulation changes impacting the Housing Services Division.

### **Background and Discussion**

In April of 2019, the Province launched the Community Housing Renewal Strategy which outlined their plan to stabilize and grow the community housing sector. As part of the Strategy, the Province committed to work with its partners to explore changes to the legislative and regulatory environment for community housing with the goal of creating a more streamlined framework that would encourage non-profit and co-operative housing providers to stay in the system once their original obligations end.

Since that time, the Ministry of Municipal Affairs and Housing (MMAH) has collaborated with Service Managers and housing providers to work towards the goals set out in the Strategy.

One key milestone was the passage of the Protecting Tenants and Strengthening Community Housing Act in July 2020. This created legislative changes to the Housing

Services Act, 2011 (HSA), so that a new regulatory framework for community housing could be developed.

On March 31, 2022, the Province announced changes to O. Reg 367/11 under the Housing Services Act, 2011. The changes will:

- Require Service Managers to set local income and asset limits to make sure rent-geared-to-income assistance goes to households that need it most.
- Establish minimum requirements for more flexible service agreements between Service Managers and housing providers to enter into once their original agreements end.
- Better connect households to different types of housing assistance that are available in their communities, and provide households with the information they need to make informed choices about the housing that is right for them; and
- Modernise required service levels so that Service Managers are incented to develop more types of deep housing assistance to better address diverse local housing needs in their communities.

#### Income and Assets Levels

The Province provided an outline for Service Managers to follow to create income and assets levels. Service Managers will be required to set local income limits at least at the Household Income Limits (HILs), as prescribed for their service area and set local asset limits of at least at \$50,000.

Dufferin has two Household Income Limit (HILs) within its geography. To provide clarity for applicants Dufferin, will adopt the higher of the listed HILs, for the whole area, as detailed below:

<b>Annual Household Income Limit (HILs)</b> <b>HSA O.Reg 370/11, Schedule 2</b>					
Area/Unit Size	Bachelor Unit	1 bed unit	2 bed unit	2 bed unit	4 bed or larger
Whole of Dufferin Service Area	\$32,000	\$41,500	\$49,000	\$58,000	\$74,500

Service Managers can set different asset limits by household size and type. RRSPs and RRIFs are excluded assets. Local income and asset limit rules should be reviewed periodically. For Dufferin the Asset Levels will be:

Household Asset Limits							
Area/Unit Size	Bachelor Unit	1 bed unit		2 bed unit		3 bed unit	4 bed or larger
Household Composition	Single Person	Single Person	Couple	Single Person	Couple/Family	Couple/Family	Couple/Family
Asset Limit	\$50,000	\$50,000	\$75,000	\$50,000	\$75,000	\$75,000	\$75,000

There is some flexibility. Service Manager discretion for extenuating circumstances, does exist. Dufferin will review those situations, where necessary on a case by case basis. Future revisions to the Household Income Limits posted under the Housing Services Act and/or Asset Limits will be adopted by the County and its housing providers. Revisions and updates will be communicated to Housing Providers by Directive. This amendment will come into force July 1, 2022 and must be implemented by July 1, 2023.

#### Operating Agreements with Housing Providers

The County currently has Operating Agreements with 4 local non-profit and 2 co-operative housing providers. Those agreements are nearing their end dates. Service Agreement regulations will come into force July 1, 2022 to address the end of Operating Agreements.

Provider	Current End Date
Credit River Non-Profit Housing Corporation	2026
Dufferin Gardens Co-operative Homes Inc	2024
Hiwhois Assistance Group	2026
Family Transition Place x 2	2023 and 2024
Fiddleville (Shelburne) Non-Profit Housing Corporation	2026
Lavender Lane Co-operative Homes Inc.	2029

If a Service Manager and a housing provider do not want to enter into a new Service Agreement, they must enter into an Exit Agreement to ensure existing tenants are not displaced.

The agreements negotiated between the housing provider and Service Manager will stipulate terms regarding operations, administration, and funding arrangements for a period of a minimum of 10 years.

The County will enter into discussions with each of the abovementioned housing providers before the end of their Operating Agreements to either negotiate a new Operating Agreement or Exit Agreement. This will ensure the existing Community Housing units currently in stock are not lost. It must be noted that at this time Service Managers are not aware of new funding to financially support new Operating Agreements, or what legal costs might be incurred in the creation of new contracts. This has been a long standing concern and has been raised by Service Managers for many years. This does mean the financial impact to the County is as yet unknown.

### Community Housing Access

The Service Manager is required to have an access system for providing assistance related to housing in its service area; people should be able to get information easily. The access system will include any form of financial housing assistance that either reduces the rent or assists in paying rent that is funded or administered by the Service Manager. The forms of assistance available, a description of how to apply for the forms of assistance and eligibility must be made publicly available through the access system.

The County have for many years operated the Housing Access Dufferin (HAD) service. There is a wide variety of information available in person; people can visit the Edelbrock Centre and electronically on the County web site and social media. Details can also be obtained by telephone and traditional mail. Updates to information are done on an ongoing basis. This amendment will come into effect January 1, 2023.

### Service Levels

The Housing Services Act requires Service Managers to provide housing assistance to a certain number of households as set out in O. Reg. 370/11. Dufferin's overall Service Level Targets are listed as 456 at or below the HILs, 255 High Needs Households (where annual income is less than or equal to HILs) and 19 Modified Units, which are accessible to an individual with a physical disability.

However, those standards were set more than 20 years ago when Housing was downloaded to municipal government. They have not accounted for growth in population or recognise other forms of assistance provided.

Under the new framework, additional types of service manager-funded housing assistance can count toward service levels, including:



- Households (other than those receiving social assistance) paying no more than 30% of their income on rent (see Schedule 4.2 of O. Reg. 367/11); or
- Households receiving a benefit that follows existing Portable Housing Benefit calculation rules and serves/prioritises any client group (see Schedule 4.3 of O. Reg. 367/11)

This means that Dufferin can continue to meet and exceed its Service levels. Service details are shared in Annual Service Review material and Quarterly Updates. However, it could be argued those levels are inadequate when Wait List numbers have increased over recent years. This amendment will come into effect July 1, 2022.

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

There will be additional administration work required to ensure compliance with the new regulations. The applications on the Centralised Wait List (CWL) will need to be reviewed. Housing providers will need to receive Directives from the County of Dufferin as the Service Manager. That work can be carried out using existing resources. It remains to be seen how the changes will impact the Centralized Wait List. Those details will continue to be reported in the regular Quarterly Updates.

However, there will be financial implications for funding for new Operating Agreements. When that information is known it will be brought back and shared with Council.

None of the changes create new housing. It remains to be seen if the changes will encourage existing housing providers to either stay in the system, or if new ones will join.

### **Recommendation**

**THAT the report of the Director, Community Services, Housing Services – Regulation Changes, dated June 23, 2022, be received.**

Respectfully Submitted By:

Anna McGregor  
Director, Community Services

## **REPORT TO COMMITTEE**

**To:** Chair Rentsch and Members of the Health and Human Services Committee

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

**Meeting Date:** June 23, 2022

**Subject:** **Quarterly Community Services Activity Report – First Quarter 2022**

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

**Economic Vitality** – promote an environment for economic growth and development

**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

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### **Purpose**

The purpose of this report is to provide Council with the quarterly infographics that summarize work being undertaken by the Community Services Housing Services, Ontario Works and Early Years and Child Care (EYCC) Divisions.

### **Background and Discussion**

Attached is the Housing Services, Ontario Works and the EYCC Activity Reports for the first quarter of 2022. Services and programs continued to be provided in a modified manner in Q1 of 2022 due to the pandemic up until the province lifted most public health safety measures on March 21, 2022. The attached infographics provide quick reference information for consideration.

The infographics have been updated to show the comparison between Q1 2022 versus Q1 2021.

In some instances, there is no direct comparison as some services were modified with the pandemic, and some new services and programs started after the pandemic began. In those cases where there is no comparison, a footnote explanation is provided.

The Housing Activity Report has been modified to include more specific data on the By-Name List (BNL), and the EYCC Activity Report has also been updated, including EarlyON Instagram data on the infographic, both reports are now more reflective of the data and information which was presented in the most recent 2021 Community Services Annual Review.

### Updates to Service Delivery

#### Housing Services:

- Move-ins for Rent Supplement and County units are still occurring
- Community Support Workers (CSWs) call County tenants monthly unless they request not to be
  - Referrals to the Orangeville Foodbank continue (our CSWs during their check-ins determine if tenants are experiencing food concerns and if deliveries from the foodbank would be advantageous. Tenants with mobility or health concerns are eligible for additional supports from the foodbank)
- Ontario Priorities Housing Initiative Housing Allowance Program (OPHI) and Canada-Ontario Housing Benefit (COHB) continue to be monitored and as people drop off, new ones are added as needed
- Chronic Homeless Housing Allowance Program (CHHAP) continues to add people to the program
- Coordinated Access Transitional Housing Program (CATH) continues to accept people into the program. Procedures and policies continue to be created as the program evolves
- Maintained normal business practices where possible, such as Annual Reviews and Operational Reviews
- The Homelessness Prevention Program (HPP) is still being provided
- The revamped Homeownership Program is open for applications

#### Ontario Works:

- As of mid-March, the Orangeville Employment Resource Centre (OERC) and the Shelburne Employment Resource Centre (SERC) re-opened to the public for all visits (not just for essential in-person visits). Screening at the door also ended as the province lifted the public health and safety mandates for most locations on March 21<sup>st</sup>

- Recording of ERC visitor statistics are being tracked
- Intake phone calls and online applications are still being managed remotely and applications for Ontario Works are completed over the phone with required documentation

#### EYCC:

- The Children's Services division of Community Services is now named the Early Years and Child Care (EYCC) Division
- EarlyON Outdoor Programming continued to be attended more frequently than virtual programs in Q1 2022, as families want to participate and engage in person when possible
- Healthy Babies Healthy Children is a partnership with Public Health where follow up calls are made to moms who have given birth in the last 7-10 days. EarlyON staff are able to do a check-in and provide additional supports and resources as requested by the parent. The calls take place Monday - Friday, 9 a.m. - 4 p.m.
- The Ask EarlyON phone line is open Monday - Friday, 9 a.m. - 4 p.m. and offers parents the opportunity to call and speak to a staff member with any parenting/child related questions and concerns
- EarlyON Extended outreach is now provided through Ask EarlyON calls and program specific contacts. As of 2022, data reporting for extended outreach has stopped
- The EarlyON Facebook page continued to be an important communication tool to reach families with information and parenting support. Staff connect and engage with families in a responsive and inclusive way through virtual programming, including live Facebook programming and by sharing videos, links and resources
- EarlyON Instagram was introduced in Feb 2021 to increase social media presence
- The Dufferin Child Care Provider Supervisor network and our community partners came together in companionship through multiple Zoom gatherings and learning opportunities, to navigate, collaborate and support each other with an emphasis on self-regulation for themselves and the families they work with

#### What's New in Community Services

##### Housing Services:

- **Province Announced the new Homeless Prevention Program**
  - In early March 2022, the Province announced that they were consolidating the Community Homelessness Prevention Initiative (CHPI), Home For Good (HFG) and the Strong Communities Rent Supplement Program (SCRS) into one flexible Homelessness Prevention Program (HPP), beginning April 1,

2022. The objective of the program is to support Service Managers in preventing, addressing and reducing homelessness, including chronic homelessness. There will be a small increase to funding in the new consolidated program

Ontario Works:

- **Dufferin Listed as One of the Top 3 Highest Uptake Percentages**
  - Dufferin County was named as one of the top three highest uptake percentages for MyBenefits Registrations for Ontario Works by the Ministry

EYCC:

- **Emergency Child Care was Provided for 5 Days in January**
  - Emergency Child Care (ECC) was provided for eligible families while schools were mandated to be closed January 10-14. County staff worked with four licensed child care locations to operate ECC in Dufferin
- **New Licensed Home Child Care Agency**
  - A new licensed home child care agency (iLearn Home Child Care Agency) signed a Purchase of Service agreement with the County in February. This is the first time the County has supported two licensed home child care agencies
- **Workforce Strategy Action Plan was Created & Implemented**
  - Dufferin's Child Care and Early Years workforce strategy action plan was created and implementation began with the goal of working towards a stronger, more robust workforce by addressing increased access to professional learning and creating the conditions for sustainable recruitment and retention of qualified educators
- **Dufferin Operators and Supervisors Participated in Gathering**
  - Dufferin child care licensed operators and supervisors gathered with Lisa Macey to re-story and strengthen our communities of caring through connection with others. This comes after recognition that the pandemic has increased stress and driven the need for unprecedented adaption "on the ground" in early learning and care. Together we affirm our values, envision our future, and support each other

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

There is no impact.

## **Recommendation**

**THAT the report of the Director, Community Services, titled Quarterly Community Services Activity Report – First Quarter, 2022, dated June 23, 2022, be received.**




Respectfully Submitted By:

Anna McGregor  
Director, Community Services

### **Attachments:**

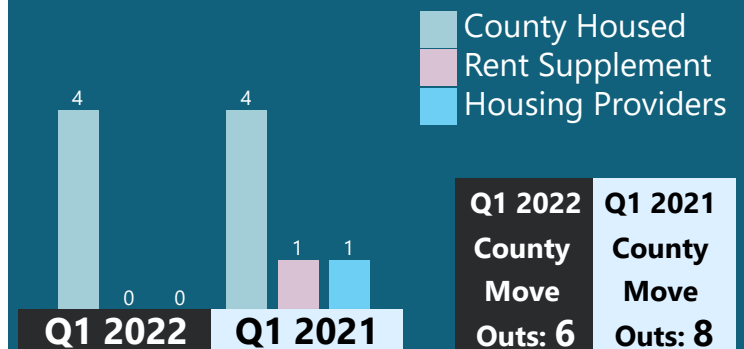
Quarterly Community Services Report Q1 2022 – Housing  
Quarterly Community Services Report Q1 2022 – Ontario Works  
Quarterly Community Services Report Q1 2022 – EYCC

## HAD<sup>1</sup> ACTIVITY

Q1 2022	Q1 2021	
<b>762</b>	<b>656</b>	Average # of applicants on waitlist 
<b>88</b>	<b>80</b>	# of applications added 
<b>685</b>	<b>687</b>	Total community housing stock 

## HOUSED APPLICANTS<sup>2</sup>

Total HAD<sup>1</sup> Applicants Housed in Q1 2022: 4

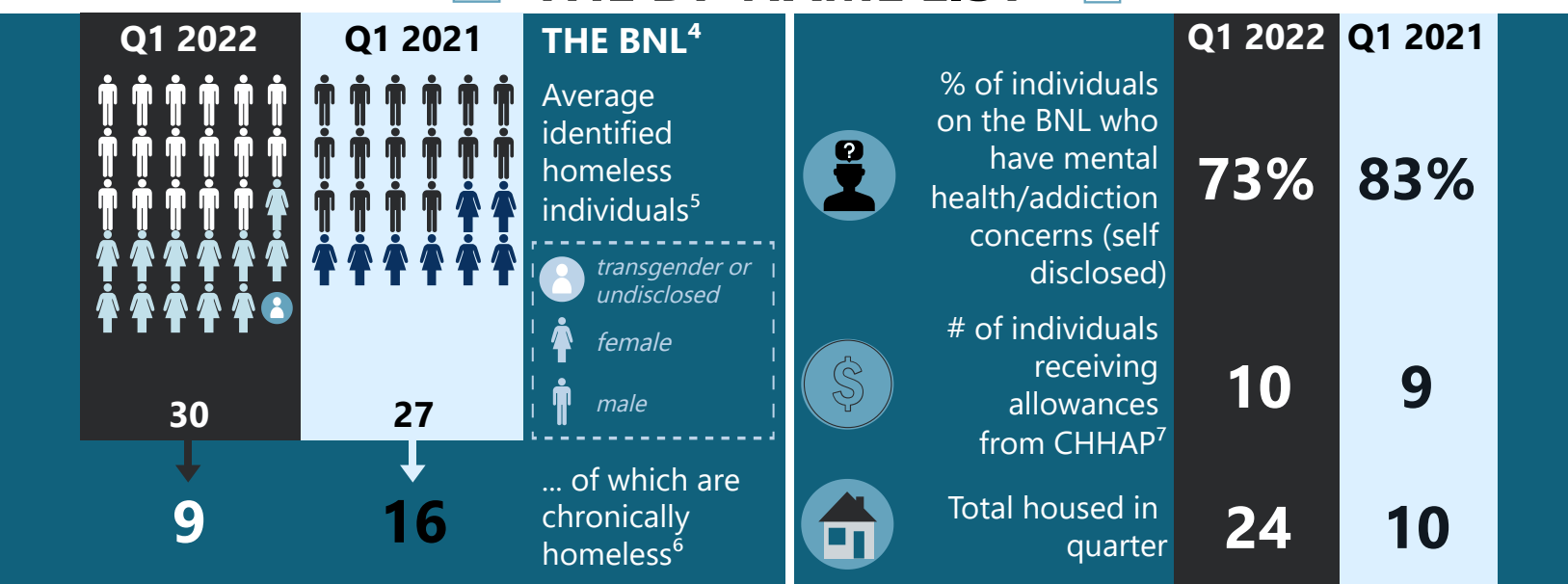


Q1 2022	Q1 2021
County Move Outs: 6	County Move Outs: 8

## HOMELESSNESS PREVENTION PROGRAM (HPP<sup>3</sup>)



## THE BY-NAME LIST<sup>4</sup>



<sup>1</sup> Housing Access Dufferin <sup>2</sup> Housing wait times vary depending on family size, age of applicant, etc.,

<sup>3</sup> Homelessness Prevention Program

<sup>4</sup> By-Name List (list of every person in a community experiencing homelessness, updated in real time)

<sup>5</sup> Numbers are based on points in time. An individual's homeless experience can change on a daily basis

<sup>6</sup> Refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: they have a total of at least 6 months (180 days) of homelessness over the past year; they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days)

<sup>7</sup> CHHAP - Chronic Homeless Housing Allowance Program

\*note: statistics are accurate as of April 20, 2022

## INTAKE

Q1 2022 Q1 2021


130

93

Total applications received 

3

2

Average number of business days<sup>1</sup> 

73

53

Online applications received 

## CLIENT OUTCOMES

Q1 2022 Q1 2021

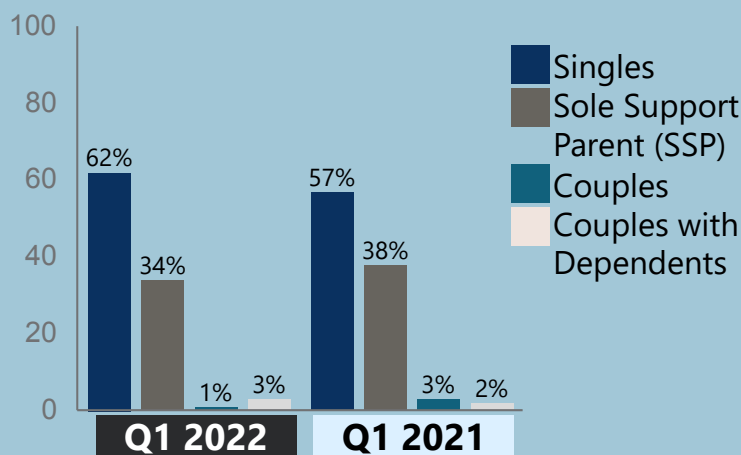


Total exits to employment

12

7

## CASE COMPOSITION



## CASELOAD

Q1 2022 Q1 2021



Average monthly caseload

435

409



Average monthly beneficiaries

735

702



Total emergency assistance cases

2

11



Average months on assistance

36

38



## EMPLOYMENT RESOURCE CENTRES

Q1 2022 Q1 2021<sup>4</sup>

Orangeville ERC

1,249

N/A

Total # of visits in Q1

43%

N/A

Average % of visits that are inside<sup>5</sup> visits

Shelburne ERC

Total # of visits in Q1

Average % of visits that are inside<sup>5</sup> visits

Q1 2022 Q1 2021<sup>4</sup>

282

N/A

69%

N/A

<sup>1</sup> Average # of business days from screening to financial eligibility decision

<sup>2</sup> Orangeville Employment Resource Centre (ERC) is located at the Edelbrock Centre

<sup>3</sup> Shelburne Employment Resource Centre (ERC) is located at the Mel Lloyd Centre

<sup>4</sup> Due to the pandemic the ERCs were only open for essential visits from 8:30-11:00 a.m. during Q1 2021 and no visitor statistics were recorded for that quarter

<sup>5</sup> Inside means that the individual enters the ERC for assistance as opposed to being served at the door only

\*note: statistics are accurate as of April 20, 2022





## EARLYON CHILD & FAMILY CENTRES


**Q1 2022**
**Q1 2021**

### SOCIAL MEDIA STATS\*

**2,340**
**1,866**

Facebook Followers  
(as of end of quarter)

**6,424**
**4,516**

Engagements on  
Facebook

**328**
**163**

Instagram Followers  
(as of end of quarter)

**256**
**214**

Engagements on  
Instagram


### VIRTUAL PROGRAM PARTICIPANTS

Parenting  
support groups

178

165

Parent/child  
programs

219

704

Other adult  
programs

13

12

■ Q1 2022

■ Q1 2021

### ONE-ON-ONE SUPPORTS

Healthy Babies  
Healthy Children  
Calls<sup>1</sup>

76

39

Ask EarlyON Calls

81

19

■ Q1 2022

■ Q1 2021

### IN PERSON<sup>2</sup> PROGRAM PARTICIPANTS

**Q1 2022**
**Q1 2021**

Outdoor programs<sup>3</sup>
**742**
**86**

Parenting support  
groups<sup>4</sup>
**13**

n/a

Parent/child programs

n/a

n/a

Other adult programs

n/a

n/a



## LICENSED CHILD CARE SUPPORTS


**Q1 2022**
**Q1 2021**

### CHILD CARE FEE SUBSIDY

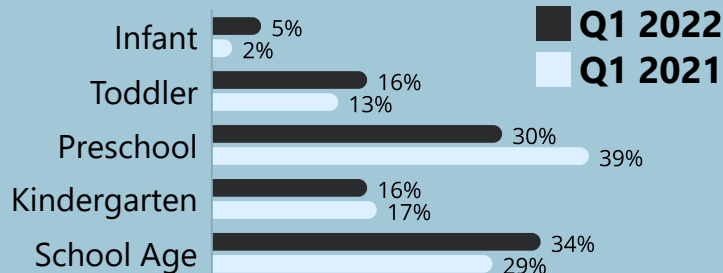
**305**
**195**

Average monthly number  
of children receiving fee  
subsidy

**38**
**26**

Total number of new  
children served

### Fee Subsidy age groups by percentage:


**iCAN<sup>5</sup>**
**Q1 2022**
**Q1 2021**

Average monthly  
number of children up  
to and including Senior  
Kindergarten age  
receiving programming

**62**
**38**

Average monthly  
number of school age  
children receiving programming

**8**
**4**
**RAISING THE BAR<sup>6</sup>**
**Q1 2022**
**Q1 2021**

Total number of  
workshops  
# of times workshops  
were attended by early  
childhood educators

**11**
**14**
**128**
**151**

\*Instagram was introduced in Feb 2021 to increase social media presence

<sup>1</sup> Healthy Babies Healthy Children is a partnership with Public Health

<sup>2</sup> The EarlyON Centre sites continued to remain closed to indoor in person programming

<sup>3</sup> Outdoor Programming was only provided in March of Q1 2021

<sup>4</sup> Parenting support groups include Feelings After Birth, Fill Your Cup and Come Understand Parenting. These were held virtually in Q1 2021

<sup>5</sup> Inclusion for Children with Additional Needs (iCAN) - Special Needs Resourcing Programming

<sup>6</sup> Raising the Bar - Early Learning Quality Accreditation Program

\*note: statistics are  
accurate as of  
April 20, 2022

## **REPORT TO COMMITTEE**

**To:** Chair Rentsch and Members of the Health and Human Services Committee

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

**Meeting Date:** June 23, 2022

**Subject:** **Community Safety and Well-Being Plan 2021 Annual Report**

**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

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### **Purpose**

The purpose of this report is to share the Community Safety and Well-Being Plan 2021 Annual Report.

### **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. That date was then extended to July 1, 2021.

#### Creating the Original Plan

The County of Dufferin was recognised as the lead for the coordination and development of the Dufferin CSWB Plan. Despite the unforeseen challenges the pandemic created, Dufferin did move forward with work on the plan.

The Advisory Committee met several times, with ongoing support from 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 identified strategic partners for implementation of the plan. Dufferin was been able to build upon many existing partnerships and collaborations. Many of the strategic partner agencies were already part of the Advisory Committee.

Following approval at both the County and lower tier levels. The first Dufferin County Community Safety and Well-Being Plan (2021-2024) was submitted to the Office of the Solicitor General on June 16, 2021.

### Moving Forward

The former Advisory Committee then formed an Integration Table, to ensure the priority areas identified in the plan were addressed. With help from the consultant the Integration Table worked on setting the foundation for taking this work forward. They set in place a timetable for meetings, quarterly reporting structure, agenda and minute templates and an annual action plan. County staff also helped to facilitate that work.

For Year 2 of this work the focus will be on more engagement with the local community, the Lead Tables and the lower tier municipalities.

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

The initial costs for the development and update of a County wide CSWB came from the Rate Stabilization Reserve from the 2020 and 2021 budget years. However, there still 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.

However, resources will continue to be needed to continue this work. Those resources currently do not exist within the Community Services Department. Additional funding will be required in order to retain consultancy services, to continue to move forward with the plan.

**Recommendation**

**THAT the report of the Director, Community Services dated June 23, 2022, titled Community Safety and Well-Being Plan 2021 Annual Report, be received;**

**AND THAT staff be directed to forward the annual report to each lower tier municipalities for their review;**

**AND THAT Council approve up to \$15,000 to be set aside from the Rate Stabilization Reserve, in 2022, to assist with ongoing engagement and administration costs for the plan.**

Respectfully Submitted By:

Anna McGregor  
Director, Community Services

Attachment – Dufferin County Community Safety and Well-Being Plan 2021 Annual Report



# Dufferin County

## Community Safety and Well-Being Plan 2021 Annual Report

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**June 14, 2022**

# Contents

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**02** A Summary of  
Community Safety and  
Well-Being Planning in  
Ontario

**03** Our Approach

**04** Priority Area Updates

**10** Moving Forward and a  
Call to Action

**11** Acknowledgements

**A1** Appendix

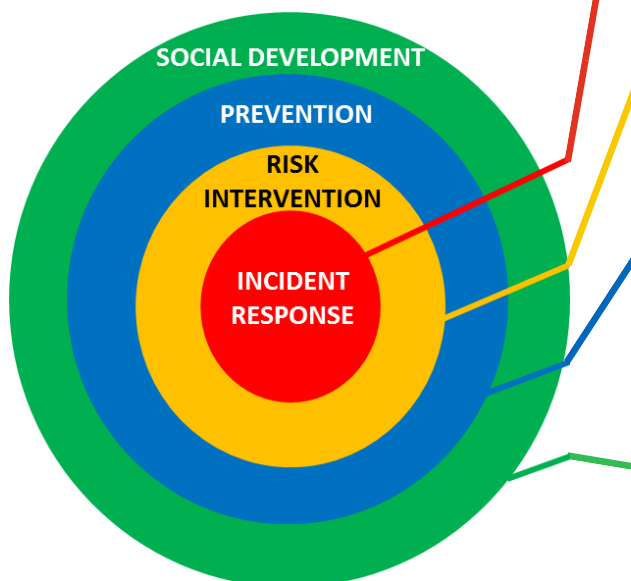
# Community Safety and Well-Being Planning In Ontario: A Brief Summary

The *Comprehensive Ontario Police Services Act, 2019* mandates every municipal council to prepare and adopt a Community Safety and Well-Being 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 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 **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:



**INCIDENT RESPONSE** - *Critical and non-critical incident response*, or what is traditionally thought of when referring to crime and safety, including service responses such as police, fire, a school principal expelling a student, etc.

**RISK INTERVENTION** - *Mitigating situations of elevated risk* by multiple sectors working together to address situations where there is an elevated risk of harm (stopping something bad from happening right before it is about to happen).

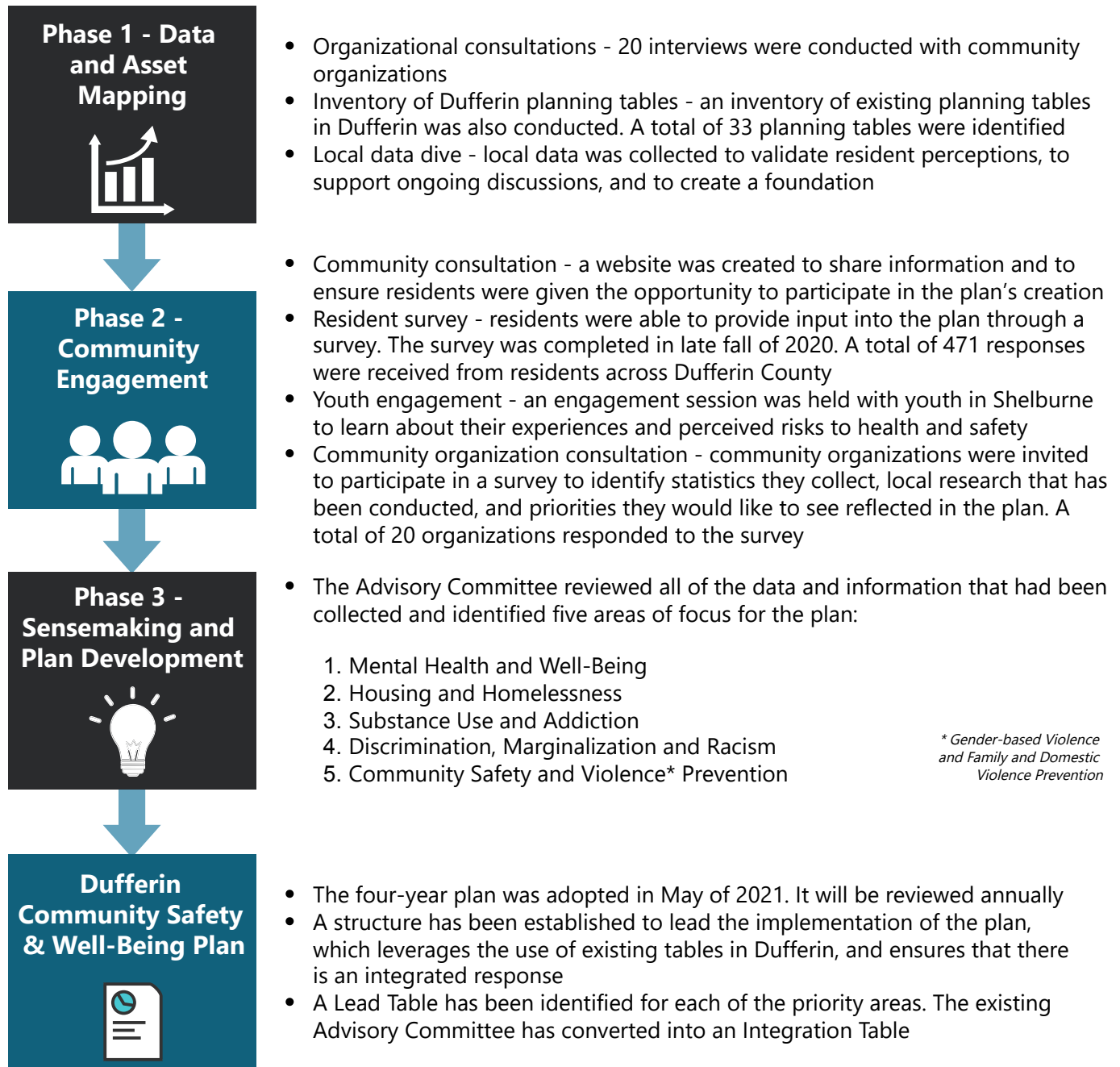
**PREVENTION** - *Proactively reducing identified risks* by implementing measures, policies or programs to reduce priority risks before they result in crime, victimization or harm.

**SOCIAL DEVELOPMENT** - *Promoting and maintaining community safety and well-being* by bringing together a wide range of sectors, agencies and organizations to address complex social issues from every angle.



# Dufferin's Approach to CSWB

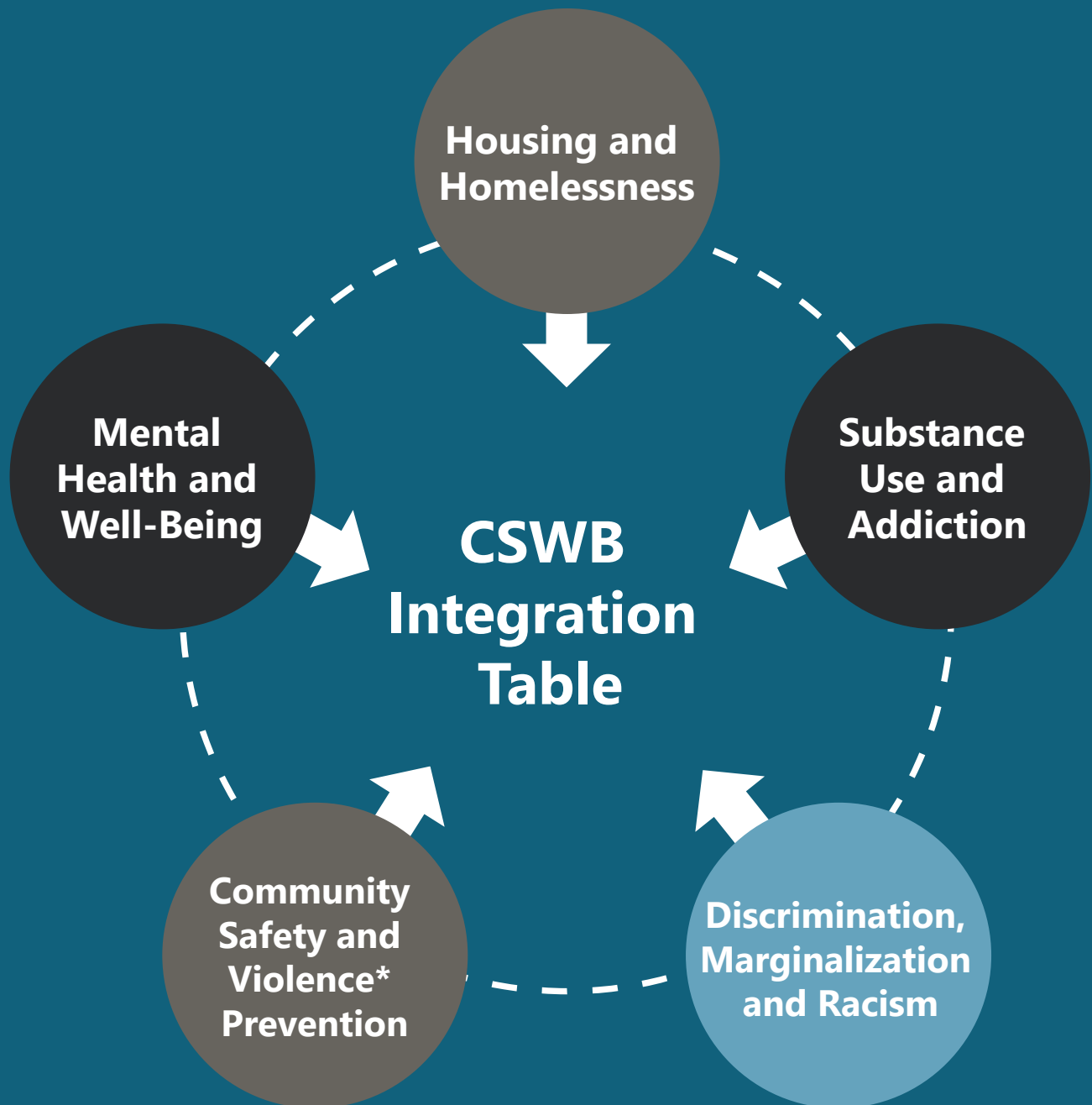
Our approach to developing the Dufferin Community Safety and Well-Being (CSWB) Plan and the four year plan itself is aligned with Ontario's Framework and critical success factors. An Advisory Committee was established to guide the development of Dufferin's CSWB Plan. This committee was comprised of a broad cross-section of organizations. The Advisory Committee (later named Integration Table) met over the course of 2020 and early 2021 to facilitate three phases of the planning process. These phases included:



With the ongoing COVID-19 pandemic situation, the Integration Table (see page 11 for list of organizations) continues with this extremely important work through an online process.

# Priority Area Updates

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# Mental Health and Well-Being

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**Lead Table:** Hills of Headwaters Collaborative Ontario Health Team (HOH OHT) Mental Health and Addictions (MH&ADD) Community Sector Working Group

**About:** The Ontario Health Teams (OHT) were asked to identify priority populations for their new integrated care pathways in the first three years of implementation, and the HOH OHT identified MH&ADD as a priority population. The Ministry of Health and Long Term Care accountabilities indicate that MH&ADD work should focus on several critical milestones including:

- Care is re-designed for mental health and addiction patients
- Mental health and addiction patients experience coordinated transitions between providers
- Mental health and addiction patients have access to 24/7 coordination and system navigation services

These are in accordance with key pillars of the HOH OHT strategic vision which aims to:

- Better integrate mental health and addictions services to expand access and improve care
- Decrease the health equity gap across the community
- Better connect other health services to primary care and specialized care
- Focus on COVID-19 pandemic response and recovery

## 2021 Areas of Focus:

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

## 2021 Update:

- The Dufferin Caledon Integrated Crisis Response working group has achieved cross-sectoral partnerships including a mix of clinical and non-clinical approaches. The team responds to crisis in the community, when possible, to prevent unnecessary ER visits. Crisis workers from any agency can accompany each other on a crisis call. Getting connected to support as soon as possible decreases the frequency of ER visits and allows for proactive intervention. Jointly responding to crisis calls with OPP has positively impacted the need for apprehensions related to mental health crisis. The Integrated Crisis Response group has been working with Openly Consulting Group to conduct a thorough review of crisis services in the region. To date 15 stakeholder interviews and a stakeholder engagement snapshot has been completed. The review identified barriers and gaps and recommendations on how to move ahead with implementation
- The Community Response Working Group mobilized during the COVID-19 pandemic as a collaborative response to the local needs of community and service providers. The group was recognized provincially with a 'Bright Lights' Award at the AFHTO annual conference on October 27, 2021, specifically for providing a community response to COVID-19 due to our collaborative efforts to address mental health and well-being. This working group continues its efforts in the wellbeing and resilience of all health human resources. To date the group has completed 8 resiliency initiatives on compassion fatigue, reducing stress, psychological personal protective equipment. The group will continue to offer workshops the offer ways to manage stress, burnout and taking care of mental health during COVID-19

# Housing and Homelessness

**Lead Table:** Dufferin County Equity Collaborative (DCEC) Housing & Homelessness Working Group

**About:** The DCEC Housing & Homelessness Working Group was formed in Spring 2019. The group's 2021 goal was that "*members of the community will have equitable opportunities to find and maintain housing. Housing instability and homelessness will be prevented.*"

## 2021 Areas of Focus:

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

## 2021 Update:

INTENDED RESULTS	HOW WE MADE A DIFFERENCE IN 2021
Increase awareness of housing and homelessness challenges in Dufferin County	<ul style="list-style-type: none"><li>• Continued disbursement of the "Are You Homeless in Dufferin" contact cards out to the community</li><li>• Created the housing postcard campaign to give voice to people who were struggling with housing and homelessness. Over 1,000 postcards were distributed to agencies in the community to pass on to their clients, staff, and volunteers. The postcards were self-addressed and people were asked to fill it out and send them to the Town of Orangeville to help stress the need for more affordable housing in the area</li></ul>
Increase access to affordable rental housing options	<ul style="list-style-type: none"><li>• Implemented OPHI/CHHAP/COHB Housing Allowances:<ul style="list-style-type: none"><li>• OPHI provided housing allowances to 55 households</li><li>• COHB provided a total of 22 households with a portable housing benefit</li><li>• CHHAP provided 16 chronically homeless individuals with a portable housing allowance</li></ul></li></ul>
Greater prevention initiatives to help maintain existing housing	<ul style="list-style-type: none"><li>• Increased funding - Social Services Relief Funding and Reaching Home funding to help obtain/maintain housing</li></ul>
Explore options to increase supply of affordable housing options	<ul style="list-style-type: none"><li>• Background discussions and research took place on potential ideas to increase supply (i.e. tiny homes, trailer parks, developers and landlords, etc.)</li></ul>

# Substance Use and Addiction

## Lead Table: The Dufferin Caledon Drug Strategy

**About:** The Dufferin Caledon Drug Strategy started back in 2017 as a group of community agencies coming together to organize a local event in recognition of Overdose Awareness Day on August 31. At that time, the agencies felt strongly that something needed to be done to draw awareness and offer support to the community as the number of overdose related deaths were increasing and the “Overdose Awareness Day” Committee was formed. Over the years the committee has stayed committed to increasing the community’s awareness of the issue and morphed into the “Dufferin Caledon Drug Strategy” in 2020 recognizing that the work needed to be broader than just organizing a one day event each year.

## 2021 Areas of Focus:

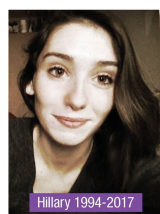
1. Reduce the harms related to substance use and/or addictive behaviours
2. Expand access to substance use and addiction services and supports
3. Improve care

## 2021 Update:

The work focused on designing and rolling out an Anti-Stigma campaign that was based on the work of the British Columbia government campaign “People who use drugs are real people” with the call to action “Stop the Shame. Stop the Blame. Stop the Stigma.” Focus groups were held so the campaign could be informed by voices of those with lived experience. Posters and rack cards were created that included pictures of local community members who lost their lives to overdoses. An educational video was also developed featuring the stories of people with lived experience or family members. Campaign (including focus groups, print material and video) were financially supported by the Hills of Headwaters OHT.

**SONS.  
DAUGHTERS.  
FRIENDS.  
PARENTS.**

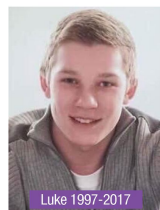
People who use drugs  
are real people.



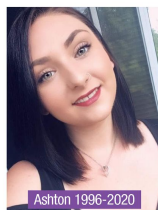
Hillary 1994-2017



Andy 1986-2020



Luke 1997-2017



Ashton 1996-2020

STOP THE SHAME.  
STOP THE BLAME.  
STOP THE STIGMA.

  
Dufferin-Caledon  
**DRUG STRATEGY**

The Dufferin-Caledon Drug Strategy committee needs your help to end drug use and drug-related stigma. Addiction can affect anyone—your family members, your friends, your co-workers. Sadly, there are those who don't survive.

It doesn't have to end this way.


With your help, we can challenge these stereotypes and get support for those who are in need.

Help us raise awareness about addiction and drug-related stigma to save lives.

If you or someone you care about is affected by the ongoing use of substances, there are community resources available to help in Dufferin and Caledon.

For more information on this campaign, the Dufferin-Caledon Drug Strategy Committee and for event updates, please visit [www.hillsofheadwaterscollaborative.ca/addiction-support-information/](http://www.hillsofheadwaterscollaborative.ca/addiction-support-information/) or scan the following QR code:



You can also find us on:  
 @DufferinODAwarenessCommittee

**#EndtheStigmaDufferinCaledon**

This campaign was funded by the:

  
**HILLS of  
HEADWATERS  
COLLABORATIVE**

Creative adapted from the *Stop Overdose BC* campaign, launched by the British Columbia Ministry of Mental Health and Addictions in 2018.

# Discrimination, Marginalization and Racism

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**Lead Table:** Diversity, Equity, and Inclusion Community Advisory Committee

**About:** The Diversity, Equity, and Inclusion Community Advisory Committee (DEICAC) will support provide advisory support in the following areas but not limited to:

- Identifying systemic barriers faced in accessing county services, information, programs and facilities
- Strategies for building connections and fostering a deeper sense of inclusion and belonging especially for marginalized groups
- Proposed County of Dufferin initiatives, services, and policies to meet changing needs of a diverse community
- Employment and employee awareness policies, initiatives, and programs
- Provide recommendations on opportunities for education and awareness programs for the Committee, Council and staff on anti-racism, diversity, equity and inclusion
- Development of a DEICAC Strategic Plan

## 2021 Areas of Focus:

The DEICAC is a newly formed committee and has not yet established a formal 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.

## 2021 Update:

The work conducted throughout 2021 focused on an environmental scan of all County of Dufferin departments, as well as the creation of subcommittees to closer evaluate current County services/programs from a DEI lens. Also in 2021, DEICAC will be working to develop a strategic plan to help drive and prioritize areas of focus for the community in the upcoming years. Working in conjunction with the Advisory Committee, the DEICAC is committed to supporting the work outlined by the local Community Safety and Well-Being Plan, with a focus on the Discrimination, Marginalization, and Racism priority area.

# Community Safety and Violence\* Prevention

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**Lead Table:** Dufferin/Caledon Domestic Assault Review Team (DART)

**About:** The Dufferin/Caledon Domestic Assault Review Team (DART), established in 1994, is a group of representatives from the County of Dufferin and Town of Caledon (Region of Peel) criminal justice, medical, child protection and community service agencies. Each agency has an individual mandate to deal with domestic abuse either supporting victims, or children who have been exposed to abuse, or the perpetrators of the abuse.

The work of the Committee is accomplished through agency representatives who take part in interagency decision-making, by commitment to the Protocol, by commitment to deal with new challenges as they emerge and with the assistance of interagency agreements.

## 2021 Areas of Focus:

This priority area will focus on crime, mobility safety, and the prevention of domestic and family violence. The Lead Table is in the process of determining goals and strategies specific to Gender-based Violence and Family and Domestic Violence Prevention.

## 2021 Update:

During 2021, the committee worked on a few projects including major updates to the DART website and a workshop entitled, 'Language Matters' with speaker Pamela Cross which took a look at the importance of the language we use to describe gender-based violence and how it impacts how people understand the message. The DART Coordinator also supported the Survivor Panel in four meetings throughout the year. They began a new initiative called the Notebook Project where the panel members wrote messages of hope in notebooks for other survivors to help inspire and support them through their journey.

The DART committee, endorsed the local Community Safety and Well-Being Plan, and committed to act as the Lead Table for the Community Safety and Violence\* Prevention.

*\* Gender-based Violence and Family and Domestic Violence Prevention*

# Moving Forward and a Call to Action

## Moving Forward

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 work and the plan will continue to evolve over time. We will move back and forth between different stages as we progress. Moving forward we must:



**Intervention**

- Promote and maintain CSWB on an ongoing basis
- Respond to emergency needs
- 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



**Collaboration**

- Continue to strengthen collaboration and commitment among community partners, organizations, and residents
- Recognize that no single individual, agency or organization can fully own the work
- Keep the "big picture" in mind, knowing that the current priorities of the plan are all interconnected
- Leverage what we each bring to the table




**Transformation**

- Recognize some needs and services change over time
- 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 report with your contacts
- Spread the word about the CSWB Plan
- Answer future surveys
- Visit and take part in *Join In Dufferin*

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



# Acknowledgements

It takes many people and community partners to promote and maintain community safety and well-being. 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 doing this important work. We appreciate and want to thank all of you. In particular we would like to recognize the people and organizations that are a part of the Community Safety and Well-Being Lead Tables and the Integration Table:

- Alzheimer Society of Dufferin County
- Caledon\Dufferin Victim Services
- Canadian Mental Health Association Peel Dufferin (CMHA)
- Community Living Dufferin
- County of Dufferin- Community Services Department
- County of Dufferin - Paramedic Services
- County of Dufferin Diversity, Equity, Inclusion Community Advisory Committee
- DC MOVES<sup>1</sup>/DCEC<sup>2</sup>
- Dufferin Area Family Health Team (DAFHT)
- Dufferin Caledon Domestic Assault Review Team (DART)
- Dufferin Caledon Drug Strategy Committee
- Dufferin Child and Family Services (DCAFS)
- Dufferin Community Foundation
- Dufferin OPP
- Dufferin Situation Table
- Family Transition Place (FTP)
- Headwaters Communities in Action (HCIA)
- Hills of Headwaters Ontario Health Team Mental Health and Addictions Work Group
- Orangeville Probation and Parole Services
- Services and Housing In the Province (SHIP)
- White Owl Native Ancestry Association

We would also like to acknowledge our municipal partners:



*A People Place, A Change of Pace*  
**SHELBURNE**  
ONTARIO, CANADA

<sup>1</sup> DC MOVES - Dufferin County – Managing Organizing Validating Engagement Strategy

<sup>2</sup> DCEC - Dufferin County Equity Collaborative

# Appendix A

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## GLOSSARY OF TERMS, ACRONYMS, & ABBREVIATIONS

- CHHAP - Chronic Homeless Housing Allowance Program
- Chronic homelessness: refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: they have a total of at least 6 months (180 days) of homelessness over the past year; they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days)
- CMHA - Canadian Mental Health Association Peel Dufferin
- COHB - Canada-Ontario Housing Benefit
- *Comprehensive Ontario Police Services Act, 2019* - is a law in the province of Ontario that brought a number of reforms to policing in the province. It mandates that every municipality across Ontario must have prepared and adopted a Community Safety and Well-being Plan by July 2021
- CSWB - Community Safety and Well-being
- DAFHT - Dufferin Area Family Health Team
- DART - Domestic Assault Review Team
- DCAFS - Dufferin Child and Family Services
- DCEC - Dufferin County Equity Collaborative
- DC MOVES - Dufferin County – Managing Organizing Validating Engagement Strategy
- DEI - Diversity, Equity, and Inclusion
- DEICAC - Diversity, Equity, and Inclusion Community Advisory Committee
- FTP - Family Transition Place
- HCIA - Headwaters Communities in Action
- HOH OHT - Hills of Headwaters Collaborative Ontario Health Team
- Integration Table - a cross-sectoral table which will ensure a proactive, balanced and collaborative response across the five priority areas. This table works to ensure an integrated response to community safety and well-being which leverages resources and recognizes the interrelationships amongst the five priority areas
- Lead Table - an existing planning table that is leading the implementation of strategies and actions in each of the five priority areas
- MH&ADD - mental health and addictions
- OHT - Ontario Health Team
- OPHI - Ontario Priorities Housing Initiative Housing Allowance Program
- OPP - Ontario Provincial Police
- Outcomes: actions, behavior changes, etc., that contribute to overall goals
- SHIP - Services and Housing In the Province

## REPORT TO COMMITTEE

**To:** Chair Rentsch and Members of Health & Human Services Committee

**From:** Sonya Pritchard, Chief Administrative Officer

**Date:** June 23, 2022

**Subject:** **Strategic Action Plan Progress Update June 2022– HHS Objectives**

### **In support of Strategic Plan Priorities and Objectives**

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

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### **Purpose**

The purpose of this report is to provide committee members with a progress update of the strategic objectives that fall under the oversight of the Health and Human Services Committee and to provide additional detail on the actions planned to achieve those objectives.

### **Background & Discussion**

At the December 17, 2020 Council meeting, the Strategic Action Plan 2021-2022 was adopted by Council. This plan identifies 56 specific actions that support the 5 key strategic priorities areas that were adopted in June 2019:

- *Economic Vitality* – promote an environment for economic growth and development;
- *Good Governance* - ensure transparency, clear communication, prudent financial management;
- *Sustainable Environment and Infrastructure* - protect assets both in the natural and built environment;
- *Service Efficiency and Value* - determine the right services for the right price;
- *Inclusive and supportive community* – support efforts to address current and future needs for a livable community

Within the Health and Human Services Committee, the Director of Community Services, and the Administrative of Dufferin Oaks are the designated Department Heads for 8 specific action items in the priority area: Inclusive and Supportive Community. Regular updates on these items will be brought forward to this committee. The attached chart provides an update on the work currently underway and planned over the short and longer term.

Implementing recommendations from the Older Adults and Seniors Strategy was impacted by the pandemic and by a lack of staff capacity. Staff are working to revisit the recommendations and re-establish priorities.

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

Many of the initiatives require support from IT, corporate finance, procurement, and human resources necessitating ongoing planning and collaboration.

### **Financial Impact**

The cost of all the initiatives with a 2022 timeframe have been allocated within the current-year budget.

### **Recommendation**

**THAT the report of the Chief Administrative Officer regarding the Strategic Action Plan – HHS Objectives, dated June 23, 2022, be received.**

Respectfully submitted,

Sonya Pritchard, CPA, CMA  
Chief Administrative Officer

Attachments:

Strategic Action Plan Progress Update June 2022– HHS

## Strategic Action Plan Progress Update June 2022 – HHS

Item	Estimated Cost/ Funding Source	Timeline	Designated Department Head/Others	Cost/ Impact Evaluation	June 2022 Progress Update
<b>Inclusive and supportive community (ISC)</b> – support efforts to address current and future needs for a livable community					
<b>ISC 2 Address Gaps in Seniors' Services</b>					
<b>ISC 2.1</b> Implement recommendations from Older Adults Strategy and Seniors Services Review (timing dependent on pandemic) <ul style="list-style-type: none"> <li>• Consult with community partners to streamline services</li> <li>• Assess how services may be permanently changed due to pandemic</li> <li>• Increase older adults' awareness of programs</li> <li>• Enhance older adults engagement</li> <li>• Enhance older adult transportation options</li> </ul>	Minimal upfront/ Future impact TBD	TBD	<b>Administrator Dufferin Oaks/ DCCSS Manager/Community Partners/ OHT</b>  Communications Manager/ DCCSS/ Community Services	<div>Medium Cost</div> <div>Medium Impact</div>	<p>Exploration of funding opportunities to support programs for older adults.</p> <p>Streamline outreach programs for older adults and identify opportunities for collaboration with partners.</p> <p>Some transportation options were included in the Transit Feasibility Study. Council approved a pilot program for an on-demand transit system.</p>

Item	Estimated Cost/ Funding Source	Timeline	Designated Department Head/Others	Cost/ Impact Evaluation	June 2022 Progress Update
<b>ISC 2.2</b> Review Long Term Care Needs <ul style="list-style-type: none"> <li>• Understand timing and impact of updates to funding model</li> <li>• Address staffing needs at Dufferin Oaks</li> <li>• Identify new opportunities for training and recruiting PSWs</li> </ul>	\$500,000 to increase direct care staffing to 4 hours/day/year	Q2 2021 based on PSW availability	<b>Administrator Dufferin Oaks/</b> Director of Care, Human Resources, MLTC	Medium Cost	Province has announced the following implementation plan: Funding to provide 3hrs direct care by March 31 <sup>st</sup> 2022, 3hrs 15 min by March 31 <sup>st</sup> 2023, 3hrs 42 min by March 31 <sup>st</sup> 2024 and 4 hrs of care by March 31 <sup>st</sup> 2025. Allied Health professional hours will see a funding increase starting this year which will see funding to increase hours from the current 30 min per day to 36 minutes by March 31 <sup>st</sup> 2023  Recruitment of a Dufferin Oaks dedicated Human Resource Generalist with a focus on recruitment.
	Tax Levy and/or Provincial Funding			Medium Impact	

Item	Estimated Cost/ Funding Source	Timeline	Designated Department Head/Others	Cost/ Impact Evaluation	June 2022 Progress Update
					<p>Current staff have been able to take advantage of the Provincially funded Personal Support Worker (PSW) and Food Service Worker (FSW) programs.</p> <p>A scheduling committee was formed to review scheduling needs in the nursing department. As a result of the work completed by the committee, a new master schedule as developed for the PSW staff which was implemented in February 2022.</p>
<b>ISC 2.3</b> Assess community requirement for additional LTC beds and identify options	\$25,000 for consultant/ Future investment TBD	2022	<b>Administrator Dufferin Oaks/</b> Director Community Services	High Cost	Review and Implementation of the Fixing Long Term Care Homes Act and Regulations.

Item	Estimated Cost/ Funding Source	Timeline	Designated Department Head/Others	Cost/ Impact Evaluation	June 2022 Progress Update
<ul style="list-style-type: none"> <li>• Include seniors supportive housing options</li> <li>• Issue RFP for community needs assessment</li> </ul>	Rate Stabilization Reserve			Medium Impact	
<b>ISC 3</b> Improve Access to Affordable Housing					
<b>ISC 3.1</b> Improve programs to support increased access to affordable housing: <ul style="list-style-type: none"> <li>• Financial Allowances/Benefits</li> <li>• Housing Supports</li> </ul>	\$200,000	2022	<b>Director Community Services/</b> Housing Manager, local agency partners and Government Partners	Medium Cost	Allocated funding to increase and prioritize housing allowances, effectively reducing the pressure on the housing waitlist. Consolidation of funding for assistance to help obtain/maintain housing and housing supports and services.
	Government Subsidies and/or Tax Levy			High Impact	
<b>ISC 3.2</b> Investigate feasibility of a new Supportive/ Community Housing Project: <ul style="list-style-type: none"> <li>• New Build</li> <li>• Housing Supports</li> </ul>	To be included with LTC assessment/ Future investment TBD	2022	<b>Director Community Services/</b> Housing Manager, local agency partners/	High Cost	Investigating options for supporting local agencies who are currently looking to create more affordable/supportive housing. Example,
				Medium Impact	



Item	Estimated Cost/ Funding Source	Timeline	Designated Department Head/Others	Cost/ Impact Evaluation	June 2022 Progress Update
			Government Partners		Services and Housing in the Province (SHIP) converting the former Knights Inn.
<b>ISC 5</b> Improve Access to Community Childcare Programs					
<b>ISC 5.1</b> Financial Support/Child Care Subsidy to local families to assist with childcare costs <ul style="list-style-type: none"> <li>• Redistribution of child care funds</li> <li>• Assess needs and options for post pandemic environment</li> </ul>	Redistribution of existing costs	Q1 2021	<b>Director Community Services/</b> Children's Services Manager Federal, Provincial Government and local Child Care Providers	Medium to High Cost	As of June 2022, there is no Child Care subsidy Wait List, except for those needing future care. There continues to be ongoing demand for this service.
	Within current budget			High Impact	Work has commenced on creating a system to operationalize the newly announced Canada Wide Early Learning and Child Care Agreement (CWELCC) which aims to provide more accessible child care options and lower fees. This includes

Item	Estimated Cost/ Funding Source	Timeline	Designated Department Head/Others	Cost/ Impact Evaluation	June 2022 Progress Update
					lowering fees to an average of \$10 per day for children under the age of six in licensed child care by September 2025.
<b>ISC 5.2</b> Financial Support to local Child Care operators (General Operating Grants) <ul style="list-style-type: none"> <li>Redistribution of child care funds</li> </ul>	Redistribution of existing costs	Ongoing	<b>Director Community Services/</b> Children's Services Manager Federal, Provincial Government and local Child Care Providers	Medium Cost	Additional financial support provided to local licensed Child Care providers. Financial challenges still remain. The County are using existing funding through General Operating Grants to assist.
	Within current budget			High Impact	<p>The sector is facing challenges around the recruitment and retention of staff.</p> <p>Work is ongoing on the implementation of a Dufferin Workforce Strategy, supporting the</p>

Item	Estimated Cost/ Funding Source	Timeline	Designated Department Head/Others	Cost/ Impact Evaluation	June 2022 Progress Update
					Dufferin child care sector. The aim is to address concerns for the recruitment and retention of Early Childhood Educators.
<b>ISC 5.3</b> Special Needs Resourcing (iCAN) <ul style="list-style-type: none"> <li>Redistribution of child care funds</li> </ul>	Redistribution of existing costs	Ongoing	<b>Director Community Services/</b> Children's Services Manager Federal, Provincial Government, local Child Care Providers and Service, and Support Agency (DCAFS)	Low Cost	The County continues to work with Dufferin Child and Family Services (DCAFS) by providing funding and working with staff to realign supports for Special Needs Resourcing that support the service objective and staffing compliment, to best serve families in need.
	Within current budget			High Impact	