



# REGIONAL MUNICIPALITY OF WATERLOO COMMUNITY SERVICES COMMITTEE AGENDA

Tuesday, January 10, 2012

1:00 p.m.

***(Please note time change)***

Regional Council Chamber  
150 Frederick Street, Kitchener

- 
1. **DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT***
  2. **DELEGATIONS**
    - a) Chris Riehl Re: 2012 Extended Daycare Programs with the Waterloo Region District School Board
  3. **REPORTS – Planning, Housing & Community Services**
    - a) [P-12-007](#), Heritage Planning Advisory Committee – Highlights from 2011 and Plans for 2012 (*Presentation by Member Carolyn Coakley*) 1

**REPORTS – Social Services**

    - b) [SS-12-001](#), Funeral Rates for 2012 4
  4. **INFORMATION/CORRESPONDENCE**
    - a) Memo: Ontario Works Caseload Report December 2011 (*To be distributed at meeting*)
    - b) [Memo](#): National Housing Day 2011 (*Video Presentation*) 8
  5. **OTHER BUSINESS**
    - a) Council Enquiries and Requests for Information [Tracking List](#) 10
  6. **NEXT MEETING – January 31, 2012**
  7. **ADJOURN**



## REGION OF WATERLOO

### PLANNING, HOUSING AND COMMUNITY SERVICES Community Services

**TO:** Chair Sean Strickland and Members of the Community Services Committee

**DATE:** January 10, 2012

**FILE CODE:** D25-01

**SUBJECT: HERITAGE PLANNING ADVISORY COMMITTEE - HIGHLIGHTS FROM 2011 AND PLANS FOR 2012**

#### RECOMMENDATION:

For information.

#### SUMMARY:

The Region's Heritage Planning Advisory Committee (HPAC) has had another productive and successful year. Highlights from 2011 include: completing the *Scenic Roads and Special Character Streets Resource Document*; conducting research on historic public buildings; and connecting with Area Municipalities through Council presentations and providing information on the variety of planning tools that exist to support heritage conservation. Throughout the year, HPAC provided comments on Regional projects that had potential to impact heritage resources, as well as on development applications, environmental assessments, and other processes that may impact heritage resources of Regional interest. Members participated in events, workshops and conferences in an effort to promote heritage and increase public awareness of the value of heritage conservation.

#### REPORT:

The Heritage Planning Advisory Committee was established in 1994, in accordance with the Region Official Policies Plan (ROPP). Current policy states that "the Region will maintain a Heritage Planning Advisory Committee to advise the Region on the implementation of the heritage policies in this Plan and other heritage issues of Regional interest, in accordance with the Terms of Reference adopted and periodically reviewed by Regional Council."

The Committee:

- Advises on heritage matters in accordance with the Regional Official Plan;
- Assists with the development and implementation of heritage policy;
- Comments on policies, plans, programs or legislation of other bodies for the promotion and/or conservation of heritage in the Region;
- Serves as a forum for soliciting representation from diverse viewpoints on particular heritage issues; and
- Endeavours to increase public awareness and understanding of heritage resource conservation.

HPAC is comprised of volunteer members who are appointed by Regional Council. The members are chosen for their interest and background experience in matters related to cultural heritage. The 2011 members were:

- Councillor Jean Haalboom, Chair
- Patricia Wagner, Vice-Chair
- Al Junker
- Ron Hackett
- Natalie Hardacre

- Elizabeth Waters Heinrichs
- Carolyn Coakley
- Melissa MacLean
- Marg Rowell
- Les Kadar
- Wendy Wright Cascaden

## Highlights 2011

During 2011, HPAC undertook the following initiatives:

### Advisory Work

- Provided input on Regional road rehabilitation projects that had the potential to impact significant heritage resources including Weber Street in Kitchener and King/Fountain in Cambridge.
- Provided comments on development applications, environmental assessments, and other processes that may impact heritage resources of Regional interest, such as the Black Bridge Road Environmental Assessment.

### Policy Work

- Completed and published the *Scenic Roads and Special Character Streets Resource Document*. This is an internal resource document for staff that lists the Regional roads that have been identified as scenic and provides recommendations for the treatment of these roads during road rehabilitation projects.
- Compiled a list of planning and financial tools available to Area Municipalities to assist with the conservation of heritage resources. The list was then circulated to Area Municipal Heritage Advisory Committees (MHACs) and heritage planning staff.
- Updated the Terms of Reference for the Committee.

### Collaborative Work with Others

- Appeared as a delegation at Area Municipal Councils to provide an update on the Committee's current activities and information on future opportunities for collaboration.
- Participated in heritage workshops and conferences including: the Grand River Watershed Annual Heritage Day Workshop in Woolwich (February 2011); the Waterloo Region Heritage Foundation Annual Heritage Showcase (February 2011); the Ontario Heritage Conference (May 2011); and the Ecofest event at the Waterloo Region Museum (June 2011).
- Nominated Woolwich Township for the Waterloo Region Heritage Foundation Award of Excellence for their work in restoring the Glasgow Street bridge.

### Building Public Awareness of the Value of Regional Heritage

- Continued to research historic public buildings in the Region in order to complete the Public Building Inventory.
- Participated in Doors Open Waterloo Region (September 2011).
- Re-evaluated the driving routes for the Historic Driving Tours maps.
- Researched alternative approaches to funding heritage conservation by property owners.
- Made heritage information and resources more accessible on the Region's webpage.

## Recognition & Awards

A summary of the accomplishments and future plans of the Heritage Planning Advisory Committee is published annually as part of *Grand Actions: A Registry of Accomplishments and Commitments* produced by the Grand River Conservation Authority.

Committee members Al Junker and Marg Rowell, Kathryn McGarry (former member) were recipients of the Ontario Volunteer Service Award. The Committee also nominated former HPAC member Jody Decker for the Waterloo Region Heritage Foundation Award of Excellence.

### **Proposed Activities for 2012**

In 2012, HPAC will continue to provide comments on road rehabilitation projects, development applications, environmental assessments, and other processes that may impact cultural heritage resources as outlined in the Committee Terms of Reference. In addition, the Committee plans to:

- Complete the Public Building Inventory and publish the report.
- Document and recommend the formal identification of a number of Regional Significant Heritage Resources (RSHR).
- Coordinate a workshop or seminar series that focuses on regionally relevant heritage issues.
- Continue to work on financial support tools for heritage properties, and diversion of heritage buildings from landfill.
- Promote Public Education and Public Awareness of the Region's heritage resources by participating in Doors Open Waterloo Region, Heritage Showcase, and other conferences and workshops locally, provincially and nationally.
- Provide comments to staff on Cultural Heritage Landscapes (CHL) policies, notably the draft CHL Evaluation Criteria and Implementation Guideline for CHL Conservation.
- Create an interpretive plaque for the demolished St. George Street water tower
- Develop interpretive plaques for a grouping of truss bridges as part of the Heritage Bridges Recognition Program.

### **Area Municipal Consultation/Coordination**

The agenda and minutes of HPAC meetings are circulated to all Area Municipalities, and this report has also been distributed.

### **CORPORATE STRATEGIC PLAN:**

The work of the Heritage Planning Advisory Committee supports Strategic Focus Area 2, Growth Management: Manage growth to foster thriving and productive urban and rural communities.

### **FINANCIAL IMPLICATIONS:**

The work of the Heritage Planning Advisory Committee is supported by Planning, Housing and Community Services staff through the use of Council-approved funds.

### **OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

NIL

### **ATTACHMENTS:**

NIL

**PREPARED BY:** *Anne Fitzpatrick*, Strategic Policy Development, Principal Planner

**APPROVED BY:** *Rob Horne*, Commissioner of Planning, Housing and Community Services



**REGION OF WATERLOO**

**SOCIAL SERVICES  
Employment and Income Support**

---

**TO:** Chair S. Strickland and Members of the Community Services Committee

**DATE:** January 10, 2012

**FILE CODE:** S09-20

**SUBJECT: FUNERAL RATES FOR 2012**

---

**RECOMMENDATION:**

For Information and Direction

**SUMMARY:**

NIL

**REPORT:**

**1.0 Background**

The Region funds funerals for Ontario Works (OW) Recipients and persons with low income. OW funerals are cost shared with the Province of Ontario and funerals for persons with low income are funded entirely by the Region of Waterloo. Such individuals have insufficient assets which are below the low-income cut-off. Funeral Services are provided by a Funeral Director of the family's choice. The current (2011) maximum rate for funeral services approved by Regional Council is \$2,775 plus applicable taxes. In addition, the Region pays area municipalities for the cost of cremation and/or burial.

For the period December 2010 to November 2011, the Region funded 124 (cost shared) funerals and 63 at 100% municipal expense for a total of 187 funerals. The total cost, including burial / cremation was \$465,919 after any recoveries including HST rebate. The net cost, after Provincial subsidy, was \$191,897.

The Waterloo Region Funeral Directors (WRFD) have requested a rate increase to \$5,545 plus applicable taxes for 2012. This is an increase of 100% over the 2011 approved rate. Such a request is consistent with representation made by the Funeral Directors during the 2010 and 2011 budget processes. They have proposed that the Region fund this increase by discontinuing funding funerals for persons with low income.

**2.0 Options for Consideration**

This report will outline options available to Council and the financial and program issues resulting from each option.

**2.1 General Cost of Living Increase**

The preliminary 2012 Operating budget under consideration by Budget Committee of the Whole assumes a 2% rate increase for funerals to a maximum rate of \$2,830 plus applicable taxes. The net cost to the Region is \$4,450. There would be no further financial implications resulting from this option.

## 2.2 Move to Provincial Median

The Region's 2011 rate of \$2,775 is \$61 (or 2.2%) less than the 2011 provincial median of those 27 (out of 47) municipalities which responded to a survey by Regional staff. The Region could approve the provincial median with cost of living or \$2,893 – an increase of 4.25%. An increase of \$118 would result in an additional property tax increase of \$5,012 over what is provided for in the proposed operating budget.

## 2.3 Issue Request for Proposal (RFP)

The Region could issue an RFP and select one or two suppliers to provide a predetermined level of funeral services to clients. While the rate for the service would not be known until the RFP process was completed, the rate and services would be set in the market place.

## 2.4 Phased In Approach

The Region could phase the impact of the request over a predetermined time period for all funerals. This would allow the Region to incorporate the increased rates into future budget years. Council could increase rates equally over its 2012-2014 term. Eventually by 2018 all costs for OW funerals would be paid by the Province. After 2015, the rates would increase by a cost of living determined by Regional Council. The following chart summarizes the financial impact given the current mix for services:

| Year                         | 2012     | 2013     | 2014     |
|------------------------------|----------|----------|----------|
| Approved Rate:               |          |          |          |
| Traditional                  | \$3,500  | \$4,500  | \$5,545  |
| Memorial                     | \$2,300  | \$3,000  | \$3,695  |
| Cremation                    | \$1,500  | \$1,900  | \$2,325  |
| Increase in Region Tax Levy* | \$12,005 | \$54,331 | \$51,323 |
| % Increase                   | 6%       | 26%      | 20%      |

\* 2012 amount is in addition to preliminary 2012 Operating budget. 2013 and 2014 are incremental amounts.

## 3.0 Approve Request

Any of the above options may result in the Funeral Directors reducing the current level of service. Council could approve the rates requested by the Funeral Directors for 2012 and **discontinue Regional funding of funerals for those with low income**. The families of such individuals would have to negotiate directly with the funeral director. The options 1 to 4 continue service to persons with low income. This would have a potential property tax savings of \$95,218 assuming 124 (cost-shared) funerals being funded in 2012.

### CORPORATE STRATEGIC PLAN:

The provision of funerals to those with low income and social assistance recipients addresses Focus Area 4: (To) foster healthy, safe, inclusive and caring communities of Council's 2011-2014 Strategic Focus.

**FINANCIAL IMPLICATIONS:**

The 2012 Budget currently being reviewed by Budget Committee includes a provision to fund a 2% increase in the maximum rate for funerals. Any rate in addition to this amount without changing the number of funerals to be funded would result in an increase in the 2012 Property Tax Levy.

|                                       | 2011<br>Experience | 2012 Base<br>Budget | Median Rate   | WRFD<br>Proposal   | Phase In All Funerals |                 |                 |
|---------------------------------------|--------------------|---------------------|---------------|--------------------|-----------------------|-----------------|-----------------|
|                                       |                    |                     |               |                    | 2012                  | 2013            | 2014            |
| Number Funerals                       | 187                | 187                 | 187           | 124                | 187                   | 187             | 187             |
| Payment to<br>Funeral Directors       | \$479,478          | \$489,236           | \$500,226     | \$546,155          | \$519,892             | \$670,496       | \$825,573       |
| Cremation                             | 52,964             | 52,964              | 52,964        | 35,535             | 52,964                | 52,964          | 52,964          |
| Burial                                | 90,203             | 90,203              | 90,203        | 56,680             | 90,203                | 90,203          | 90,203          |
| Reimbursement                         | (156,726)          | (156,726)           | (156,726)     | (76,284)           | (156,726)             | (156,726)       | (156,726)       |
| Net Cost                              | \$465,919          | \$475,677           | \$486,667     | \$562,086          | \$506,333             | \$656,937       | \$812,014       |
| Subsidy \$                            | (274,022)          | (279,330)           | (285,308)     | (465,407)          | (297,981)             | (394,254)       | (498,008)       |
| Regional Cost                         | \$191,897          | \$196,347           | \$201,359     | 96,679             | \$208,352             | \$262,683       | \$314,006       |
| Change to Region Property Tax<br>Levy |                    | \$4,450<br>2%       | \$5,012<br>5% | \$(95,218)<br>-50% | \$12,005<br>6%        | \$54,331<br>26% | \$51,323<br>20% |

In the past, the arrangement between the funeral service providers and the Region has been informal in nature. Going forward, a more formal contractual arrangement will be entered into with funeral service providers whatever the rate that is established.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

This report was developed in consultation with Finance.

**ATTACHMENTS**

A: Letter from the Funeral Directors, dated August 11, 2011.

**PREPARED BY:** *David Dirks*, Director, Employment and Income Support

**APPROVED BY:** *Michael Schuster*, Commissioner, Social Services

ATTACHMENT 1



507 Frederick Street, Kitchener,  
 Ontario N2B 2A5  
 Tel.: (519) 749-8467  
 Fax: (519) 749-8174

RECEIVED

AUG 26 2011

SOCIAL SERVICES

August 11, 2011

David Dirks  
 Director  
 Social Services  
 Employment and Income Support

Dear David,

As of January 1, 2012 the maximum fee for an indigent funeral will be \$5545.00 plus HST as per August 14, 2009 letter from Waterloo Regional Funeral Directors.

The indigent funeral consists of the following:

Professional and Staff Services which includes embalming and preparation. Facilities and equipment for a 1 – 2 hour visitation in the Funeral Home followed by a Chapel Service or a Service in a local Church/Hall followed by interment in a local cemetery or a trip to the crematorium.  
 This includes use of the Funeral Coach and a Funeral Director/Clergy Vehicle (with-in 40 km).  
 Family car is not included. **All services are to be completed on the same day.**

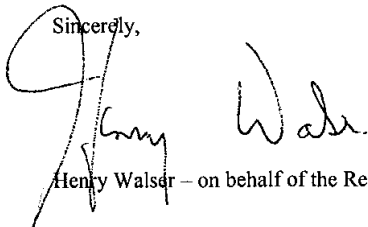
Flat-top grey cloth covered casket is included.

The person who makes the funeral plans is responsible to pay for items such as:  
 Clergy Honourarium  
 Flowers  
 Catering  
 Use of reception room  
 Death notice  
 Urn

As of August 11, 2011 the fee paid for the above services by the Region of Waterloo is \$2775.00 plus HST.

Should it be the desire of the Social Services Committee to adjust the level of service provided by the Waterloo Region Funeral Directors, please notify in writing and we will provide a quote that will reflect these changes.

Please send the letter to Henry Walser, 507 Frederick St., Kitchener, N2A 2B5 or [henry@walser.ca](mailto:henry@walser.ca).

Sincerely,  
  
 Henry Walser – on behalf of the Region of Waterloo Funeral Directors





## MEMORANDUM

To: Chair Sean Strickland and Members of the Community Services Committee

From: Deb Schlichter, Director, Housing

Subject: **NATIONAL HOUSING DAY 2011**

File No: D26-70

---

National Housing Day is a day set aside each year to celebrate (affordable) Community Housing initiatives and achievements. In Waterloo Region, National Housing Day was celebrated this past year on Thursday November 24, 2011, at Knox Presbyterian Church, Waterloo.

The event was also an occasion to launch the new Impact of Housing video "*A Place to Call Home: Community Housing in Waterloo Region*". The video showcases the stories of people who live in Community Housing and the impact that housing has had on their lives. The video also highlights other positive impacts of Community Housing on the environment, economy and social fabric of our community, while celebrating achievements in housing made possible through our partnerships with the non-profit, charitable and private sector, and senior levels of government.

This eight-minute video, which will be shown to Committee members today, was produced by Region Housing staff with the assistance from Regional Information and Technology Services (ITS) staff. It is now available on disk and on the Region's website ([www.regionofwaterloo.ca](http://www.regionofwaterloo.ca)).

The year 2011 marks the 10<sup>th</sup> anniversary of when the Region of Waterloo took over responsibility for Community Housing. The achievements over the past 10 years have been significant:

- Original transfer in 2001 of 2,557 units (now Waterloo Region Housing), and 441 rent supplement units, and administration and funding responsibilities for 57 non-profit and co-operative housing with 5,000 units.
- Completing building audit and capital reserve studies for all providers in 2002 and 2011.
- Adding regionally-owned Sunnyside Seniors apartments in 2004 and Sunnyside Supportive Housing in 2010
- Creating 1,926 new housing units (343 rent supplements, 1,320 rental supply and 263 home ownership units) through Regional Council's Affordable Housing Strategy.
- Delivering new programs including Housing Allowance Program in 2005 and the Short-Term Rent Support Program (STRSP) in 2010.
- Completing much needed repairs and energy efficiencies through Social Housing Renovation & Retrofit Program (SHRRP) and Renewable Energy Initiatives (REI). Preparing for new legislation (Housing Services Act), effective January 1, 2012.

The National Housing Day celebrations began with greetings from Regional Chair Ken Seiling and Regional Councillor Sean Strickland, Chair of Community Services Committee, on behalf of Regional Council, and other Provincial and Federal representatives. Peter Friedmann from Canada Mortgage and Housing Corporation, a sponsor of the event, also brought greetings.

The highlights of the event included:

- An overview of housing achievements in Waterloo Region over the past 10 years by Deb Schlichter, Director of Housing.
- Presentation of the Homelessness and Housing Umbrella Group (HHUG) Certificates in Foundations of Housing Stability to three community members who had completed the required courses: Alex Troeger, Suzanne Illes, Janis George.
- Presentation of the annual Housing Coalition Awards:
  - Outstanding Volunteer Housing Champion: Ron Thomas and Colin Plant, tenants at Supportive Housing of Waterloo (SHOW).
  - Outstanding Housing Educator: Cathy Middleton, YWCA K-W Housing Director for SHOW.
  - Sybil Frenette Outstanding Housing Creator: Steve Garrison, Cambridge Housing
  - Christine Wilson Outstanding Housing Community Worker: YWCA K-W Mary's Place staff.
- Special Presentation to Shari Guinta by Rob Horne, Commissioner of Planning, Housing and Community Services, for her significant contributions as Board Chair of Region of Waterloo Community Housing Inc.

The costs for National Housing Day were covered by a sponsorship grant of \$3,000 from Canada Mortgage and Housing Corporation. Costs for producing the video were minimal and were accommodated from the approved 2011 operating budget.

| COUNCIL ENQUIRIES AND REQUESTS FOR INFORMATION |           |         |                     |                           |
|--|-----------|---------|---------------------|---------------------------|
| COMMUNITY SERVICES COMMITTEE                   |           |         |                     |                           |
| Meeting date                                   | Requestor | Request | Assigned Department | Anticipated Response Date |
|  |           |         |                     |                           |
|  |           |         |                     |                           |
|  |           |         |                     |                           |