MEDIA RELEASE: Friday, February 24, 2012, 4:30 p.m.

REGIONAL MUNICIPALITY OF WATERLOO
COMMUNITY SERVICES COMMITTEE
AGENDA

Tuesday, February 28, 2012
1:00 p.m.
Regional Council Chamber
150 Frederick Street, Kitchener

1. MOTION TO RECONVENE INTO OPEN SESSION

2. DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT

3. PRESENTATIONS
   a) Heritage Planning Advisory Committee – Highlights from 2011 and Plans for 2012 (Presentation by Member Carolyn Coakley)
   b) Linda Terry, Executive Director, Social Planning Council of Cambridge & North Dumfries Re: Trends Report 2011
   c) Rohan Thompson, Project Manager, inREACH Re: CPC-12-001, 1
      inREACH Comprehensive and Integrated Youth Gang Prevention Strategy of Waterloo Region Update

4. REPORTS – Planning, Housing & Community Services
   a) P-12-027, Arts, Culture, Heritage Master Plan Implementation – 2011 Highlights
   b) P-12-028, Affordable Housing Strategy – Expression of Interest 2011-02 Recommended Priority Projects
   c) P-12-031, Revised Terms of Reference for the Waterloo Region Community Housing Advisory Committee

REPORTS – Public Health
   d) PH-12-006/P-12-029, Smoke-Free Policy for New Leases and Transfers in Regionally-Owned Community Housing – Annual Update
   e) PH-12-005/CR-CLK-LIC-12-001, Water Pipe Smoking in Waterloo Region

REPORTS – Social Services
   f) SS-12-005, Waterloo Region Energy Assistance Program Update
   g) SS-12-006, Request for Domiciliary Hostel Agreement Assignment and Amendment
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k) SS-12-010, Sunnyside Home Foundation – General By-Law Revision 79

5. INFORMATION/CORRESPONDENCE
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6. OTHER BUSINESS
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7. NEXT MEETING – March 20, 2012

8. ADJOURN
TO: Chair Sean Strickland and Members of the Community Services Committee

DATE: February 28, 2012 FILE CODE: C06-70

SUBJECT: inREACH COMPREHENSIVE AND INTEGRATED YOUTH GANG PREVENTION STRATEGY OF WATERLOO REGION UPDATE

RECOMMENDATION:

For information

SUMMARY:

This report provides a second update on the inREACH project since receiving funding in September 2009. The report will highlight project accomplishments to date and will describe the program focus for the year 2012.

REPORT:

1.0 Background

In September 2009, The Waterloo Region Crime Prevention Council received $3.8 million from the National Crime Prevention Centre, a branch of Public Safety Canada, to implement a multi sector, community-based street gang prevention and intervention project. Since the last report to Committee in November 2010 (CPC-10-001) this project has accomplished much and has reached full project implementation.

inREACH is a collaborative, multi-sector initiative. Current project partners include:

- John Howard Society of Waterloo Wellington
- Lutherwood
- Reaching Our Outdoor Friends (ROOF)
- St. Mary’s Counselling
- Waterloo Regional Police Service
- Mosaic Counselling and Family Services
- House of Friendship
- Kinbridge Community Association
- Preston Heights Community Group

In addition, inREACH has Memorandums of Understanding with the Waterloo Catholic District School Board and the Waterloo Region District School Board.

inREACH offers a comprehensive strategy for youth currently involved, associated with or thinking about joining a gang by providing support in the areas of mental health, substance use, education, employment, and family support. Neighbourhood interventions also provide alternatives for youth-
at-risk of being involved in gangs through mentorship and recreation supports.
The overall goals of the project are:

- To assist youth in effectively exiting gangs
- To prevent youth from entering gangs

The expected outcomes as agreed to in the Contribution Agreement with the National Crime
Prevention Centre of Public Safety Canada are:

**Short Term:**
- Increased awareness of and access to opportunities and supports for youth at risk and gang
  involved youth

**Medium Term:**
- Increases across multiple protective factors and deceases among multiple risk factors for
  youth at risk of joining gangs, and gang involved youth
- At risk youth choosing not to join gangs

**Long Term:**
- Disengagement from gangs by gang-involved youth
- Decrease in gang-related crime in community

2.0  The Project

The project is comprised of three phases: community needs assessment; community treatment; and
community mobilization.

**Phase 1: Community Needs Assessment**

In early 2010, a community needs assessment was conducted in order to determine perceptions of
gang activity in Waterloo Region. Approximately 2500 residents in the region participated in a survey
or were interviewed. This phase, in conjunction with a community consultation and community
demographic information, informed program development.

**Phase 2: Community Treatment**

Community treatment began upon approval of a detailed work plan by NCPC in November 2010 and
involves providing support to 60 youth, ages 13-24, and their families in Waterloo Region who are
actively involved in, associated with or at risk of joining a gang. To participate in this phase, a
thorough screening, intake and assessment is completed for each youth to ensure the project is
working with the youth most at risk of gang involvement. inREACH staff develop individual case
plans to best meet youth’s needs and provide one-on-one counselling, group therapeutic
interventions, housing and employment support, addictions counselling and recreation activities.
Programming is primarily delivered out of the inREACH office located at 450 Frederick Street.
However, the staff are mobile and meet youth in various settings. Referrals can be made by parents,
service agencies, schools and the youth themselves.

The following statistics show the number of youth supported by inREACH as well as the number of
service hours provided to participants.

For the program year 2011/2012 inREACH:

- Served 40 primary participants
• 35 referrals processed to determine eligibility for inREACH
• 35 discharged clients (some were primary participants, others were discharged at referral and/or triaged to other services)

For each youth, it takes the following number of hours to complete each stage:

• Stage 1 – Intake: It takes 6 to 8 hours to complete the intake process
• Stage 2 - Program (Group, 1-on-1, Case Management): On average, 38 hours, per client
• Stage 3 - After Care and/or Youth Advisory Committee: On average, 35 hours, per client

It is important to note that because of the high intensity and complex needs presented by youth in the program, inREACH staff tend to meet with close to 300 youth to establish a project participation quota of 60 youth. Additionally, inREACH staff engage in significant advocacy efforts to affect system and policy changes, which long term, lead to the community being better equipped to deal with the complex task of youth gang prevention.

The treatment team has 6.5 staff dedicated to it and these include: a concurrent disorder clinician from St. Mary’s Counselling Services, an employment consultant and a mental health clinician from Lutherwood, a Case Manager from John Howard Society, one full-time and one part-time Street Outreach Workers from ROOF and a program assistant from the Waterloo Region Crime Prevention Council.

A three minute digital story will be shown at the Community Services Committee meeting to best illustrate the multiple and complex needs of youth in the programme.

Phase 3: Community Mobilization

Using the results from the community assessment phase along with a community consultation, five neighbourhoods in the region were selected to receive a Youth Outreach Worker (YOW). As this phase is about community capacity building, inREACH chose to partner with community organizations that already have strong connections in these communities. Below is a list of the neighbourhoods and corresponding organizations:

**Kitchener**
- Paulander (Mosaic Counselling and Family Services)
- Greenfield (House of Friendship)
- Courtland-Shelley (House of Friendship)

**Cambridge**
- Preston Heights/Preston (Preston Heights Community Group)
- Southwood/Christopher-Champlain (Kinbridge Community Association)

The purpose of this phase is to engage youth in positive relationships and to provide opportunities, such as mentoring and recreation, in their community. This is a strengths-based approach which seeks to identify youths’ interests, capacities and talents that help prevent them from trending towards joining a gang.

This phase of the project began in October 2011 and since that time the YOWs have been building relationships with and engaging youth in their communities. The YOWs are located directly in the neighbourhoods, in community centres, so they can become familiar to the community and so the youth know where they can be reached. There were no predetermined programs or activities to be implemented in the neighbourhoods; instead, the ideas for programs and opportunities come from the youth. The YOWs facilitate the process of helping to bring the opportunities to fruition. Each
neighbourhood is unique and activities thus look different in each community.

Some examples of opportunities currently being offered in neighbourhoods include: Monday Night Drop-In for youth and their parents at Preston Heights Community Centre, drop-in art studio at the Allen Reuter Centre, digital story telling in Courtland Shelley and Preston Heights, drop-in basketball, beading/creative arts in Courtland Shelley and much more.

**Project Advisory Committee (PAC)**

An advisory committee supports the work of inREACH with the purpose of providing a consultative forum to effectively address issues arising as a result of the delivery of inREACH as well as exploring opportunities for sustainability, through community and systems changes that go, beyond the funded time period. The PAC provides recommendations for policy changes to increase the capacity of the community and its organizations to reduce and prevent street gang related crimes during and after the project. The PAC is comprised of representatives from numerous sectors including: Family and Children’s Services; Waterloo Region District School Board; Waterloo Catholic District School Board; Probation; Community Arts; Crown Attorney’s Office; Waterloo Regional Police Service; Neighbourhoods; the Working Centre.

**Evaluation**

Two evaluations are associated with inREACH: an impact evaluation and a process and monitoring evaluation. The impact evaluation was discontinued by NCPC in January 2012 because the evaluation framework was not deemed to be feasible long term. The contract for the process and monitoring evaluation rests with the WRCPC and more recently has been awarded to a locally-based evaluator. Results from this evaluation are expected to inform the knowledge base for how to work with gang involved youth through the Office of the Juvenile Justice and Delinquency Prevention (OJJDP) model, in the Canadian context. Results will also be used to inform sustainability efforts within the local community.

**3.0 Challenges**

Waterloo Region has been identified as having an emerging youth gang issue and inREACH has been designed and implemented to respond to this as no other services have the capacity to provide this type of holistic support for street gang involved youth.

From a service perspective, inREACH clearly is filling a community need, not only in working with the youth population but also in the manner in which the work is accomplished. In both the Community Mobilization and Community Treatment phase, the work is centered upon youth engagement, with the young person driving the process. inREACH staff are mobile, have diverse areas of expertise/knowledge and form a multi-disciplinary team that youth can access for support to meet their multiple complex needs. Part of the reason inREACH is successful is because there are many different sectors working collaboratively to provide comprehensive supports to high risk youth within one program.

From a systems perspective, inREACH has created a form of support that service providers can access easily in order to assist their students, clients, and families. inREACH can be that 'one stop' shop for getting youth employment, mental health support, substance use counselling, long term goal setting and case planning, so that youth can change the trajectory they were on prior to coming to the attention of the community, police, justice and other services.

Various community stakeholders all help to support inREACH and collectively have a venue for the community to have rich discussions about what it means to engage youth gang members and those most at risk of youth gang involvement in Waterloo Region.
inREACH is funded by NCPC until March 2013. Program participation and increased referrals indicate a higher than anticipated need to serve high risk youth in Waterloo Region. Interventions that are funded on the basis of a pilot project meet needs short term and tend to leave a void after they have been discontinued. The PAC, as a sub-committee of the WRCPC, has been charged with dealing with this challenge of not having sustainable funding.

4.0 Future Directions

Over the next year, inREACH will continue to provide interventions to youth in the treatment phase as well as provide opportunities and build community capacity in the community mobilization phase. An evaluation report due in June 2013 will greatly enhance our collective knowledge for how to deal with the ongoing issue of disengaged youth from a crime prevention perspective.

CORPORATE STRATEGIC PLAN:

Healthy and Inclusive Communities: Enhance community safety and crime prevention.

FINANCIAL IMPLICATIONS:

inREACH is 100% funded through a federal Contribution Agreement with Public Safety Canada.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

inREACH has benefitted greatly from support from IT, Facilities Management, Legal Services and Finance. In-kind contributions generated through the WRCPC staff and volunteers compensated at 12.6% of actual resources provided, as much as possible have been used to offset costs to these departments over and above the 12.6% administration support through the contribution agreement from NCPC.

ATTACHMENTS

NIL

PREPARED BY:  Rohan Thompson, Project Manager, inREACH

APPROVED BY:  Christiane Sadeler, Executive Director, WRCPC
REGION OF WATERLOO
PLANNING, HOUSING AND COMMUNITY SERVICES
Community Services

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

DATE: February 28, 2012

FILE CODE: R01-20

SUBJECT: ARTS, CULTURE, HERITAGE MASTER PLAN IMPLEMENTATION – 2011
HIGHLIGHTS

RECOMMENDATION:

For information.

SUMMARY:

This is the ninth annual report on the implementation of the Region’s Arts, Culture, and Heritage Master Plan. Each report has highlighted the arts, culture and heritage activities undertaken by the Region in the previous year. Over 40 initiatives were advanced in 2011, including the opening of exhibit galleries at the Waterloo Region Museum, web-hosting an on-line genealogical database of all people who once lived in Waterloo Region, and the first musician-in-residence at McDougall Cottage.

For 2012, proposed areas of focus include: development of a Cultural Heritage Toolbox that includes Regional Implementation Guidelines for Conserving Regionally Significant Cultural Heritage Resources and Cultural Heritage Landscapes; installation of historic interpretive plaques for a grouping of Truss bridges; celebration of the 10th Annual Doors Open Waterloo Region; and continued collaboration with Area Municipalities, Waterloo Region Tourism Marketing Corporation, the Creative Enterprise Enabling Organization, and Community Foundations in various initiatives that support Arts and Culture.

REPORT:

The Region’s first Arts, Culture and Heritage (ACH) Master Plan was approved by Council in 2002. The Plan’s objectives include: increasing awareness of the importance of arts, culture and heritage as integral components of the Region’s vitality, identity and character; improving promotion and access to existing ACH events/organizations; and building community identity through a focus on cultural heritage. Each year since the Plan was approved, staff has reported to Committee on the initiatives undertaken in support of these objectives (please see reports P-03-042, P-04-129, P-05-121, P-07-33, P-08-024, P-09-016, P-10-027 and P11-016).

Regional Council continues to recognize the importance of culture in cultivating a vibrant region that is globally competitive. One of the Strategic Objectives under Focus Area Two of the 2011-2014 Corporate Strategic Plan is “Promote and enhance arts, culture and heritage”.

The 2011 initiatives undertaken in support of the ACH Master Plan are summarized below, grouped into the five Goals identified in the Plan. These initiatives have been undertaken by Cultural Heritage staff, other Regional staff, the Heritage Planning Advisory Committee (HPAC) and through collaboration with Area Municipalities and other organizations.
Community Identity and Character

Goal One of the ACH Master Plan is to build community identity around the unique cultural heritage of this Region. This can be accomplished by promoting a greater understanding and respect for the diverse features that define our region, as well as by identifying and protecting our cultural and natural heritage assets. The following points highlight 2011 activities by Regional staff:

- The Waterloo Region Museum exhibit galleries opened on November 12th and 13th, with over 8000 visitors in the first weekend alone. The long-term gallery showcases many iconic artifacts and tells "the stories that connect us" as residents of Waterloo Region. The temporary gallery explores local innovation.

- The Waterloo Region Museum was honoured with a City of Kitchener Urban Design Award for design excellence, and the 2011 Ontario Association of Architects Design Excellence Award.

- Waterloo Region was nominated for the Lieutenant Governor's Ontario Heritage Award for Community Leadership which recognizes communities that have a proven track record and have demonstrated leadership in heritage conservation and celebration.

- A public art piece "His Messenger – Our Prayers" by artist David General was unveiled at the Waterloo Region Museum.

- Construction of a replica wash house at the Joseph Schneider Haus was substantially completed, with an official opening planned for May 2012.

- An interpretive plaque has been drafted to commemorate the George Street Water Tower.

- Draft cultural heritage policies in Area Municipal Official Plans were reviewed for conformity with the Regional Official Plan.

- HPAC developed and circulated a summary of "Legislative Planning and Financial Tools to Support Heritage Conservation".

- Cultural Heritage staff provided input to twenty-three Preliminary Design Reports (PDRs) to ensure that the necessary information on cultural heritage resources is available to be considered during public works projects undertaken by the Region. Cultural Heritage information is compiled from the Scenic Roads and Special Character Street Resource Document and the Waterloo Regional Heritage Inventory.

- A Heritage Study has been initiated to support the future development of the Multimodal Transportation Hub at the corner of King and Victoria Streets.

- The conservation of cultural heritage resources was considered as part of several development proposals, public works projects, and conservation initiatives (Weber St. widening, Victoria Park, Black Bridge Road, Huron Road Bridge, Fountain and King intersection improvements, West Montrose, Conestogo, South-West Kitchener Community Plan, Greenfield Village).

Education and Awareness

Goal Two of the ACH Master Plan is to enhance public awareness of the benefits that arts, culture and heritage organizations bring to the community, and to provide opportunities for the exchange of information among cultural heritage organizations. The results of key activities undertaken in 2011 to support this Goal are highlighted below:
The 2011 Doors Open Waterloo Region attracted a record 18,000 visits to 38 sites. As detailed in Report P-11-098, the 9th annual event was themed Doors Open, Speak Out! People were asked to choose a site and use it as inspiration to create related web content such as an online photo album, a post on the Doors Open Facebook page, a video on YouTube, or a blog post.

A four part Public Art brochure “Extraordinary Spaces: Discover Public Art in Waterloo Region” showcasing municipally funded public art was developed in collaboration with the cities of Cambridge, Kitchener and Waterloo.

“Events and Exhibits”, the public newsletter that highlights activities at the Region’s museums and libraries, was published three times. Each issue also features an external organization; in 2011, these organizations included Galt Little Theatre, the Tapestry: Celebrations of Diversity festival and the YMCA Immigrant Services Artist Mentoring Program for New Canadians.

Regional staff reviewed and commented on the Ministry of Culture’s draft Heritage Places of Worship guide. Information about the new guide will be circulated to local faith communities so they can access the resource when decisions are being made about the conservation, designation, alteration, disposal and/or demolition of their heritage property.

The “Grand Actions Registry” was updated with recent HPAC and Doors Open activities.

HPAC members and/or Regional staff participated in several workshops and conferences, including: 2011 Heritage Showcase; Grand River Watershed Annual Heritage Day Workshop in Woolwich; Ontario Heritage Conference; EcoFest; The Alliance for a Grand Community Arts & Culture Rally; Culture Days at Joseph Schneider Haus; and the Ontario Heritage Conference.

One Book, One Community (OBOC) celebrated the mystery novel Bury Your Dead, by Louise Penny across Waterloo region. Over 900 people met the author at events in September. To celebrate OBOC’s 10th anniversary year, special commemorative mugs were produced.

History, culture and literacy learning opportunities were offered through the many programs presented in 2011 by Joseph Schneider Haus, McDougall Cottage and the 10 branches of the Region of Waterloo Library.

Coordination and Partnership Formation

Goal Three of the Master Plan relates to integrating promotional activities and encouraging the not-for-profit, public and private sectors to share their expertise and resources. The following initiatives were undertaken by Regional staff in support of this Goal:

HPAC members visited all seven Area Municipal Councils providing an update on current projects and promoting future opportunities for collaboration.

Regional Council and Regional staff continued to support the Creative Enterprise Enabling Organization (CEEO). In 2011, CEEO invested $50,000 in 12 cultural organizations by leveraging a $20,000 grant from the City of Kitchener with private sector funding, announced a Group Benefits program for arts organizations, and appointed a Director of Audience Development.

The Area Municipalities, Region and the CEEO are collaborating to develop a new municipal funding strategy for cultural organizations in the Region.

Regional staff continue to collaborate with the CEEO and the Waterloo Region Tourism Marketing Corporation (WRTMC) to create a centralized on-line space for the Arts and Culture sector.
The space will provide a comprehensive listing of arts and culture events across the Region, enable users to search for artists according to a variety of criteria, and provide useful current information for individual artists.

- The Region continued participation in “ArtsSmarts Waterloo Region” with five other funders. The ArtsSmarts project uses arts as a way of making core curriculum more relevant and meaningful to students. Professional artists collaborate with classroom teachers to engage students in creative thinking and problem solving. All projects have an equity and inclusion based theme. In 2011, seven projects were funded. An Ontario Trillium Foundation grant for capacity building was also received, which will support new initiatives in documenting the effectiveness of the initiative, and support efforts to achieve sustainable funding.

- Regional and Area Municipal staff continue to collaborate on arts and culture initiatives, including applying to co-host a Municipal Cultural Planning Workshop in early 2012; discussing potential uses for cultural mapping data; and considering a project in support of audience development.

- Regional staff assisted in presenting the Grand Strategy Heritage Day 2011 held in Woolwich Township.

- The Region’s membership in the Creative City Network (CCN) enables all staff at the Region and Area Municipalities to access information on cultural heritage research, policies and initiatives through the Internet.

- Regional staff collaborated with professional colleagues through the Waterloo Wellington Museums and Galleries Network, and the Ontario Municipal Heritage Planners meetings.

**Resources**

The Fourth Goal of the Master Plan is to ensure that sufficient resources, including staff, volunteers and funding, are available to undertake the initiatives recommended in the Plan. It also contemplated that the Region could enhance the resources available to other organizations by leading or coordinating initiatives that benefit several groups. In 2011:

- A new staff position of Cultural Heritage Specialist was approved in the 2011 budget. The management position oversees a small Cultural Heritage Section, and is responsible for the Heritage Planning Advisory Committee, the Public Art Program, Doors Open, and other cultural heritage programs, services and policies.

- McDougall Cottage hosted their first annual Musician-in-Residence funded in the first year through a donation from the Friends of Joseph Schneider Haus.

- Regional Council increased its grants to cultural organizations by 10%, to $760,000; the Kitchener-Waterloo Symphony, TheMuseum, the Grand Philharmonic, and the Grand River Film Festival received grants.

- Regional Council continued to fund the Waterloo Region Heritage Foundation (WRHF) and increased funding to the Region of Waterloo Arts Fund (RWAF) by 15%. These organizations support heritage and arts projects through grants. The WRHF also presents awards to recognize outstanding contributions of individuals, institutions and organizations to heritage preservation in the Waterloo Region.
- The Region **directly funds the operation** of the Waterloo Region Museum, Joseph Schneider Haus and McDougall Cottage, as well as the Region of Waterloo Curatorial Centre, and the Region of Waterloo Archives.

- Regional policies and initiatives are in place to attract and recognize **volunteers**, whose contributions are particularly important to museums and libraries.

- Regional staff attended **training** on Cultural Landscape conservation at Willowbank School of Restoration Arts.

**Accessibility**

The Fifth Goal is intended to maximize accessibility to arts, culture and heritage opportunities and information. In 2011, the following activities occurred:

- Waterloo Region Museum offered several **new programs and events** that broadened their participant base, including: the Focus 4 Film Festival which screened locally produced films; a new Talks series for mature minds; and summer music on the patio.

- The **Guide to Access for Visitors with Disabilities** that outlines services offered at the Regional museum has been revised.

- All **past Doors Open** Waterloo Region sites have been posted on the Region’s website, and will be included as a data set in the Open Data initiative.

- Waterloo Region **Archives** are now online at [http://row.minisisinc.com](http://row.minisisinc.com)

- The Region continued renting a selection of paintings from graduates of the University of Waterloo Fine Arts program. The paintings are installed for one year in public spaces at 150 Frederick and 150 Main.


- The GRT **ClassPass** program continued to provide free transit rides for a school class to attend a public library program.

**2012 Directions**

Most of the specific recommendations in the Arts, Culture, Heritage Master Plan have been addressed. The actions detailed in the Corporate Strategic Plan related to the Objective “Promote and enhance arts, culture and heritage” have been accomplished or are underway.

As a result, many of the initiatives in 2012 are focused on completing projects and consolidating achievements. They include:

- **Doors Open Waterloo Region 2012** will be the Region’s 10th Doors Open event. To mark the anniversary, the Region will be highlighting sites and organizations that are also celebrating anniversary milestones and planning special presentations as part of the day’s events.

- A Heritage Conservation Toolbox will be developed to include the Implementation Guideline for Conserving Regionally Significant Cultural Heritage Resources and the Implementation Guideline for Cultural Heritage Landscape Conservation, as identified in the new Regional Official Plan, as
well as a Guide to Cultural Heritage Impact Assessment to assist Regional staff during the undertaking of Regional public works projects.

- The Public Building Inventory will be circulated to Area Municipal staff for review, and will be made available on-line in 2012.

- Education and awareness initiatives including installation of historic interpretive plaques for a grouping of Truss bridges, Cultural Heritage Landscape recognition and appreciation information, Doors Open Waterloo Region, and the Heritage Showcase.

- Continued collaboration with Area Municipalities, Waterloo Region Tourism Marketing Corporation, the Creative Enterprise Enabling Organization, and Community Foundations in various initiatives that support Arts and Culture, including ArtsSmarts, website development and promotion, and sustainability of cultural organizations.

- The Public Art piece “Tree of Life” will be installed at Sunnyside Home, and two new sites at Regional buildings will be proposed.

There is significant change underway across the arts, culture and heritage sectors in Waterloo Region. Synergies among culture, tourism, and economic development initiatives continue to be explored. Regional staff will continue to participate in this work, along with partners from the area municipalities, culture organizations, the Creative Enterprise Initiative, Waterloo Region Tourism Marketing Corporation, educational institutions and the private sector. New directions and priorities for the Region will emerge from these initiatives.

**Area Municipal Consultation/Coordination**

Area Municipal staff has been actively engaged in the Creative Enterprise and cultural funding initiatives. This report has been circulated to culture and heritage staff of the Area Municipalities.

**CORPORATE STRATEGIC PLAN:**

Implementation of the Arts, Culture, Heritage Master Plan initiatives supports Strategic Focus Area 2 – Growth Management and Prosperity, particularly the objective: Promote and enhance arts, culture and heritage.

**FINANCIAL IMPLICATIONS:**

The 2011 initiatives were funded through the program budgets for Cultural Heritage, the museums, Region of Waterloo Library, and Regional grants. The Regional budget was increased in 2011 and 2012 to provide additional funding for cultural grants, and the Waterloo Region Museum.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

NIL

**ATTACHMENTS:** NIL

**PREPARED BY:** Kate Hagerman, Cultural Heritage Principal Planner

Lucille Bish, Director, Community Services

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

PLANNING, HOUSING AND COMMUNITY SERVICES

Housing

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

DATE: February 28, 2012

FILE CODE: D26-20

SUBJECT: AFFORDABLE HOUSING STRATEGY – EXPRESSION OF INTEREST 2011-02

RECOMMENDED PRIORITY PROJECTS

RECOMMENDATION:

THAT the Regional Municipality of Waterloo approve the following with regard to the Region of Waterloo’s Affordable Housing Strategy, as described in Report P-12-028, dated February 28, 2012:

a) Endorse Report No. P-12-028, Affordable Housing Strategy – Project Updates and Expression of Interest 2011-02 Recommended Priority Projects, dated February 28, 2012, including the list of recommended priority projects attached as Appendix A;

b) Authorize the Commissioner of Planning, Housing and Community Services to execute and deliver all documentation required by the Province of Ontario and the Region of Waterloo for the purpose of funding affordable housing projects as described in Report No. P-12-028;

c) Authorize the Regional Chair and Regional Clerk to execute such agreements and documentation in a form satisfactory to the Regional Solicitor, as may be required to process the advance of funding to approved projects as described in Report No. P-12-028;

d) Authorize staff to finalize individual grant requests and conditions with each of the Priority Project proponents; and

e) Request that the Ministry of Municipal Affairs and Housing redirect any unspent Investment in Affordable Housing for Ontario Program funding in other Service Manager areas to the Region of Waterloo; and

f) Forward a copy of this report to Federal and Provincial Ministers responsible for housing, and to local Members of Parliament, local Members of Provincial Parliament and Area Municipalities.

SUMMARY:

On October 29, 2008, Regional Council endorsed the current Affordable Housing Strategy (AHS) for the period 2008 to the end of 2013 with a goal of helping to create at least 500 new units of sustainable affordable housing. Two priority areas identified in the new Strategy relate to affordability and supportive housing. There are currently 382 new affordable rental units being constructed under the new AHS, including 284 affordable rental and supportive housing units (43% affordable to the lowest income households) and 81 units of supportive housing. On February 8, 2012 Regional Council approved the Program Delivery and Fiscal Plan for the $12.8 million notional allocation, which included allocating $10.3 million for new affordable rental and supportive housing developments.
The Region issued a call for Expressions of Interest (EOI 2011-02) on December 19, 2011 to identify additional affordable rental and supportive housing projects. Twenty-six proposals from private and non-profit proponents were received by the January 27, 2012 deadline with a total request for funding of over $54 million. This report also contains recommendations on five projects as priority projects that could be forwarded to the Province for approval once they have met the Province’s requirements to enter into a contribution agreement. The proposed five Priority Projects represent up to 70 new affordable rental and supportive housing units throughout the region, and could bring the AHS total to 452 new units created. In addition, the three Potential Priority Projects could add up to 52 more units of affordable housing, should additional funding be available.

REPORT:

On October 29, 2008, Regional Council endorsed the Affordable Housing Strategy (AHS) for the period 2008 to the end of 2013 to help create at least 500 new units of sustainable affordable housing (P-08-105). Two priority areas identified in the AHS relate to affordability and supportive housing. The Region issues calls for Expression of Interest (EOI) when new senior government funding is available to identify community partners with the interest and capacity to create new affordable rental and supportive housing.

In July 2011, senior levels of government announced a New Framework for Affordable Housing 2011-2014 that will invest $1.4 billion across Canada to address housing needs. This was followed in November with the announcement of the Investment in Affordable Housing for Ontario Program (IAH), which will provide $480.6 million for affordable housing in Ontario over four years. The Region of Waterloo’s notional allocation of $12.8 million is divided over Years 2 to 4 (April 1, 2012 to March 31, 2015) of the Program. On February 8, 2012 Regional Council approved the Program Delivery and Fiscal Plan for the $12.8 million notional allocation, which included allocating $10.3 million for new affordable rental and supportive housing developments (P-12-017).

Expression of Interest 2011-02

In December 2011, the most recent call for Expressions of Interest (EOI 2011-02) was issued to the community for the purpose of identifying proponents interested in constructing more affordable rental and supportive housing in Waterloo Region.

The priorities of the Region’s AHS are to create sustainable affordable housing that addresses pressing needs in the areas of affordability and supports. The first priority is to create units affordable to the lowest income households in the Region by targeting 40 per cent of all new units created to be available at 65 per cent of the Canada Mortgage and Housing Corporation average market rent. At this rent level, units will generally be affordable to households receiving Ontario Works (OW), Ontario Disability Support Program (ODSP), earning minimum wage, and seniors on fixed incomes.

The second priority area is to increase the supply of housing with supports by helping to create at least 100 affordable supportive housing units. These additional supportive units may be located in new projects or added to current stock through partnerships with support agencies and housing providers. There are more than 1,370 households in the Region in need of not only safe and appropriate affordable housing, but also supports to allow them to live independently. As our population grows, so will the demand for housing with support services, which can range from support for seniors, those with mental health issues, persons with physical or cognitive disabilities to support for people needing help with basic life skill tasks.
Another key component of the AHS is to foster partnerships with community groups that have demonstrated commitment and dedication towards the creation and operation of affordable housing projects in Waterloo Region. The Region’s AHS and the program objectives and priorities outlined in EOI 2011-02 are consistent with the Province’s Investment in Affordable Housing for Ontario Program. Each proposal was evaluated using the following program objectives that were set out in EOI 2011-02, released by the Region:

- To build new sustainable affordable rental housing available to lower-income households (targeting 40 per cent of units at rents equal to 65 per cent of average market rent);
- To create a range of supportive housing in either new or existing projects that provide support services to allow families and individuals to live independently;
- To create affordable housing that addresses economic, environmental and community sustainability;
- To build housing that supports unmet affordable and supportive housing needs in less serviced areas of the Region;
- To build affordable housing that supports the planning and land-use policies of the Region of Waterloo and Area Municipalities, including transit-supportive development within or in immediate proximity to the Region’s Central Transit Corridor, including development at or near transit stations;
- To build affordable housing that is sensitively integrated into the community (e.g. through design excellence and use of quality materials);
- To build energy efficient and well-designed housing that delivers adequate unit sizes, provides for overall visitibility and accessible units;
- To build affordable housing that is located on or near a GRT route and in close proximity to schools, recreational facilities, shopping and services;
- To incorporate partnerships with organizations and agencies to address other community interests; and
- To dedicate at least 40 per cent of the units to households currently on the Region’s centralized waiting list for Community Housing.

EOI 2011-02 also identified the following preferences that were used to assess how proposals address current housing and support need, leverage resources, are financial viable and sustainable:

- Have sites with required zoning in place and have short time frames to start construction;
- Are proposing small to mid-sized projects—projects over 40 units should include a mix of market rent units that would not receive IAH funding;
- Provide for unit sizes that meet or exceed the targets in the EOI;
- Achieve the Affordability Targets with a per unit allocation request at less than the maximum allocation;
- Involve partnerships with other organizations that address broader community interests and social development (e.g. incorporate youth employment opportunities during construction, incorporates space for community programs);
- Have a proven track record in developing and managing affordable rental housing projects and experience working with the proposed target client group(s) and/or has contracted with experienced firms and agencies;
- Demonstrate the capacity and financial capability to undertake the proposed development;
- Have a long term intent to have units remain on the market as affordable housing;
- Will provide supportive housing and have funding in place to provide support to the intended target client group;
- Propose 1-bedroom units for single non-seniors;
Propose large (4/5 bedroom) ground-oriented units for large families; and
Address other high needs households on the Region’s centralized waiting list for Community Housing.

Responses Received Under EOI 2011-02

The EOI 2011-02 review team consisted of staff from Housing, Social Services, Finance and Legal Services. Proponents that met the basic requirements of the EOI were also interviewed by members of the review team. This part of the process allowed an opportunity for the groups to elaborate on their proposal and for staff to seek clarification. Staff also met with Area Municipal planning staff to review Area Municipal interest and confirm approvals that may be required for each of the proposals.

Following the meetings with the groups, the projects were categorized and given priority based on how they addressed the program criteria and their construction readiness. The names of proponents, locations and size of projects, funding sources, and level of allocation may change given that some proponents may incorporate for the purpose of building and maintaining projects while others still have not finalized the purchase of suitable property for the project.

The Region received 26 proposals from non-profit, co-op and private sector proponents for a range of projects throughout the Region with a total request for funding of over $54 million. Of the 26 proposals submitted under EOI 2011-02, the five recommended Priority Projects described in this report most fully met the evaluation criteria. Each of these projects incorporates innovative elements that complement both the range of units currently offered within the Region's Affordable Housing Strategy, and Regional and local priorities (see Appendix A). The projects include up to 70 units and a total funding request of at least $8.24 million. Several standard pre-conditions to the authorizing of the advance of funding are recommended by staff. These include receipt of a letter of commitment from a lender confirming that the project can be financed, an undertaking from CMHC, if applicable, to insure the first mortgage, confirmation that the property and the proponent are not engaged in any litigation or legal proceedings which may impact the Region's interest in funding the project, and that appropriate liability, planning approvals, and support service agreements, if applicable, have been secured for the project.

Priority Projects

The following five proponents most fully meet the EOIs objectives and priorities and are recommended for IAH funding under the Region's AHS funding. These proposals are at a project development stage and staff will work with the proponents to bring these projects to the construction-ready stage within Years 2 and 3 of the IAH Program. However, there may be the opportunity for construction-ready projects to be moved into Year 1 and start construction quicker, without impacting overall funding to the Region. These five projects represent the creation of up to 70 units, including 24 supportive housing units and $8.24 million in IAH funding. All five projects propose that at least 40% of the units will have rents at or below 65 per cent of average market rent. Four of the recommended Priority Projects are from non-profit proponents that have demonstrated a long term commitment to maintain the affordability of newly created housing units after the term of agreements with Region. The individual project funding will be subject to additional refinement with project proponents.

Cambridge Kiwanis Village Non-Profit Housing Corp.

Cambridge Kiwanis Village Non-Profit Housing Corp. is proposing to expand their existing 174 unit Community Housing complex at 355 Linden Drive in Cambridge. The proposal seeks to add up to 23 new units in a 4 storey stand alone building, 20 of which will be one-bedroom units and 3
two-bedroom units. Zoning is currently in place; however, based on a final design and number of units, a minor variance may be required to address parking and density requirements. This proposal could proceed in Years 2 or 3 of the IAH Program.

Hunke Construction Inc.

Hunke Construction Inc. has previously created units under the AHS and is proposing to convert a former small church located at 3639 Nafziger Road in Wellesley, into two units. The three-bedroom barrier free unit and four-bedroom unit would assist in addressing the needs of larger families. An official plan amendment and rezoning application have been approved by Township of Wellesley Council and the approvals are currently in the appeal period. This proposal could proceed in Years 1 or 2 of the IAH Program.

Kitchener Housing Inc.

Kitchener Housing Inc. has proposed creating new affordable housing on its site located at 35 David Street in Kitchener. Their proposal would create an additional 21, one-bedroom units to the existing 18 one-bedroom units currently located on the site. Appropriate zoning is in place, and Kitchener Housing Inc. is in the process of applying to the City of Kitchener for a minor variance to the parking requirements. This proposal could proceed in Years 1 or 2 of the IAH Program.

Kitchener-Waterloo Habilitation Services

Kitchener-Waterloo Habilitation Services (KWHS) is proposing the construction of a 21 unit, supportive housing building as part of the redevelopment of their property at 108 Sydney Street South in Kitchener. There is currently a five year waiting list for supportive residential housing for people with developmental disabilities. The units would be targeted to adults with developmental disabilities, which could include individuals with developmental disabilities experiencing or at risk of homelessness. KWHS has the capacity within its existing structure to provide the support services for this project. This proposal could proceed in Years 2 or 3 of the IAH Program.

MennoHomes Inc.

MennoHomes Inc. is an experienced Community Housing provider and recently purchased an existing older home and adjacent vacant lot at 9 and 11 Ratz Street in Elmir. MennoHomes is proposing to renovate, upgrade and improve the energy efficiency of the existing three-bedroom dwelling and develop a duplex consisting of two, four-bedroom units on the vacant lot. The duplex would be donated by a philanthropist planning on intensifying an urban site. This proposal could proceed in Years 1 or 2 of the IAH Program. MennoHomes’ current project would provide affordable rental housing with supports for large rural families, particularly Low German-speaking Mennonites.

Potential Priority Projects

There are three proposals that address several of the EOI’s objective and priorities and are in the development stage, but because of required municipal approvals and additional refinements, would not likely be able to proceed to construction until Years 3 or 4. As proposed, these Potential Priority Projects would represent 52 units and $5.77 million. The total request from recommended Priority Projects ($8.24 million) and Potential Priority Projects ($5.77 million) is $14.1 million. Given that only $2.06 million in IAH funding would be remaining if the recommended Priority Projects are approved and built, staff are proposing to work with these Potential Priority Projects proponents to refine their proposals based on available funding and need, to allocate the remaining IAH funding after the five Priority Projects proceed to construction. Also, should any of the five Priority Projects not be able to proceed within the required timeframe
or additional funds become available through the Province from other Service Managers, their allocation could be used by one or more of the Potential Priority Projects. In addition, the Region has $4.925 million in senior government DOOR funding remaining for affordable housing activities (P-12-017) that could potentially be used in combination with IAH Program funding to develop the Potential Priority Projects. These funds are available as a result of some past projects not proceeding and their proposed use will be recommended in a subsequent report to Region Council in 2012.

1058663 Ontario Inc.

1058663 Ontario Inc. owns a 0.34 hectare site at 5 Ferris Drive in Wellesley. The proponent has requested funding for 20 affordable stacked townhouse units consisting of 10 one-bedroom and 10 two-bedroom units. The development would require a re-zoning to allow for the stacked townhouse design. Subject to the rezoning and based on assessed need, staff would propose a mixed project consisting of a maximum of 10 units funded under the AHS and 10 private market units.

MennoHomes Inc.

MennoHomes Inc. is requesting funding for two large-family units with supports in the Township of Wellesley for large rural families, specifically Low German-speaking Mennonites. MennoHomes is currently considering two potential sites and expects to reach an agreement with one of the owners.

Savic Homes Limited

Savic Homes Ltd. is a local builder with an experience team that is proposing the construction of a seven storey, 85 unit apartment infill development at 15 Dellroy Avenue in Kitchener. The current proposal is a mix of one, two, three, four and five bedroom units with the larger units forming a podium of two-storey townhouse units at the base, and the smaller units in would be on floors three to seven. The proponent has requested IAH funding for up to 40 of the units.

Early Stage Proposals

Six proposals were received that were in the early stages of development and as such cannot be full assessed at this time to determine if they have potential to be considered for funding under the AHS.

2285235 Ontario Ltd.

2285235 Ontario Ltd. is proposing a five-storey, 37 unit building to be located at 164 and 172 West Avenue in Kitchener. Current zoning (R8) allows for mid to high rise buildings to be constructed on the sites. The proposed plan would require a minor variance and the proponent is still developing project details for the site including project concept, target group, type and budget and financing.

Christ Lutheran Church

Christ Lutheran Church submitted a conceptual proposal to develop approximately three acres of land that they own at 445 Anndale Road in Waterloo. The church has a not-for-profit community outreach organization, Koinonia Community Homes Inc., which has a mandate to develop housing in Waterloo for people of low to moderate income. The proponent is still developing project details for the site including target group, type of building(s) and budget.
Homestead Christian Care

Homestead Christian Care is an experienced supportive housing provider exploring opportunities to apply their supportive housing model persons with mental health disabilities and other needs in the Region. Homestead submitted a proposal for the development of a six storey, 41-unit, supportive housing development at 80 Wellington Street South in Cambridge to support persons with mental health disabilities and other needs. The proponent has requested $5.6 million in IAH funding in order to make the project feasible at this site. Given the limited funding envelope, staff has encouraged the proponent to investigate other sites and project sizes that would make the model viable with less funding required.

Newo Holdings Inc.

Newo Holdings Inc. completed a 49-unit seniors apartment at 364 Erb Street West in Waterloo in 2011 that was funded under the AHS. Newo Holdings is now submitting a proposal to develop new affordable housing in Cambridge. The proposed site is located at 30 Russ Street. It is zoned for a multi-unit apartment, but the proponent has yet to develop full project details.

Mr. Shain Arnott

Mr. Arnott recently completed 16 affordable housing units as part of a mixed-use revitalization project at 90 Peel Street in New Hamburg. The proponent is now proposing a similar redevelopment of an existing site located at 60 Huron Street in New Hamburg into a mix of commercial space and 12 affordable residential units. Current zoning on the site supports this mix use development proposal, but full project details need to be developed to assess the viability of the project.

Polocorp Inc.

Polocorp Inc. has submitted a proposal for 19-37 Mill Street in Kitchener for a mixed income 68-unit apartment building containing 36 units funded under the AHS and 32 private market rent units, ranging from one to four bedroom unit sizes. The proponent needs to develop additional project details including target group, budget and financing.

Conceptual Proposals

The Region encourages private and non-profit proponents interested in developing affordable rental and supportive housing to respond to calls for EOIs even if they do not currently have a site identified. This provides Staff the opportunity to work with proponents to refine their concepts and to explore partnerships for potential future consideration by Regional Council. Conceptual Proposals were received from six proponents.

K-W Urban Native Wigwam Project

K-W Urban Native is an existing non-profit Community Housing provider that serves the housing needs of Aboriginal people. Their conceptual proposal seeks to develop 18-24 new units to serve the needs of the local Aboriginal population. The proponent is still developing project details and is searching for an appropriate site.

Streets to Home Waterloo Inc.

Streets to Home Waterloo Inc. is in the process of incorporating as a not-for-profit corporation. Their mission and mandate is to design, build and operate permanent, affordable, supportive housing for the chronically homeless individuals of Waterloo Region. Their proposal is to provide
housing for 30 individuals experiencing homelessness supported by 24 hour a day on-site support staff. The proponent has indicated that they have a potential site, but currently do not have a commitment for the support funding.

Supportive Housing of Waterloo

Supportive Housing of Waterloo (SHOW) received funding under the AHS and completed a 30-unit building, with 24 hour a day on-site support, at 362 Erb St. W., Waterloo in 2010 for individuals experiencing persistent homelessness. SHOW is proposing to create a new 30-unit affordable housing development with supports for those accessing Out of the Cold, shelters and others who have lost their housing.

Waterloo Region Housing

Waterloo Region Housing (WRH) has submitted a concept proposal to increase the supply and range of housing they currently offer by exploring opportunities on new sites and investigate opportunities to increase the number of units on existing sites. WRH has not identified any specific sites or potential number of units at this time.

Waterloo Region Labour Council

The Waterloo Region Labour Council is investigating potential partnering with existing co-operative Community Housing providers. The Labour Council is looking to add up to 12 new affordable co-operative housing units in both Cambridge and in Kitchener or Waterloo.

Willowside Housing Co-operative Inc.

Willowside Housing Co-operative Inc. has submitted a conceptual proposal, looking at the potential of using their experience operating a co-operative as a platform to enter into the development area of affordable housing. Willowside is proposing to develop between 25 and 40 new units on one of two possible adjacent sites.

Projects Not Recommended for Funding At This Time

Six proposals were received that staff has determined do not meet the criteria of the call for EOI. Each proposal was evaluated against the criteria set out in the Expression of Interest document. While some of the projects listed below may be viable after further development, the projects do not adequately address one or more of the evaluation criteria at this time.

217558 Ontario Inc.

217558 Ontario Inc. has submitted a development proposal for a 16 unit apartment at 398 Erb Street West in Waterloo. The development would include 13 one-bedroom units and 3 two-bedroom units. All of the units are proposed to be available at 80% of the average market rent, with none of the units affordable to the lowest-income target group.

Bloomingdale Seniors Residence Corporation

Bloomingdale Seniors Residence Corporation was an initial partner along with Jamesway Construction in two earlier AHS projects, Bloomingdale Mews and Maple Hill Creek Apartments. Bloomingdale Seniors is now proposing the development of a 72 unit (36 affordable and 36 private market), 7-storey building at the corner of Balsam Street and Larch Street in Waterloo for graduate students and their families. As the proposed target group is not eligible under this EOI, the proponent does not have a partner in place to own and operate the building, the per unit
funding request is over EOI guideline amount and the proposal would require a rezoning or wait for the completion of the Northdale Land Use and Community Improvement Plan Study.

Davood Khosrowshahian

Mr. Khosrowshahian is a private-sector proponent interested in developing an eight-storey, 40 unit building for either seniors or persons with disabilities at 588 Queen Street South in Kitchener. The location is a brownfield site, and some environmental investigation has been completed, but record of site condition has not been issued. Staff has concerns about number and type of units proposed for the site, target group, the capacity of the proponent and viability of the proposal as presented.

Founders Non-Profit Housing Corporation

Founders Non-Profit Housing Corporation is a non-profit with a mandate to provide residential accommodation for senior citizens primarily of low or modest income and support services. Founders is looking to purchase a site located at 114 Highland Road in Kitchener with 11 bachelor units and add three, one-bedroom unit. The proponent has had discussions with the Independent Living Center of Waterloo and Waterloo Laurier University faculty regarding support services; however, the required ongoing support funding has not been confirmed. In addition, the site would also require a rezoning for the addition of the three units and there are concerns about the feasibility of the proposal.

J.G. Group of Companies

J.G. Group of Companies has proposed a redevelopment project for the former St. Louis School at 67 Allen Street East in Waterloo. The proposal is to create 19 units for independent living for seniors. As the Waterloo Separate School Board currently owns the site and no conditional agreement is in place, the proposal would require rezoning, and the proposed target group does not address priority needs and meet the unit sizes proposed.

Polocorp Inc.

Polocorp Inc. has submitted a proposal for 152-156 Benton Street in Kitchener, to develop a 40 unit apartment with 28 affordable housing units and 12 private market units. The site is currently owned by the Region of Waterloo and has not been declared surplus.

Next Steps

There are many factors that can influence the delivery of affordable housing. Recognizing that the schedules of proponents can move quickly or be delayed, the following next steps represent the anticipated process should Regional Council approve the recommendations in this report:

- Staff will work with the recommended Priority Projects to finalize financial requirements, development approvals and design to achieve construction readiness. Proponents will also be required to meet with Regional staff to discuss developing smoke-free policies for new buildings, including the many health benefits occurring to both tenants and building conditions. Proponents will further be required to discuss with Regional staff and local agencies opportunities to create employment for youth as part of the development and construction of selected projects. Should projects with funding allocations not be able to proceed within the time requirements (e.g. inability to secure property, equity, financial viability), staff will work with the Potential Priority Projects to ensure IAH funding is fully utilized. Should there be any remaining funds allocated for new affordable rental and
supportive housing within any given year as outlined in report P-12-017, staff will transfer funding to the Ontario Renovates program;

- Staff will complete all of the documentation required by the Province of Ontario or the Region of Waterloo for each project and finalize the amount of grant required for each project. In finalizing project details, staff will review capital costs and operating budgets with project proponents with a view to refining the per unit grant requests outlined in the attached table of priority projects and reducing rents;

- Staff will complete all necessary legal agreements to ensure the appropriate security of the funds allocated in a form satisfactory to the Regional Solicitor;

- As private sector proposals are finalized, site specific capital facilities by-laws will need to be enacted. Staff will continue to place corresponding project specific by-laws, in accordance with the Region's Municipal Housing Facilities By-law, on Regional Council agendas for enactment; and

- Staff will finalize other formal legal agreements with each proponent that may be required to be approved by the Province and/or the Region.

**Area Municipal Consultation/Coordination**

Regional staff met with Area Municipal staff to review projects submitted within their municipality and to discuss any issues, concerns or implications relating to any potential new projects. In EOI 2011-02, proponents were also requested to consult with the Area Municipality prior to submitting their proposal and advised that successful proponents would be required to continue to work collaboratively with the Area Municipality on an ongoing basis.

**CORPORATE STRATEGIC PLAN:**

Allocating IAH funding and assisting the recommended priority projects to through development will assist in achieving Council's Strategic Objective 4.5 by increasing the supply and range of affordable housing.

**FINANCIAL IMPLICATIONS:**

Funds in the amount of $10.3 million from the Investment in Affordable Housing for Ontario Program (IAH) will be utilized for new affordable rental and supportive housing. The IAH grants will be received from April 1, 2012 to March 31, 2015. As proposed, the five Priority Projects would represent 70 units and $8.24 million in IAH funding, leaving a balance of $2.06 million for the Potential Priority Projects. In addition, the Region has $4.925 million in senior government DOOR funding remaining for affordable housing activities (P-12-017) that can possibly be used in combination with IAH Program funding to develop the Potential Priority Projects and achieve the Region’s Affordable Housing Strategy goal. DOOR funding is also being examined for other candidate initiatives, including the revitalization of Regionally-owned Community Housing sites. This program will not impact the current tax levy for housing programs as funds from senior levels of governments are being utilized.

The Region will continue its existing policy of providing limited grants to offset Regional Development Charges for rental and supportive project priorities which proceed to building permit stage on a first come, first served basis, as contained in Council-approved Report P-03-046. The Region has also adopted the Optional Property Class for New Multi-Residential Development that
provides equalized tax treatment (a tax ratio of 1.000) for new multi-residential developments relative to residential properties for 35 years (F-02-031). The Optional Property Class for New Multi-Residential Development applies to all projects developed under the new AHS.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

Staff from Social Services, Finance and Legal Services were part of the review team and have been consulted in the preparation of this report.

ATTACHMENTS

Appendix A - EOI 2011-02 Priority Projects

PREPARED BY: Jeffrey Schumacher, Supervisor, Housing Supply Initiatives
               Jennifer Murdoch, Manager, Housing Programs
               Deb Schlichter, Director of Housing

APPROVED BY: Rob Horne, Commissioner of Planning, Housing and Community Services
## Appendix A - EOI 2011-02 Priority Projects

<table>
<thead>
<tr>
<th>Priority Projects</th>
<th>Potential Priority Projects</th>
<th>Early Stage Proposals</th>
<th>Conceptual Projects</th>
<th>Not Recommended At This Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge Kiwanis Village Non-Profit Housing Corp. 355 Linden Dr., Cambridge 23 units, new construction up to $116,000/unit up to $2,688,000 total</td>
<td>1058663 Ontario Inc 5 Ferris Dr., Wellesley up to 10 units (20 total), new construction up to $89,000/unit up to $890,000 total</td>
<td>2285235 Ontario Ltd. 164-172 West Ave, Kitchener</td>
<td>K-W Urban Native</td>
<td>217558 Ontario Inc. 398 Erb St. W., Waterloo</td>
</tr>
<tr>
<td>Hunke Construction Inc. 3639 Nafziger Rd., Wellesley 2 units, conversion up to $94,780/unit up to $189,560 total</td>
<td>MennoHomes Inc. Wellesley Township 2 units, new construction up to $120,000/unit up to $240,000 total</td>
<td>Christ Lutheran Church 445 Anndale Rd, Waterloo</td>
<td>Streets to Home Waterloo Inc.</td>
<td>Bloomingdale Seniors N/W corner of Balsam St. and Larch St., Waterloo</td>
</tr>
<tr>
<td>Kitchener Housing Inc. 35 David St., Kitchener 21 units, new construction up to $119,137/unit up to $2,501,877 total</td>
<td>Savic Homes Ltd. 15 Dellroy St., Kitchener up to 40 units (85 total) new construction up to $115,985/unit (average) up to $4,639,412 total</td>
<td>Homestead Christian Care 80 Wellington St., S. Cambridge</td>
<td>Supportive Housing of Waterloo</td>
<td>Mr. Khosrowshahian 588 Queen St. S., Kitchener</td>
</tr>
<tr>
<td>Kitchener-Waterloo Habilitation Services 108 Sydney St. S., Kitchener 21,units, new construction up to $120,000/unit up to $2,502,000 total</td>
<td>Newo Holding Inc. 30 Russ Street, Cambridge</td>
<td>Waterloo Region Housing</td>
<td>Founders Non-Profit Housing Corporation 114 Highland Rd., Kitchener</td>
<td></td>
</tr>
<tr>
<td>MennoHomes Inc. 9-11 Ratz St., Elmira 3 units, renovation/infill up to $120,000/unit up to $360,000 total</td>
<td>Shain Arnott 60 Huron Str., New Hamburg</td>
<td>Waterloo Region Labour Council</td>
<td>J.G. Group of Companies 67 Allen St. E., Waterloo</td>
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- Priority projects proposed to be submitted to the Province when construction-ready and funding is available.
- Projects which require further refinement before submitting to the Province, as funding is available.
- Projects which require further development before consideration by Regional Council for future funding under the AHS.
RECOMMENDATION:

THAT the Regional Municipality of Waterloo approve the revised Terms of Reference for the Waterloo Region Community Housing Advisory Committee (WRCHAC), as described in Report No. P-12-031, dated February 28, 2012.

SUMMARY:

The mandate of the Waterloo Region Community Housing Advisory Committee (WRCHAC) is to assist the Regional Municipality of Waterloo, as the Municipal Service Manager for Community Housing, in its ongoing role as the administrator and funder of community housing. The Committee provides input and advice to Regional staff for consideration by the Community Services Committee regarding a wide variety of issues including reviews of provincial funding and regulatory proposals, the development of Regional procedures, and the translation of legislation and policy to the operational level.

The original Terms of Reference for Waterloo Region Community Housing Advisory Committee (WRCHAC) were approved April 2, 2002 (Report P-02-039) and have not been amended since that time. After a review of the Terms of Reference and suggested amendments, it was agreed that representatives should have a fixed term of service of three years, with a maximum of three continuous terms. Other suggested amendments to the Terms of Reference are some minor wording changes to replace “social housing” with “community housing,” the combining of the Municipal and Private Non-Profit representation category and a statement regarding alternative delegates (to have an alternate attend meetings on the Member’s behalf).

This report recommends the proposed amendments to the Terms of Reference.

REPORT:

WRCHAC was first established in 2002 (Report P-02-039) as the Social Housing Advisory Committee (SHAC) as an ongoing advisory committee to assist Regional staff in the formulation of social (community) housing operating policies and procedures, given the transfer of housing funding and administrative responsibilities from the Province to the Regional Municipality of Waterloo in 2001. The committee name was changed to the Waterloo Region Community Housing Advisory Committee (WRCHAC) in 2003.

The Committee is chaired by the Region’s Director of Housing and includes representation from all sectors of community housing within the Region. Those committee members that are not also members of Regional Council have served on the Committee since their appointment by Regional Council in 2002 and the original terms of reference have not been amended during that time. At its meeting on Dec. 7, 2011, the Committee reviewed its Terms of Reference and
suggested a number of minor revisions to the Waterloo Community Housing Advisory Committee Terms of Reference which are underlined in the attached document. The key suggested revisions include:

- Elimination “municipal non-profit” as a stand alone class of membership on the Committee. With the dissolution of Waterloo Region Non-Profit Housing Corporation, only two municipal non-profit corporations remain and representatives of either of these corporations (Kitchener Housing Inc. or Cambridge Non-Profit Housing Inc.) are entitled to participate in the Committee on one of the two non-profit representative members;

- The inclusion of a three-year term of appointment for the members (other than Regional Councillors) with a maximum of up to three consecutive terms; and

- A provision encouraging members to delegate alternate representatives from their sector to attend meetings where the attendance of the member may not be possible.

The revised Terms of Reference also eliminate the former reference to “social housing” used in connection with the former Social Housing Reform Act and include a reference to the Conflict of Interest policy adopted by Regional Council for advisory committees in 2003.

**Area Municipal Consultation/Coordination**

Area municipalities will continue to be consulted on community housing issues that impact them.

**CORPORATE STRATEGIC PLAN:**

The Corporate Strategic Plan includes a focus on Healthy and Inclusive Communities, where the Region of Waterloo will work with community partners to take actions to reduce inequities and enhance community health, safety, inclusion and quality of live, and a focus on Service Excellence, where the Region of Waterloo will strengthen and enhance partnerships with community stakeholders.

**FINANCIAL IMPLICATIONS:**

NIL

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

Staff from Council and Administrative Services and Legal (Corporate Resources) support the general administration of the Committee.

**ATTACHMENTS:**

Attachment A - Draft Revised Waterloo Region Community Housing Terms of Reference

**PREPARED BY:** Deb Schlichter, Director of Housing

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

To assist the Regional Municipality of Waterloo (as the Municipal Service Manager), in its ongoing role as the administrator of social community housing by providing input and advice to Regional Staff for consideration by the Community Services Committee regarding the following:

- current profile issues related to non-profit housing in the Region and share best practices;
- streamlining efficiencies in the administration of housing responsibilities;
- impact of community housing legislation and regulations on the Region and its stakeholders;
- continued enhancement of the existing relationships the Region has with community housing providers and stakeholder groups; and
- procedures related to the administration of community housing responsibilities and related issues.

2.0 RESPONSIBILITIES

The input and advice received from the Waterloo Region Community Housing Advisory Committee (WRCHAC) will assist in monitoring:

- Basic principles which guide the funding and administration of social community housing.
- An annual profile update of the state of non-profit housing in the Region including the number of rent-g geared-to-income units, federal/provincial program(s), funding information and tenant profiles.
- Options for carrying out administrative responsibilities for social community housing.
- Ongoing and new Provincial regulations and requirements.
- Ongoing tenant and stakeholder input.
- Increased housing provider, stakeholder, social community housing tenant/member and general public awareness and understanding of community housing funding and administration by the Region.
Suggestions regarding ongoing communication and networking needs.

Members will be responsible for liaison within the social community housing sector they represent. This will include the collection and dissemination of information and facilitating feedback on community housing administration issues from within their sector, Waterloo Region Community Housing Advisory Committee meetings and agenda items. Waterloo Region Community Housing Advisory Committee members may be expected to serve on a subcommittee reviewing a specific issue.

3.0  MEMBERSHIP

Membership on the Committee will include the Director of Housing for the Region, Regional Councilors, six (6) social community housing sector representatives and a resident representative (optional). Regional staff will serve as support staff. Members of the Waterloo Region Community Housing Advisory Committee will represent the broad community and sector interests of which they are a member of and not their own individual or agency interests. Membership will be as follows:

3.1  Members

Chair - Director of Housing (Non-voting) 1

Regional Councilors 2

Waterloo Regional Housing Manager 1

Co-operative Housing Representative 1

Municipal Non-Profit Representative 4

Federal Non-Profit Representative 1

Private Non-Profit Representative 2

Supportive Housing Representative 1

Current Resident Representative (optional) 1

Total Members 10

Two (2) members of Regional Council will be appointed for the term of each council.
The community housing sector representatives will be appointed to three (3) year terms, up to a maximum of three consecutive terms or nine (9) years.
Alternate delegates – Each member is encouraged to select an alternate that is able to attend meetings on the member’s behalf and be up to date on current issues discussed at the WRCHAC meetings.
Support Staff

Regional Finance staff
Regional Legal staff
Regional Planning, Housing and Community Service staff
Regional Social Services staff

4.0 MEMBERSHIP SELECTION PROCESS AND TERMS

Regional Council will begin the selection process through the appointment of two Regional Councillors and the Director of Housing for the Region as the Committee Chair. The Manager of Waterloo Region Housing will also be a member of WRCHAC.

The selection of housing sector provider members will be initiated by contacting all housing providers, being transferred to the Region, inviting them to express their interest in being a Committee member. In the Region, there are fifty-four (54) housing providers with portfolios affected by devolution. An advertisement for a tenant representative will be placed in local newspapers or through other means.

Recommendations for Waterloo Region Community Housing Advisory Committee appointments will be made through the Community Services Committee to Regional Council by the Chair and the Regional Councillors sitting on the outgoing Social Housing Transition Advisory Committee.

Members will be appointed on the basis of experience, interest, commitment to liaise with the social community housing sector they represent, connections with community housing sector organization(s), and availability to attend meetings and serve on working groups. Attempts will be made to represent all geographic areas of Waterloo Region.

At this time, it is expected that the Waterloo Region Community Housing Advisory Committee will function on an ongoing basis. Upon the resignation of a housing sector member representative, the specific housing sector, in collaboration with the Region, will initiate a process to engage the specific sector in the selection of a new WRCHAC member to represent the sector.

5.0 REMUNERATION

Committee Members shall serve without remuneration, however travel and parking costs will be reimbursed, in accordance with Regional Policies.

6.0 COMMITTEE PROCEDURES/OPERATIONS

6.1 Meeting Chair

Meetings will be chaired by the Director of Housing, Planning, Housing and Community Services Department.
6.2 Minutes and Agendas

Regional Housing staff will be responsible for preparing and distributing the agenda and minutes for each meeting at least one week prior to the meeting.

6.3 Meetings

Meetings will be held approximately five times a year, or as required. Any In Camera discussions will only be held in strict compliance with the Regional Procedural By-law. The actual meeting dates, times and location will be determined by Waterloo Region Community Housing Advisory Committee members.

6.4 Quorum

The quorum will be no less than six (6) members. The Chair is not a voting member. Decisions will be made by thorough discussion and majority votes.

6.5 Subcommittees

Subcommittees, including persons not on the Waterloo Region Community Housing Advisory Committee, may be appointed by the Chair, as required. The Waterloo Region Community Housing Advisory Committee may occasionally invite other persons or groups including sector agencies to meet with the Committee.

6.6 Delegations

From time to time, the committee may entertain persons or groups to address the Committee and participate in discussions on subjects before the committee.

6.7 Reporting and Outcomes

The Waterloo Region Community Housing Advisory Committee will provide advice to staff. Recommendations to the Community Services Committee will be formulated by Regional staff.

Reports may be on an as required basis to the Community Services Committee of Regional Council.

An annual report will be prepared for Regional Council which will summarize the activities of the Advisory Committee.

6.8 Conflict of Interest

Members are expected to undertake their responsibilities on an impartial and objective basis. Any member whose financial or personal interest could be in conflict with the Region is obliged to disclose same at the meeting. Members will not participate in any discussion or recommendations in which their family has any financial or personal interest except in common with other residents of the municipality.

All members shall adhere to the Conflict of Interest Policy for Advisory Committees, approved by Council on May 28, 2003. All members shall annually review and complete the agreement and signature form attached to the policy. Signature forms are to be returned to the Committee Clerk for safe keeping.
REGION OF WATERLOO
PUBLIC HEALTH
Healthy Living, Planning and Promotion

PLANNING, HOUSING AND COMMUNITY SERVICES
Housing

TO: Chair Sean Strickland and Members of the Community Services Committee
DATE: February 28, 2012
FILE CODE: P13-20

SUBJECT: SMOKE-FREE POLICY FOR NEW LEASES AND TRANSFERS IN REGIONALLY-OWNED COMMUNITY HOUSING – ANNUAL UPDATE

RECOMMENDATION:
For information.

SUMMARY:
This report outlines the progress made in 2011 by Waterloo Region Housing (WRH), Region of Waterloo Community Housing Inc. (ROWCHI) and Region of Waterloo Public Health with respect to the implementation of Regional Council’s Smoke-free Policy for new leases and transfers in Regionally-owned community housing which came into effect April 1, 2010. See PH-11-006/P-11-019 and PH-11-008 for summary reports on implementation in the previous year.

Policy implementation has run very smoothly to date, as reflected within this report. Complaints have been low and resolved without significant action. As expected, there continues to be relatively minor costs for physical changes to the properties and maintenance repairs to units, as well as staff time spent addressing smoking issues. There also continues to be minimal up-take of the tobacco cessation options for tenants. The overall successful implementation of the smoke-free policy is likely due to extensive communications with tenants and including tenants in the process prior to implementation. However, it will take a number of years to measure the full effect of the smoke-free policy. Council will be updated on the progress and evaluation of the policy on an annual basis.

REPORT:
Smoke-free policies in multi-unit dwellings help to promote population health and health equity by reducing exposure to tobacco smoke (a known carcinogen), and providing supportive environments for decreasing cigarette consumption, increasing quitting, and discouraging smoking initiation. The Region of Waterloo is the first municipality in Ontario and second in Canada to adopt a smoke-free community housing policy for regionally owned housing, a portfolio which includes 2,722 affordable housing units across Waterloo Region. This includes units in both WRH and ROWCHI as ROWCHI also approved the smoke-free policy on November 27, 2009. This report provides an update of the policy implementation process from January 1, 2011 to December 31, 2011 including complaints and enforcement, tobacco cessation programming, promotion of the policy to other community housing providers, policy evaluation data and next steps.
Policy Implementation Process in Waterloo Region Housing (WRH)/Region of Waterloo Community Housing Inc. (ROWCHI)

As of December 31, 2011 just over 580 (21.5%) of WRH and ROWCHI units have a smoke-free lease in place. Since implementation of the policy in April 2010, there has been an average of just over 1% turn-over of units each month.

Complaints and enforcement:
Since the inception of the policy, WRH staff have received, responded to and tracked complaints following the Smoke-Free Procedure for WRH and ROWCHI Staff. In addition, staff hours and expenses have been tracked.

<table>
<thead>
<tr>
<th></th>
<th>2010 (April-December)</th>
<th>2011 (January-December)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking Related Complaints</td>
<td>21</td>
<td>32</td>
<td>53</td>
</tr>
<tr>
<td>Initial Warning Letter</td>
<td>5</td>
<td>14</td>
<td>19</td>
</tr>
<tr>
<td>Secondary Letters</td>
<td>0</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Requests for Internal Review</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Brought to Landlord and Tenant Board for mediation/order</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Staff Hours Spent on Smoking Related Complaints</td>
<td>57</td>
<td>85</td>
<td>142</td>
</tr>
<tr>
<td>Maintenance Costs to Units Related to Smoking Issues (painting and foam insulation)</td>
<td>$5,500</td>
<td>$12,000</td>
<td>$17,500</td>
</tr>
<tr>
<td>Physical Changes to Properties (signs, ashtrays)</td>
<td>$19,260</td>
<td>$1,800</td>
<td>$21,060</td>
</tr>
</tbody>
</table>

- As noted above, one tenant was brought before the Landlord and Tenant Board for mediation/order in 2011, however, smoking was just one issue and the tenant vacated the unit due to other tenancy issues unrelated to smoking.
- Maintenance costs to units for items such as painting and foam insulation after a smoking tenant moves out would have been spent whether the policy was implemented or not, and physical costs in 2011 for outdoor environmental supports simply cover replacement of damaged signs and re-painting pavement perimeter markings.

Ongoing communication to tenants:
- Annual rent subsidy renewals have included an additional letter outlining the smoke-free policy.
- Information inserts and articles have been included in four issues of the WRH tenant newsletter “What’s Up”, which is delivered to each unit within WRH/ROWCHI.
- Notices are posted inside the lobbies and common areas of all WRH buildings describing the smoke-free policy.
- The smoke-free policy remains posted on the WRH webpage.

Tobacco Cessation
Tenants are informed of the cessation services available from Public Health using multiple channels. A one-page cessation menu of services was included in a mail-out of the “What’s Up” newsletter in 2011 and contact information for Public Health was included in all policy notices. Property Managers and Community Relations Workers discuss available cessation services with tenants at the annual tenant meetings, with offers of housing and at lease signing.

Individual counselling and group counselling:
New tenants have the option of receiving either one-to-one or group cessation counselling. 
Grandfathered tenants are offered group counselling only.

<table>
<thead>
<tr>
<th></th>
<th>2010 (April-December)</th>
<th>2011 (January-December)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Tenant Individual Counselling</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Group Counselling Sessions Offered</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Tenants Participating in Group Counselling</td>
<td>9</td>
<td>9</td>
<td>18</td>
</tr>
<tr>
<td>Tenants that Completed the Group Counselling Program</td>
<td>5</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>Total Reported Reductions at Completion (Individual and group)</td>
<td>3</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Total Reported Quit at Completion (Individual and group)</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Received Nicotine Replacement Therapy</td>
<td>4</td>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>

- Public Health received one request in 2011 from a new lease holder for individual counselling. The client reduced the amount smoked but did not quit after three counselling sessions, nor did they receive nicotine replacement therapy.
- Public Health offered one group cessation program in 2011. The program was offered in Cambridge in April/May, 2011.

**Tenants experiencing health conditions or other challenges that complicate their ability to comply with the policy:**
Tenants who are required to comply with the policy, but who face physical, mental, cognitive or other health conditions that make it difficult for them to do so, are eligible for specialized support to help them achieve compliance. Public Health did not receive any requests to provide specialized cessation support services in 2010 or 2011.

**Promotion to Other Community Housing Providers**
In 2011, the Regional Municipality of Waterloo promoted smoke-free policies to other community housing providers. A bulletin was sent to all housing providers in Waterloo Region that if they decide to implement a smoke-free policy, they are requested to inform the Community Housing Access Centre at a set time each year so that the waiting list application can be updated annually with this status change. The bulletin also included background information on how to create a policy and sample policies. In addition, discussion of smoke-free policies was incorporated into training events, site visits, and the provision of a survey to housing providers to gauge their interest in smoke-free policies.

A video documenting the policy process was also created by the Propel Centre for Population Health in 2011 and distributed to housing providers across Canada (referenced in Memo P13-20, October 18, 2011: Short Video Produced about the Waterloo Region Smoke-free Housing Policy Experience).

Promotion of this policy initiative has resulted in numerous inquiries/requests for consultations from housing providers. Staff from Public Health and Housing were also invited to the Institute for Housing Management Conference in April and the National Conference for Tobacco or Health in November to present different elements of the policy and subsequent evaluation. A small number of local community housing providers have adopted smoke-free policies, such as Kitchener Housing Inc., and a number of others are considering adopting a policy.
Evaluation

The Region of Waterloo has partnered with the University of Waterloo and the Propel Centre for Population Health Impact to complete a comprehensive evaluation of the smoke-free policy to track the progress and measure the impact and effectiveness of the policy. For pre-policy evaluation results see PH-11-008. In April 2011, a post policy survey was distributed to every household in WRH and ROWCHI asking similar questions to the previous year. The survey was completed by 685 households, a response rate of 25 per cent; 20 per cent indicated that their household had one or more smokers. Participants’ reported exposure to second-hand smoke and support for the policy were similar to previous survey results.

Some other key highlights include: (For further highlights from the tenant survey see Attachment A).

- 31% of participants that were smokers (n=42) reported they smoke less since the policy was implemented and 7% said they have quit smoking (n=10);
- 32% of households that permitted smoking inside in April 2011, reported that they plan to make their home 100% smoke-free in the next 6 months. This is the same proportion of respondents as the 2010 survey; and,
- 35% of respondents who smoke reported that because of the new policy they are more likely to go outside to smoke.

In addition to the survey, an air quality study was conducted measuring second-hand smoke in common spaces in 6 different buildings. The air quality study analysis is still in progress and is not attached to this report. Similar to the previous year, there was evidence of second-hand smoke drift into the common spaces of all properties studied with peak and mean levels of PM2.5 concentrations generally higher than the pre-policy study. This can be explained by the time of year the air quality was monitored as weather conditions affect people’s likelihood of going outside to smoke. It will take a number of years to see changes in air quality in common spaces.

The Smoke-free Housing Policy Committee, comprised of representatives from WRH, Public Health and Propel, made the decision to survey tenants and take air quality measurements every other year as tenant turnover does not change enough year to year to see significant changes in results. The next data collection will occur in March/April 2013.

Next Steps

Housing and Public Health staff will continue to enforce and monitor the policy and respond to any inquiries and complaints. Cessation services will continue to be offered and promoted to tenants, and presentations and consultations about smoke-free policies and processes will occur with other community housing providers. In terms of evaluation of the policy, it is anticipated that many changes in attitudes and behaviours will take a number of years, so the intention is to survey tenants and measure air quality bi-annually for the next eight years. The Smoke-free Housing Policy Committee plans to conduct research with housing staff to make potential improvements to the policy and an application for a Canadian Institute for Health Research grant has been submitted to conduct qualitative research with tenants.

CORPORATE STRATEGIC PLAN:

Waterloo Region Housing and Public Health deliver effective, citizen-focused service to Community Housing residents, supporting Council’s 2011-14 vision, mission, values, and focus areas. The activities outlined in this report reflect the actions WRH and Public Health are taking to support: Strategic Focus Area 4, Healthy and Inclusive Communities, enhance community health, safety, inclusion, and quality of life; and, Strategic Focus Area 5, Service Excellence, deliver excellent and
responsive services that inspire public trust.

FINANCIAL IMPLICATIONS:

NIL

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

NIL

ATTACHMENTS:

Attachment 1 - Smoke-free Policy Evaluation-Highlights.

PREPARED BY:  Stephanie Ellens-Clark, Public Health Planner
Ryan Kennedy, PhD., Scientist, Propel Centre for Population Health Impact
Laurie Nagge, R.N., Public Health Nurse
Kevin O’Hara, Supervisor Area Operations, Waterloo Region Housing

APPROVED BY:  Dr. Liana Nolan, Commissioner/Medical Officer of Health
Rob Horne, Commissioner of Planning, Housing and Community Services

\[1\] Kaufman, P. Promoting Health and Health Equity through Understanding Compliance within Smoke-Free Community Housing. CIHR Grant Submission 2010.
ATTACHMENT 1

Smoke-free Housing Policy Evaluation – Highlights

The 2011 Waterloo Region Housing and Region of Waterloo Community Housing Inc. Household Tenant Survey

Below are some key findings from the 2011 survey mailed to every household managed by Waterloo Region Housing in April 2011. The smoke-free policy was passed by Region of Waterloo Council in October 2009 and was approved by the Region of Waterloo Community Housing Inc. Board of Directors in November 2009. A similar pre-policy survey was conducted prior to the policy enactment on April 1st, 2010 and is reported elsewhere. The present survey was conducted after the policy was implemented. The survey was completed by 685 households: 514 respondents indicated that the household had no smokers; 129 indicated that their household had one or more smokers; and 42 households did not indicate the smoking status of the members of their household.

- 50% of all respondents reported that they, or others in their household, are sometimes or often exposed to second-hand smoke (SHS) in their home.
- 40% of respondents reported someone in their household has health problems that get worse when they breathe SHS (unchanged from the 2010 survey).
- The majority of respondents, 78%, reported they support the Region of Waterloo smoke-free housing policy
  - Support was approximately 89% from households with no smokers and approximately 33% from households with a person who smokes.
- Most respondents reported they already have households that are 100% smoke-free inside (82%) and on their patio or balcony (74%), an increase of 7% and 13%, respectively, from the 2010 survey.
  - 92% of households with no smokers are 100% smoke-free inside, an increase of 2% from 2010.
  - 38% of households with smokers are 100% smoke-free inside, an increase of 3% from 2010.
- 31% of smokers (n=42) reported they smoke less since the policy was implemented and 7% said they have quit smoking (n=10).
- 32% of households that permitted smoking inside in April 2011, reported that they plan to make their home 100% smoke-free in the next 6 months. This is the same proportion of respondents as the 2010 survey.
- 41% of respondents who smoke reported that they tried to quit in the last year (unchanged from the 2010 survey).
- 35% of respondents who smoke reported that because of the new policy they are more likely to go outside to smoke.

Future tenant surveys will be conducted as more and more leases make housing smoke-free. Future surveys will continue to measure reported attitudes and behaviour regarding smoking.
TO: Chair Sean Strickland and Members of the Community Services Committee

DATE: February 28, 2012

FILE CODE: P13-80

SUBJECT: WATER PIPE SMOKING IN WATERLOO REGION

RECOMMENDATION:

THAT the Regional Municipality of Waterloo (as the Board of Health) request that the Minister of Health and Long Term Care monitor the evolution of water pipe use in Ontario and its population health impact; and address the enforcement complexities under the Smoke Free Ontario Act regarding water pipe use, particularly the identification of tobacco, as outlined in report PH-12-005/CR-CLK-LIC-12-001, dated February 28, 2012;

AND THAT a copy of this report be sent to the Ontario Minister of Health and Long Term Care, the Chief Medical Officer of Health for the province of Ontario, and the Association of Local Public Health Agencies.

SUMMARY:

This report outlines an emerging issue regarding a smoking device known as a water pipe. Water pipe smoking is relatively new in North America, especially among post-secondary students and the young adult population.¹

Relative to other types of tobacco, the population health impact of water pipe use in Waterloo Region is currently low. 2.6 percent of the population report ever using a water pipe in comparison with 7.2 percent for chewing tobacco, and 36.6 percent for cigars or cigarillos. This compares with 15.9 percent for current cigarette smoking.

The ability to enforce the Smoke Free Ontario Act in relation to water pipe use is challenging and limited. In particular, current legislation limits Tobacco Enforcement Officers’ ability to determine if shisha product offered to patrons is tobacco-free. Coordinated monitoring and review of this issue at a provincial level is necessary to ensure a consistent response.

Addressing the public health interests associated with this emerging trend is complex and involves multiple agencies for both education and enforcement.

WHAT IS A WATER PIPE?

A water pipe is a smoking device with many names, most commonly known as “shisha”, “sheesha”, “hookah”, “nargile”, “harghila”, “hubble-bubble”, “goza” and “argileh”. Shisha or
hookah also refers to the substance that is smoked in the pipe. For the purpose of this report, the substance that is smoked in a water pipe will be referred to as “shisha”.2 Globally, the highest rates of smoking water pipes (traditional users) occur in the African Region (primarily North Africa), the Eastern Mediterranean Region and the South-East Asia Region. For the purpose of this report, non traditional users are defined as the post-secondary and young adult users.1

Shisha is a moist concoction made with molasses or honey, fruit, and flavourings such as apple, grape, lemon/lime and other flavours. The literature suggests that the majority of shisha products are mixed with tobacco. The exact percentage of tobacco is often unknown due to a lack of, or poor package labeling. In North America, the flavourings used in shisha tobacco as well as the social nature of water pipe use are thought to contribute to the appeal for young adults.1,3-5

HEALTH EFFECTS

The majority of water pipe research to date is centered on shisha mixed with tobacco. These mixtures are known to contain nicotine at similar or greater levels as cigarettes which can lead to nicotine dependency. As a result; casual water pipe use may lead to more regular use over time.1,5-11 While there are differences between smoking cigarettes and smoking a water pipe such as the frequency of puffing and the depth of inhalation, the existing evidence suggests that the health risks from smoking a water pipe with tobacco are similar to the health risks of cigarette smoking.1,3-11

As with second hand smoke from cigarettes, water pipe smoking of shisha mixed with tobacco creates large volumes of second hand smoke, which could represent a health risk to others in the vicinity of the smoke.5-8,12-14

Another potential health effect is related to the social nature of water pipe use, as the hose/mouthpiece can be shared amongst users. Certain infectious illnesses (for example, respiratory illnesses) could be spread through saliva. Therefore, sharing of a hose/mouthpiece may be associated with risks similar to that of sharing other items orally, such as cigarettes.

The evidence on the health effects of water pipe smoking is still evolving. As a result, there is a need for further research to confidently identify and quantify the true impact of water pipe smoking on health outcomes.4,11

PREVALENCE OF USE

Due to the emerging nature of water pipe use in Canada, prevalence data has not been monitored on a regular basis, therefore data is limited. According to the 2006 Canadian Tobacco Use Monitoring Survey 2.6 per cent of Ontario residents aged 15 years and older reported ever using a water pipe, compared to 7.2 per cent who reported ever using chewing tobacco, pinch or snuff; 36.6 per cent who reported ever trying cigars or cigarillos; and 15.9 per cent who reported current smoking (past 30 day use).15 Public Health is currently focused on preventing youth uptake of chewing tobacco and cigarillos rather than water pipes, because they are a key path to the introduction of tobacco products for youth. Relative to other types of tobacco, at this time the population health impact of water pipe use is low but monitoring of trends should continue.

In 2009, Waterloo Region had one known water pipe establishment and that number has increased to seven known water pipe parlours situated in restaurants. These premises are visited by Tobacco Enforcement Officers at least six times a year for Smoke-Free Ontario Act education and enforcement. The number of visits increases when addressing complaints.
Periodically, joint inspections are also conducted with Tax Enforcement Officers from the provincial Ministry of Revenue.

**CURRENT LEGISLATION AND ENFORCEMENT**

The Smoke-Free Ontario Act (SFOA) prohibits the smoking of tobacco or “lighted” tobacco in any enclosed public place or workplace. To be compliant with the SFOA, restaurants that allow patrons the usage of water pipes indoors must only offer tobacco-free shisha substance.

Region of Waterloo Tobacco Enforcement Officers’ responsibilities, for inspection, under the SFOA do not allow for the ability to seize or search for products. In order to determine if the shisha substance offered to patrons contains tobacco, the Tobacco Enforcement Officers must work closely with the Waterloo Regional Police, the Ministry of Revenue, the Alcohol and Gaming Commission of Ontario, the Royal Canadian Mounted Police, Region of Waterloo Public Health and the Canada Border Services Agency to carry out their work. This complex process limits Tobacco Enforcement Officers’ ability to enforce the SFOA as it relates to shisha substances and water pipes.

On May 30, 2011, the 2010 Annual Report for Licensing and Enforcement Services (CR-CLK-LIC-11-002) was submitted to the Region of Waterloo Licensing and Retail committee. Under the Smoke-Free Ontario Act section update, the following was reported: “Another emerging trend here in the Region and elsewhere in the province is ‘hookah pipe parlours and restaurants.’ Tobacco is being mixed in with the “sheesha” product used with the pipes. Charges were laid against one establishment here in the Region.” Over $2 million dollars in shisha product was seized as a result of information obtained from this establishment. This product was being supplied to other establishments outside of Waterloo Region.

**NEXT STEPS**

In North America, water pipe smoking is still considered a relatively new practice amongst traditional users of tobacco products. Prevalence data suggests that the population health impact of water pipe use is low compared to other types of tobacco. While there is some evidence to date which suggests that water pipe smoking of shisha mixed with tobacco is associated with similar health risks for users as cigarette smoking, more research is still required to understand the full impact of water pipe smoking on health outcomes. Based on this information, Region of Waterloo Public Health will explore ways to assess the water pipe knowledge and usage of local residents which may include the creation of a surveillance module through the provincial Rapid Risk Factor Surveillance System (RRFSS). Once created, this module would be available to health units across the province and the local information collected would inform future program planning decisions. Existing tobacco prevention, cessation and protection programming will, where applicable, integrate key messages about water pipe smoking. In order to respond to public information needs, a downloadable water pipe fact sheet will be posted on the ROWPH website.

In a provincial scan conducted by the Program Training and Consultation Centre in 2010, 18 out of 36 Public Health Units were not aware of water pipe activity in their jurisdiction. Consequently, most health units across the province, including Region of Waterloo Public Health, are currently in the assessment phase with respect to determining the most effective and resource appropriate interventions to address the emerging issue of water pipe smoking. Seven Health Units stated that they provide education to water pipe parlours regarding the legislation, including Region of Waterloo Public Health which continues to provide this education.

With respect to enforcement, current legislation limits Tobacco Enforcement Officers’ ability to determine if shisha product offered to patrons is tobacco-free. As a result, Ontario Public Health
Units are utilizing their formal meeting channels to network and share information in order to discuss consistent action on the issue related to education and enforcement, as well as to make the Ministry of Health and Long-Term Care aware of the complexities of the issues.

CORPORATE STRATEGIC PLAN:

Strategic Focus Area 3: Healthy and Safe Communities – Support safe and caring communities that enhance all aspects of health.

Strategic Focus Area 4: Human Services – Promote quality of life and create opportunities for residents to develop to their full potential.

Strategic Focus Area 6: Service Excellence – Foster a culture of citizen/customer service that is responsive to community needs.

FINANCIAL IMPLICATIONS:

NIL

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

This report was reviewed by staff from Health Protection and Investigation, Licensing and Enforcement Services and Infectious Disease, Dental and Sexual Health.

ATTACHMENTS

Water Pipe Fact Sheet (Distributed as a separate attachment)

PREPARED BY: Laurie Nagge, RN, PHN, Tobacco and Cancer Prevention
   Stephanie Watson, RN, PHN, Tobacco and Cancer Prevention
   Jonathan Mall, Manager, Tobacco and Cancer Prevention
   Brenda Miller, Manager, Infection Control, Rabies, Vector-Borne Diseases, Tobacco Enforcement and Kitchener and Area Team
   Marty Sawdon, Administrator, Region of Waterloo, Licensing & Enforcement
   Dr. Hsiu-Li Wang, Associate Medical Officer of Health

APPROVED BY: Dr. Liana Nolan, Commissioner/Medical Officer of Health
   Gary Sosnoski, Commissioner, Corporate Resources

References:


Water Pipe Smoking
Share the Facts

What is water pipe smoking?
A water pipe is a smoking device with many names, most commonly known as “shisha”, “sheesha”, “hookah”, “nargile”, “harghila”, “hubble-bubble”, “goza” and “argileh”. Shisha or hookah also refers to the substance that is smoked in the pipe. For the purpose of this fact sheet, the substance that is smoked in a water pipe will be referred to as “shisha”.2

Shisha is a moist concoction made with molasses or honey, fruit, and flavourings such as apple, grape, lemon/lime and other flavours. The literature suggests that the majority of shisha products are mixed with tobacco. In North America, the flavourings used in shisha tobacco as well as the social nature of water pipe use are thought to contribute to the appeal for young adults.1, 3-5

Globally, the highest rates of smoking water pipes occur in the African Region (primarily North Africa), the Eastern Mediterranean Region and the South-East Asia Region. Water pipe smoking is relatively new in North America, especially among post-secondary students and the young adult population.1

According to the 2006 Canadian Tobacco Use Monitoring Survey, 2.6 per cent of Ontario residents aged 15 years and older reported ever using a waterpipe.

Why is water pipe smoking dangerous to your health and to others?

- **There are similar risks as cigarette smoking.** While there are differences between smoking cigarettes and smoking a water pipe such as the frequency of puffing and the depth of inhalation, the existing evidence suggests that the health risks from smoking a water pipe with tobacco are similar to the health risks of cigarette smoking.1,3-11

- **Infectious illnesses can be spread.** Another potential health effect is related to the social nature of water pipe use, as the hose/mouthpiece can be shared amongst users. Certain infectious illnesses (for example, respiratory illnesses) could be spread through saliva. Therefore, sharing of a hose/mouthpiece may be associated with risks similar to that of sharing other items orally, such as cigarettes.

- **It produces second-hand smoke.** As with second-hand smoke from cigarettes, water pipe smoking of shisha mixed with tobacco creates large volumes of second-hand smoke, which could represent a health risk to others in the vicinity of the smoke.6-8, 12-14

- **You may not know what you are smoking.** The exact percentage of tobacco that is mixed with shisha product is often unknown due to a lack of, or poor, package labeling.

Smoke-Free Ontario Act and water pipe smoking
The Smoke-free Ontario Act (SFOA) prohibits the smoking of tobacco or “lighted” tobacco in any enclosed public place or workplace. To be compliant with the SFOA, food premises that allow patrons the usage of water pipes must only offer tobacco-free shisha product.
Water pipe parts

Coal – heats the shisha which begins to burn it

Bowl – holds the shisha

Tray – catches any ash that may fall

Stem – Smoke from the burning shisha travels down the stem

Air valve – brings air into the water pipe which pushes smoke through the water into the hose

Vase – filled with water which filters the smoke

Hose – attaches a mouthpiece to the water pipe

References:

For more information contact:
Region of Waterloo Public Health
Tobacco Information Line
519-883-2279

www.regionofwaterloo.ca/ph • 519-883-2000 • TTY 519-575-4608 • Fax 519-883-2241
REPORT:

1.0 Background

An inability to pay utility bills is one of the indicators of housing instability. In Waterloo Region, several energy assistance programs have operated in a partnership model since the 2002/2003 heating season, ensuring that services are working together to respond to community need. The Waterloo Region Energy Assistance Program (WREAP) is an award winning program (memo June 21, 2011) which offers energy assistance to prevent housing instability and homelessness in Waterloo Region (SS-07-009).

For 2011, the WREAP partnership included the following programs:

I. Waterloo Region Social Services Energy Assistance:
   For Ontario Works recipients: Assistance is administered through the Region’s Employment and Income Support Division and funded on an 82.8/17.2 cost-sharing basis between the Province and the Region. This assistance is available year-round.
   - For individuals not receiving Ontario Works: Assistance is administered through the Region’s Employment and Income Support Intake Services and funded on an 82.8/17.2 cost-sharing basis between the Province and the Region. This assistance is available year-round.

II. Provincial Emergency Energy Fund: Funding is provided 100% from the Province through the Ministry of Community and Social Services and is available from January 1st until funds are exhausted.
III. Corporate Partner Fund:

- Low Income Energy Assistance Program (LEAP): Funding is provided by local utility companies including: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro, Kitchener Utilities, and Waterloo North Hydro. The amount of funding is calculated annually at 0.12% of the companies’ revenues and is available from January 1st until funds are exhausted.

- Law Suit Settlement Fund: Funding was made available through a class action lawsuit settlement. In Waterloo Region, the utilities involved included: Cambridge North Dumfries Hydro, Kitchener-Wilmot Hydro, and Waterloo North Hydro. It is administered through the United Way of Greater Toronto and is available as needed until all funds are exhausted.

IV. Winter Warmth: Funding is provided by Union Gas in partnership with the United Way of Cambridge and North Dumfries and the United Way of Kitchener-Waterloo for low-income Union Gas customers. Funding through a law suit settlement involving Union Gas is also included in the Winter Warmth program and is available from January 1st until funds are exhausted.

Region Social Services administers and delivers the funding locally for WREAP on behalf of the partnership. The purpose of the Waterloo Region Energy Assistance Program Final Report for 2011 (attached as Appendix A) is to highlight policy and program changes affecting low-income energy consumers, review the outcomes of the 2011 WREAP, and to make plans for 2012.

2.0 Policy and Program Updates

In 2011, there was additional funding available to assist low-income energy consumers through implementation of the Low-income Energy Assistance Program (LEAP) and lawsuit settlements involving utility companies. The Home Assistance program was also introduced in 2011. These are discussed further below.

Low-income Energy Assistance Program (LEAP)

Beginning January, 2011, the Ontario Energy Board (OEB) implemented LEAP. There are three components of LEAP: emergency financial assistance for customers in need; access to more flexible customer service rules on matters such as bill payment and disconnection notice periods; and targeted conservation and demand management programs. For the LEAP Emergency Financial Assistance component, utility companies are required to allocate 0.12% of their revenues to assist low income utility customers with energy arrears. As such, the amount of funding varies from year to year. This component of LEAP is being delivered locally under the umbrella of WREAP. The four local hydro companies participating in LEAP include: Cambridge and North Dumfries Hydro, Kitchener Utilities1, Kitchener-Wilmot Hydro and Waterloo North Hydro.

Hydro settlement fund

Additional funds were available in 2011 to assist low-income households across Ontario as a result of court settlements involving utility companies charging late payment penalties of 5 to 7 per cent a month up until the early 2000s; but the Criminal Code prohibits charging interest of more than 60 per cent a year. While the settlements are similar in nature, it is important to note that the settlement for Union Gas and Enbridge Gas is separate and different from the settlement for the hydro companies. The hydro settlement funding was confirmed in August 2011 by the United Way of Greater Toronto. Locally, the Settlement Fund is used to supplement the Provincial Emergency Energy Fund (PEEF), allowing greater flexibility for assisting households who may not meet LEAP criteria. Although the Settlement Fund has greater flexibility than LEAP, the funds may not be used for utilities outside those involved in the Settlement, which include: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro and Waterloo North Hydro. Settlement Fund payments to the Region are made in annual installments, and as required, until the funds are depleted.

1 Kitchener Utilities is not mandated at this time to participate in LEAP; however, they have chosen to participate.
Union Gas and Enbridge Gas settlement fund
The Settlement Fund from this lawsuit is managed through the Winter Warmth program and are separate from LEAP. It is anticipated that the Winter Warmth program will continue until these funds are fully expended, at which point Winter Warmth will move to become LEAP.

Implementation of LEAP and settlement funds
Due to the history of WREAP and the positive relationships already in place with local utility partners, there has been very little change from the perspective of households receiving energy assistance as a result of implementing the LEAP and Settlement Fund; however, there have been some significant impacts to WREAP. Increased funding is certainly one of the benefits; however, there is now reduced flexibility to meet local needs and increased administrative requirements. These challenges are fully discussed in Community Services Committee Report SS-11-036, dated September 27, 2011.

Community Services Committee Report SS-11-036 highlighted that given the increase in funding through LEAP, Settlement Funds, and Winter Warmth, the challenge with WREAP is not with funding, but rather the need for more flexibility in program delivery. As such, Region staff has advocated for increased flexibility in LEAP and Settlement Funds and continue to monitor their impacts. A letter was sent from the Region to the OEB outlining its concerns, and in response, the OEB indicated that the issues will be brought forward to the working group responsible for conducting a full assessment of LEAP.

Home Assistance Program
The Ontario Power Authority along with utility companies in Ontario implemented the Home Assistance program to help low-income homeowners and tenants make their homes more energy efficient. Local utilities involved in the Home Assistance program include: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro, and Waterloo North Hydro, with partnership support from Kitchener Utilities. The program provides eligible households with a free detailed in-home energy assessment, installation of energy-efficient upgrades (e.g., energy-saving light bulbs, power bar, low-flow shower head, faucet aerators, programmable thermostat, and/or weatherstripping around doors and windows) and advice about changes to save energy and how to use new energy-saving upgrades correctly. Owners or tenants of residential buildings (such as a detached or semi-detached house, a townhouse, a mobile home or a unit in a duplex, triplex or other multi-residential building) can apply for the Home Assistance Program by contacting GreenSaver.

3.0 Trends in electricity and natural gas prices
The following is a summary of the trends in electricity and natural gas prices from 2008 to 2011. While electricity prices continue to increase, natural gas prices continue to decrease.

Electricity price trends
Although Smart Meters have now been fully implemented (allowing for time of use pricing), there are approximately 34% residential and small businesses still paying tiered prices who will be switched to time-of-use pricing in mid 2012.

There was an average increase in tiered electricity prices of 11% from 2010 to 2011. Over the past four years, (2008 to 2011) there has been an overall average increase of 41% for consumers on tiered pricing.

There was an average increase in time of use electricity prices of 15% from 2010 to 2011. Over the past four years (2008 to 2011), there has been an overall average increase of 54% for consumers paying time of use pricing.

Natural gas price trends
There has been an average decrease of 23.5% in natural gas prices from 2010 to 2011 and an overall
average price decrease of 58% across the natural gas companies since 2008.

4.0 Statistical Data

Funds Distributed
For 2011, $243,609 in energy assistance was distributed – an 80% increase from 2010. The increase was due to additional funds from LEAP and the lawsuit settlements. Prior to 2011, Corporate Partners voluntarily contributed funds to WREAP. Beginning 2011, Corporate Partners are mandated through LEAP to provide 0.12% of revenues to a low-income energy assistance program.

In terms of distribution by energy source, 24% of funding was directed to Union Gas, 21% to Cambridge and North Dumfries Hydro, 20% to Kitchener Utilities, 20% to Kitchener-Wilmot Hydro, 11% to Waterloo North Hydro, and 3% to other energy sources.

Households Served
In 2011, a total of 515 households were provided with assistance through the WREAP. This is an 82% increase from 2010; however, the average amount of assistance decreased by 11%. The decrease in average amount of assistance is likely due to the LEAP and Winter Warmth maximum. While PEEF funds were used to “top up” where needed, this funding source was expended and was not available after July 2011.

As with previous years, families with children represented the greatest proportion of energy assistance recipients in 2011, totaling 71% of all households served. Couples and singles without children represented 29% of households assisted.

5.0 Next Steps
Several significant trends, program and policy changes were noted in this report. To keep apprised of the recent changes and ensuring continued effectiveness of the WREAP in assisting low-income households with energy arrears, the following next steps are planned to be completed by Region staff for 2012:

- Continue to prepare WREAP annual reports and bring to Council for information.
- Continue to monitor impacts of the LEAP and Settlement Fund.
- Continue to advocate for increased flexibility in Winter Warmth, LEAP and Settlement Funds.
- Review the role of PEEF within WREAP in light of the planned Provincial Homelessness Consolidation beginning January 1, 2013.

CORPORATE STRATEGIC PLAN:

Energy assistance programs support housing stability. Working to end homelessness in Waterloo Region is consistent with the Region’s Corporate Strategic Plan (2011-2014), Focus Area 4: Healthy and Inclusive Communities: to “reduce inequities and enhance community health, safety, inclusion and quality of life”; and specifically, Strategic Objective 4.5 to “work collaboratively to increase the supply and range of affordable housing and reduce homelessness”.

FINANCIAL IMPLICATIONS:

The Region’s Provincial Emergency Energy Fund annualized allocation of $75,210 is provided through 100% Provincial dollars. Ten percent (10%) of this funding or $7,521 is available for administration and is directed towards the homelessness to housing stability program area.

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2 Data from Waterloo Region Social Services for Ontario Works recipients and Ontario Works discretionary benefits is not included as it is not accessible in the format required for the report through the current database technology.
The Region’s 2011 allocation for Winter Warmth was $50,000 through 100% corporate partner dollars, of which, $10,285 was carry-over funds from 2010. Fifteen percent (15%) of this funding or $7,500 is available for administration.

Contributions through the Low-Income Energy Assistance Program (LEAP) in 2011 totaled $141,206, provided through 100% corporate partner dollars. Fifteen percent (15%) of this funding or $21,181 is available for administration.

The Region’s 2011 allocation through the Settlement Fund was $65,000 through 100% corporate partner dollars. Fifteen percent (15%) of this funding or $9,750 is available for administration.

The Region will provide administrative support and coordination to deliver these funds using existing resources and/or new resources as they become available. Funding for WREAP is provided by the Province of Ontario and corporate partners and does not impact the Region’s property tax levy.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

NIL

ATTACHMENTS

Appendix A       Waterloo Region Energy Assistance Program: Final Report for 2011

PREPARED BY:     Van Vilaysinh, Social Planning Associate
                 Marie Morrison, Manager, Social Planning

APPROVED BY:     Michael Schuster, Commissioner, Social Services
Appendix A

WATERLOO REGION ENERGY ASSISTANCE PROGRAM
FINAL REPORT FOR 2011

Regional Municipality of Waterloo
Social Planning, Policy and Program Administration
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1.0 INTRODUCTION

The purpose of this report is to review the outcomes of the 2011 Waterloo Region Energy Assistance Program (WREAP), highlight policy changes, and to make plans for the next year. Since the 2002/2003 heating season, Waterloo Region has been working in partnership with government, not-for-profit and for-profit organizations to respond to community need. There are three main goals of the partnership model:

a) To prevent housing instability and housing loss due to an inability to pay energy costs.

b) To avoid duplication and coordinate services among energy assistance programs.

c) To fill gaps in energy assistance and respond to individual/family need when all other sources of assistance have been exhausted.

For 2011, the WREAP partnership included the following programs, with funding administered and delivered by Region Social Services to low-income households on behalf of the partnership:

I. Waterloo Region Social Services Energy Assistance:
   - For Ontario Works recipients: Assistance is administered through the Region’s Employment and Income Support Division and funded on an 82.8/17.2 cost-sharing basis between the Province and the Region. This assistance is available year-round.
   - For individuals not receiving Ontario Works: Assistance is administered through the Region’s Employment and Income Support Intake Services and funded on an 82.8/17.2 cost-sharing basis between the Province and the Region. This assistance is available year-round.

II. Provincial Emergency Energy Fund: Funding is provided 100% from the Province through the Ministry of Community and Social Services and is available from January 1st until funds are exhausted.

III. Corporate Partner Fund:
   - Low Income Energy Assistance Program (LEAP): Funding is provided by local utility companies including: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro, Kitchener Utilities, and Waterloo North Hydro. The amount of funding is calculated annually at 0.12% of the companies’ revenues and is available from January 1st until funds are exhausted.
   - Law Suit Settlement Fund: Funding was made available through a class action lawsuit settlement. In Waterloo Region, the utilities involved included: Cambridge North Dumfries Hydro, Kitchener-Wilmot Hydro, and Waterloo North Hydro. It is administered through the United Way of Greater Toronto and is available as needed until all funds are exhausted.

IV. Winter Warmth: Funding is provided by Union Gas in partnership with the United Way of Cambridge and North Dumfries and the United Way of Kitchener-Waterloo for low-income Union Gas customers. Funding through a law suit settlement involving Union Gas is also included in the Winter Warmth program and is available from January 1st until funds are exhausted.

Data from Waterloo Region Social Services Energy Assistance (I above) is not accessible in the format required for this report through the current database technology (note that it is the largest source of energy assistance).
2.0 POLICY AND PROGRAM UPDATES
The Government of Ontario, through the Minister of Energy and Infrastructure, sets the legal and policy framework, passing legislation and regulations that govern the energy sector. The Ontario Energy Board (OEB) implements and oversees this framework, ensuring that market participants in the natural gas and electricity sectors comply with their regulatory obligations. The following provides an overview of the changes implemented in 2011 and trends in the energy sector that directly affect low-income consumers.

2.1 Assistance for low-income energy consumers
In 2011, there was additional funding available to assist low-income energy consumers through implementation of the Low-income Energy Assistance Program (LEAP) and lawsuit settlements involving utility companies. As a result of the new program and additional funds, there were changes required at the local level to meet the new mandates. These are further discussed below.

Low-income Energy Assistance Program (LEAP)
Beginning January, 2011, the OEB implemented LEAP. There are three components of LEAP: emergency financial assistance for customers in need; access to more flexible customer service rules on matters such as bill payment and disconnection notice periods; and targeted conservation and demand management programs. For the LEAP Emergency Financial Assistance component, utility companies are required to allocate 0.12% of their revenues to assist low income utility customers with energy arrears. As such, the amount of funding varies from year to year. This component of LEAP is being delivered locally under the umbrella of WREAP. The four local hydro companies participating in LEAP include: Cambridge and North Dumfries Hydro, Kitchener Utilities, Kitchener-Wilmot Hydro and Waterloo North Hydro.

Settlement Fund
Additional funds were available in 2011 to assist low-income households across Ontario as a result of court settlements involving utility companies charging late payment penalties of 5 to 7 per cent a month up until the early 2000s; but the Criminal Code prohibits charging interest of more than 60 per cent a year. While the settlements are similar in nature, it is important to note that the settlement for Union Gas and Enbridge Gas is separate and different from the settlement for the hydro companies.

Hydro settlement fund
The funding was confirmed in August 2011 by the United Way of Greater Toronto. Locally, the Settlement Fund is used to supplement the Provincial Emergency Energy Fund (PEEF), allowing greater flexibility for assisting households who may not meet LEAP criteria. Although the Settlement Fund has greater flexibility than LEAP, the funds may not be used for utilities outside those involved in the Settlement, which include: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro and Waterloo North Hydro. Settlement Fund payments to the Region are made in annual installments, and as required, until the funds are depleted.

Union Gas and Enbridge Gas settlement fund
The Settlement Fund from this lawsuit is managed through the Winter Warmth program and are separate from LEAP. It is anticipated that the Winter Warmth program will continue until these funds are fully expended, at which point Winter Warmth will move to become LEAP.

Implementation of LEAP and settlement funds
Due to the history of WREAP and the positive relationships already in place with local utility partners, there has been very little change from the perspective of households receiving energy

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3 Kitchener Utilities is not mandated at this time to participate in LEAP; however, they have chosen to participate.
assistance as a result of implementing LEAP and Settlement Fund; however, there have been some significant impacts to WREAP. Increased funding is certainly one of the benefits; however, there is now reduced flexibility to meet local needs and increased administrative requirements. These challenges are fully discussed in Community Services Committee Report SS-11-036, dated September 27, 2011.

The report highlighted that given the increase in funding through LEAP, Settlement Funds, and Winter Warmth, the challenge with WREAP is not with funding, but rather the need for more flexibility in program delivery. As such, Region staff has advocated for increased flexibility in LEAP and Settlement Funds and continue to monitor their impacts. A letter was sent from the Region to the OEB outlining its concerns, and in response, the OEB indicated that the issues will be brought forward to the working group responsible for conducting a full assessment of LEAP.

2.2 Regulated versus contract prices

The OEB sets natural gas and electricity prices which may change several times over the course of a year based on short and long-term market prices which are reviewed regularly. By default, consumers pay the regulated prices set by the OEB; however, consumers may opt out and sign a contract with an electricity retailer or gas marketer and pay the commodity price set out in their contract, which are usually fixed for a number of years. The OEB licenses these companies but does not regulate the prices they offer.

Issues may arise when consumers sign a contract without fully understanding the conditions of the contract – particularly with respect to the price offered and exit conditions. The fixed price is only for the commodity portion, which is about 50% of the total cost. All other charges for delivery, regulatory charges and debt retirement are in addition to the rate specified in the contract. Typically, consumers who sign a contract will experience an increase in their electricity and/or gas bill, at least in the short term. Furthermore, the ability to cancel out of a contract without penalty is very limited.

2.3 Smart Meters

The Ministry of Energy and Infrastructure has legislated that by 2010, every home and small business in Ontario will have a Smart Meter. Smart Meters record total electricity consumption hour by hour and sends that information to utility companies through either a wireless or another form of technology. Electricity rates will be based on time of use.

The OEB sets time of use pricing that is dependent on the time of the day, day of week (weekdays versus weekend), and by season (winter or summer). There are three periods of energy consumption defined as “On-Peak” (high total consumption), “Mid-Peak” and “Off-Peak” (low total consumption).

As of August 31, 2011, there were about 3.1 million (66%) residential and small business customers on time of use billing. The remaining customers are expected to be switched to time of use from tiered prices by mid 2012.

2.4 Home Assistance Program

The Ontario Power Authority along with utility companies in Ontario implemented the Home Assistance program to help low income homeowners and tenants make their homes more energy efficient. Local utilities involved in the Home Assistance program include: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro, and Waterloo North Hydro, with partnership support from Kitchener Utilities. The program provides eligible households with a free detailed in-home energy assessment, installation of energy-efficient upgrades (e.g., energy-saving light bulbs, power bar, low-flow shower head, faucet aerators, programmable thermostat, and/or weatherstripping around doors and windows) and advice about changes to save energy and how to use new energy-saving upgrades correctly. Owners or
tenants of residential buildings (such as a detached or semi-detached house, a townhouse, a mobile home or a unit in a duplex, triplex or other multi-residential building) can apply for the Home Assistance Program by contacting GreenSaver.

2.5 Energy prices and trends

The tables below show electricity and natural gas prices and trends. Over the past four years, electricity rates have consistently increased. Electricity prices are driven by weather, economic activity and generation available. Other factors that have an affect on the increasing electricity price are the government’s movement towards greener, cleaner power generation and the introduction of the Harmonized Sales Tax (HST) in July 2010. On the other hand, the Liberal government began providing a 10% hydro rate cut beginning January 1, 2011 for the next five years. Taking all these factors into consideration, the net affect of hydro prices in the coming years is difficult to predict.

On the other hand, natural gas rates have decreased over the past four years. However, the decreases are tempered by the HST and inflation. Experts predict that natural gas prices will remain steady until early 2013. Natural gas is publicly traded and any significant event that impacts either supply or demand such as the discovery of new supplies or weather can impact the trading price of natural gas on the North American market. Natural gas rates may change quarterly, making it difficult to budget.

**Electricity**

The following are electricity prices and trends for consumers who pay OEB-regulated prices.

**Tiered Prices:**

While Smart Meters have been fully implemented, there are approximately 34% residential and small businesses that are still paying tiered prices and will be switched to time-of-use pricing in mid 2012. Effective October 17, 2011, tiered prices for electricity are: 7.1 cents per kilowatt hour (kWh) up to and including 600 kWh per month and 8.3 cents per kilowatt hour (kWh) above that.

There was an average increase in tiered electricity prices of 11% from 2010 to 2011. Over the past four years, (2008 to 2011) there has been an increase of 41% for consumers on tiered pricing.

<table>
<thead>
<tr>
<th>Year</th>
<th>Below threshold (cents/kWh)</th>
<th>Above threshold (cents/kWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>5.0</td>
<td>5.9</td>
</tr>
<tr>
<td>2009</td>
<td>5.6</td>
<td>6.5</td>
</tr>
<tr>
<td>2010</td>
<td>6.4</td>
<td>7.4</td>
</tr>
<tr>
<td>2011</td>
<td>7.1</td>
<td>8.3</td>
</tr>
</tbody>
</table>

*Thresholds may vary from year to year.

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4 These rates are set by the OEB. Rates for electricity purchased from a retailer are different, dependent on the contract.
Time of Use:
Effective October 17, 2011, time of use prices are: 10.8 cents per kWh On-Peak, 9.2 cents per kWh Mid-Peak, and 6.2 cents per kWh Off-Peak.

There was an average increase in Time of Use electricity prices of 15% from 2010 to 2011. Over the past four years (2008 to 2011), there has been an average increase of 54% for consumers paying time of use pricing.
Natural Gas
The OEB sets the rates that Union Gas, Enbridge Consumers Gas, and Natural Resource Gas can charge for selling, distributing, transporting and storing gas. Quarterly rate adjustments are made to reflect the difference between forecasted price for natural gas in the next 12 months and actual costs.

The graph below shows natural gas rates for the past four years, using rates adjusted in the month of July, with the exception of Kitchener Utilities.

<table>
<thead>
<tr>
<th>% increase/decrease</th>
<th>2008 to 2009</th>
<th>2009 to 2010</th>
<th>2010 to 2011</th>
<th>2008 to 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Union Gas Limited</td>
<td>-45.60%</td>
<td>-36.39%</td>
<td>-14.67%</td>
<td>-70.47%</td>
</tr>
<tr>
<td>Enbridge Gas Distribution Inc.</td>
<td>-47.63%</td>
<td>-20.66%</td>
<td>-31.28%</td>
<td>-71.44%</td>
</tr>
<tr>
<td>Natural Resource Gas Limited</td>
<td>-34.62%</td>
<td>-1.60%</td>
<td>-32.75%</td>
<td>-56.73%</td>
</tr>
<tr>
<td>Kitchener Utilities</td>
<td>0.00%</td>
<td>-20.89%</td>
<td>-15.20%</td>
<td>-32.91%</td>
</tr>
</tbody>
</table>

There has been an average decrease of 23.5% in natural gas prices from 2010 to 2011 and an overall average rate decrease of 58% across the natural gas companies (summarized below) since 2008. The chart below shows percentage decreases in price of gas between 2008 and 2011.

3.0 SUMMARY OF WREAP FUNDING DISTRIBUTION

WREAP funding has evolved through the years to include several different funding sources with different eligibility criteria. Prior to LEAP, funds provided through corporate partners had flexible eligibility guidelines and were pooled together so that assistance was provided across Waterloo Region according to need. While the amount of funds has increased, the flexibility in eligibility criteria has decreased, creating challenges in the coordination, distribution and reporting of the additional funds. With LEAP, eligibility for corporate partner funds is now similar to Winter Warmth where funds must be distributed separately for each utility. This means LEAP and Winter Warmth funds may not be used to assist with arrears from a different utility. As such, eligibility for LEAP and Winter Warmth are first assessed in order to maximize PEEF funds to be used in situations where:

- energy arrears exceed the $500 LEAP/Winter Warmth maximum and a “top-up” is required
- household income is above the LICO + 15% cut-off but a real and immediate need still exists
- the household has an energy arrear with a utility outside of LEAP or Union Gas companies
- a particular utility’s LEAP or Winter Warmth allocation has been depleted.

Despite its sole use as a secondary source of funding to fill the gaps outlined above, PEEF funds were exhausted as of July 31, 2011.

The following tables provide a summary of WREAP funding distribution across the different energy sources.

3.1 Total dollars distributed from 2002/03 to 2011

For 2011, $243,609 in energy assistance was distributed – an 80% increase from 2010. The increase was due to additional funds from LEAP and the lawsuit settlements. Prior to 2011, Corporate Partners voluntarily contributed funds to WREAP. Beginning 2011, Corporate Partners are mandated to provide 0.12% of revenues to a low-income energy assistance program. Provincial Emergency Energy Fund remained at the same level. The table below shows the overall growth in levels of funding from 2002/03 to 2011.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Partner Fund</td>
<td>10,000</td>
<td>20,000</td>
<td>20,000</td>
<td>34,000</td>
<td>36,500</td>
<td>41,000</td>
<td>44,000</td>
<td>46,000</td>
<td>134,275</td>
</tr>
<tr>
<td>Provincial Emergency Energy Fund</td>
<td>n/a</td>
<td>n/a</td>
<td>62,672</td>
<td>151,602</td>
<td>77,071</td>
<td>62,689</td>
<td>62,689</td>
<td>67,689</td>
<td>67,689</td>
</tr>
<tr>
<td>Share the Warmth*</td>
<td>21,062</td>
<td>9,859</td>
<td>14,826</td>
<td>11,121</td>
<td>8,837</td>
<td>6,100</td>
<td>4,500</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Winter Warmth</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>12,500</td>
<td>14,800</td>
<td>13,038</td>
<td>19,152</td>
<td>21,563</td>
<td>41,645</td>
</tr>
<tr>
<td>Total</td>
<td>$31,062</td>
<td>$29,859</td>
<td>$97,498</td>
<td>$209,223</td>
<td>$137,208</td>
<td>$122,827</td>
<td>$130,341</td>
<td>$135,252</td>
<td>$243,609</td>
</tr>
</tbody>
</table>

*From 2005 to 2009, Share the Warmth received $5000 per year funding from the Region through the Provincial Emergency Energy Fund. Share the Warmth ceased operations after the 2009 heating season.
3.2 Distribution by funding source 2011
The WREAP reflects a mix of financing arrangements as identified below and described earlier in the introduction. The table below shows dollars contributed by source of funding.

<table>
<thead>
<tr>
<th>Corporate Partner Fund</th>
<th>PEEF</th>
<th>Winter Warmth</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEAP Settlement Fund</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cambridge &amp; North Dumfries Hydro</td>
<td>45,186</td>
<td>7,013</td>
<td>52,199</td>
</tr>
<tr>
<td>Kitchener Utilities</td>
<td>24,783</td>
<td>24,980</td>
<td>49,763</td>
</tr>
<tr>
<td>Kitchener-Wilmot Hydro</td>
<td>40,427</td>
<td>7,848</td>
<td>49,149</td>
</tr>
<tr>
<td>Union Gas</td>
<td>0</td>
<td>15,723</td>
<td>41,645</td>
</tr>
<tr>
<td>Waterloo North Hydro</td>
<td>22,785</td>
<td>4,434</td>
<td>27,439</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>7,691</td>
<td>7,691</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$133,181</strong></td>
<td><strong>$67,689</strong></td>
<td><strong>$243,609</strong></td>
</tr>
</tbody>
</table>

**Corporate Partner Fund**
Corporate Partner Fund includes funding from LEAP and Settlement Fund. Corporate Partner funds accounted for 55% of WREAP funds to assist residents with energy assistance in 2011. The total amount contributed from the corporate partners increased almost three times from $46,000 in 2010 to $134,275 in 2011.

**LEAP**
LEAP funding amount changes annually depending on each utility’s revenues, with a maximum of 15% available for administration. Any funds that are not distributed may be carried forward into the next year. For 2011, the total LEAP funding distributed was $133,181 and approximately $7,000 is carried forward to 2012 for Waterloo North Hydro customers.
Law suit Settlement
The total amount of Settlement Funds available is $372,997, with a maximum of 15% available for administration. Funds are provided in annual installments and as requested until they are exhausted. In 2011, the first installment provided was $65,000, of which, only $1,094 was distributed due to receiving the funds later in the year. The remaining funds are carried forward to 2012.

Provincial Emergency Energy Fund
Provincial Emergency Energy Fund accounted for 28% of WREAP funds to assist residents with energy assistance in 2011. Provincial one-time funding began in 2004/2005. This funding was annualized at $75,210 in 2007 and remains at the same level\(^6\). Ten percent ($7,521) is available for administrative costs, leaving $67,689 total provincial dollars available for assistance.

As discussed above, PEEF funds were expended as of July 31, 2011 despite its sole use as a secondary source of funding. In planning for the implementation of the Provincial Homelessness Consolidation Phase I\(^7\), it is important to consider that funding with greater flexibility to meet local needs (such as PEEF) is in demand.

Winter Warmth
Winter Warmth funds accounted for 17% of WREAP funds to assist residents with energy assistance in 2011. Winter Warmth began operating in 2006. The allocation for Winter Warmth funds has hovered around $13,000 until 2009, when additional funding was provided as a result of settlement funds discussed above. 2011 was the first year that 15% ($7,500) was used for administrative costs, leaving $41,645 available\(^8\) for assistance. Winter Warmth funds were almost fully expended, with $855 carried forward to 2012.

\(^6\) There was an additional one-time allotment in 2007, however, it was not provided in the years following.
\(^7\) The consolidation includes the following five homelessness prevention programs: Consolidated Homelessness Prevention Program, Provincial Rent Bank Program, Emergency Energy Fund, Emergency Shelter Program, and the Domiciliary Hostel Program.
\(^8\) Includes $10,285 carried over from 2010.
3.3 Distribution by energy source 2011
In 2011, 24% of funding was directed to Union Gas, 21% to Cambridge and North Dumfries Hydro, 20% to Kitchener Utilities, 20% to Kitchener-Wilmot Hydro, 11% to Waterloo North Hydro, and 3% to other energy sources.

Some households were helped with more than one energy payment through various energy assistance programs. Numbers are rounded to the nearest dollar figure.
4.0 SUMMARY OF HOUSEHOLDS ASSISTED
This section summarizes data of households assisted with energy arrears through the WREAP. The most significant difference from 2010 is the increase in the number of households assisted due to the increase in funding; however, the average amount of assistance decreased. The decrease in average amount of assistance is likely due to the LEAP and Winter Warmth maximum. While PEEF funds were used to “top up” where needed, this funding source was expended and was not available after July 2011.

Similar to previous years, households with children and households with sources of income other than OW or ODSP represent the largest proportion of all households assisted. These are further discussed below.

4.1 Total number of households assisted from 2002/03 to 2011
In 2011, a total of 515 households were provided with assistance through the WREAP. This is an 82% increase from 2010. This coincides with the 80% increase in funding from 2010 to 2011.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Partner Fund</td>
<td>32</td>
<td>54</td>
<td>53</td>
<td>73</td>
<td>201</td>
<td>195</td>
<td>199</td>
<td>229</td>
<td>412</td>
</tr>
<tr>
<td>Provincial Emergency Energy Fund</td>
<td>n/a</td>
<td>n/a</td>
<td>121</td>
<td>321</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Share the Warmth</td>
<td>106</td>
<td>56+</td>
<td>52</td>
<td>38</td>
<td>28</td>
<td>18</td>
<td>13</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Winter Warmth</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>30</td>
<td>35</td>
<td>33</td>
<td>47</td>
<td>54</td>
<td>103</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>138</strong></td>
<td><strong>110</strong></td>
<td><strong>226</strong></td>
<td><strong>462</strong></td>
<td><strong>264</strong></td>
<td><strong>246</strong></td>
<td><strong>259</strong></td>
<td><strong>283</strong></td>
<td><strong>515</strong></td>
</tr>
</tbody>
</table>

4.2 Average amount of assistance from 2002/03 to 2011
Across all funding sources, an average of $402 was provided per household, this is a 11% decrease to the average for 2010 at $448. The table below shows the average amount of assistance provided to households from 2002/03 to 2011.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Partner Fund</td>
<td>313</td>
<td>370</td>
<td>403</td>
<td>466</td>
<td>487</td>
<td>538</td>
<td>536</td>
<td>496</td>
<td>406</td>
</tr>
<tr>
<td>Provincial Emergency Energy Fund</td>
<td>n/a</td>
<td>n/a</td>
<td>485</td>
<td>472</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Share the Warmth</td>
<td>191</td>
<td>183</td>
<td>267</td>
<td>293</td>
<td>315</td>
<td>339</td>
<td>346</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Winter Warmth</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>417</td>
<td>423</td>
<td>395</td>
<td>407</td>
<td>399</td>
<td>397</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>$252</strong></td>
<td><strong>$277</strong></td>
<td><strong>$385</strong></td>
<td><strong>$412</strong></td>
<td><strong>$408</strong></td>
<td><strong>$424</strong></td>
<td><strong>$430</strong></td>
<td><strong>$448</strong></td>
<td><strong>$402</strong></td>
</tr>
</tbody>
</table>

*note that 2007 and on, figures for Corporate Partner Fund and PEEF have been blended into one figure*
4.3 Household type 2011
As with previous years, families with children represented the greatest proportion of energy assistance recipients in 2011, totaling 71% of all households served. Couples and singles without children represented 29% of households assisted. The table below provides a summary of the types of households assisted in 2011 by energy source.

<table>
<thead>
<tr>
<th></th>
<th>Single</th>
<th>Couple</th>
<th>One-parent</th>
<th>Two-parent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge &amp; North Dumfries Hydro</td>
<td>4%</td>
<td>2%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>Kitchener Utilities</td>
<td>3%</td>
<td>2%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>Kitchener-Wilmot Hydro</td>
<td>6%</td>
<td>2%</td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>Union Gas</td>
<td>2%</td>
<td>2%</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>Waterloo North Hydro</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>19%</td>
<td>10%</td>
<td>35%</td>
<td>36%</td>
</tr>
</tbody>
</table>

*Rounded to the nearest percentage

4.4 Source of income 2011
Of all households that accessed the WREAP, most are employed or receive other sources of income (73%). This is because those on OW or ODSP can typically access energy assistance directly from those programs via their caseworker.

<table>
<thead>
<tr>
<th></th>
<th>OW</th>
<th>ODSP</th>
<th>Employed/Other*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge &amp; North Dumfries Hydro</td>
<td>4%</td>
<td>2%</td>
<td>11%</td>
</tr>
<tr>
<td>Kitchener Utilities</td>
<td>4%</td>
<td>3%</td>
<td>14%</td>
</tr>
<tr>
<td>Kitchener-Wilmot Hydro</td>
<td>5%</td>
<td>3%</td>
<td>19%</td>
</tr>
<tr>
<td>Union Gas</td>
<td>1%</td>
<td>2%</td>
<td>17%</td>
</tr>
<tr>
<td>Waterloo North Hydro</td>
<td>2%</td>
<td>1%</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>15%</td>
<td>12%</td>
<td>73%</td>
</tr>
</tbody>
</table>

*May include one or a combination of income sources from employment, pensions, child support, Employment Insurance etc.
4.5 Location of households 2011
The location of households receiving energy assistance is fairly representative of the region’s geographical population distribution. Forty-six percent of households assisted resided in Kitchener, 29% in Cambridge, 18% in Waterloo, and 7% in the Townships. In comparison, the region’s population distribution was 42%, 24%, 23%, and 11%, respectively.\(^9\)

<table>
<thead>
<tr>
<th></th>
<th>Kitchener</th>
<th>Waterloo</th>
<th>Cambridge</th>
<th>Townships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge &amp; North Dumfries Hydro</td>
<td>0%</td>
<td>0%</td>
<td>16%</td>
<td>0%</td>
</tr>
<tr>
<td>Kitchener Utilities</td>
<td>20%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Kitchener-Wilmot Hydro</td>
<td>25%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Union Gas</td>
<td>0%</td>
<td>6%</td>
<td>11%</td>
<td>3%</td>
</tr>
<tr>
<td>Waterloo North Hydro</td>
<td>0%</td>
<td>10%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>46%</strong></td>
<td><strong>18%</strong></td>
<td><strong>29%</strong></td>
<td><strong>7%</strong></td>
</tr>
</tbody>
</table>

5.0 SUMMARY AND NEXT STEPS
An inability to pay utility bills is one of four indicators\(^{10}\) of households at-risk of housing instability. The WREAP has operated successfully in a partnership model over the past eight years offering energy assistance to prevent housing instability and housing loss in Waterloo Region. In the 2011 heating season, a total of 515 households in the region received assistance through the WREAP.

Each year, measures are taken to facilitate effective coordination and promotion of the WREAP. In 2011, these activities included:
- More than 11,000 energy assistance flyers were distributed across the region and the flyer is posted to the Region’s website.
- Monthly activity reports were distributed to the United Way of Cambridge and North Dumfries and the United Way of Kitchener-Waterloo regarding the Winter Warmth program.
- Progress and annual reports were completed and submitted for LEAP and Settlement Fund.
- The Region’s webpage regarding the WREAP was updated.
- Utility companies continued to promote the program to their customers through the internet, brochures (e.g., at service counters, with customer care representatives) and staff members (e.g., over the phone, in person at the service counter).

Several significant trends, program and policy changes were noted in this report. To keep apprised of the recent changes and ensuring continued effectiveness of the WREAP in assisting low-income households with energy arrears, the following next steps are planned to be completed by Region staff for 2012:
- Continue to prepare WREAP annual reports and bring to Council for information.
- Continue to monitoring impacts of the LEAP and Settlement Fund.
- Continue to advocate for increased flexibility in Winter Warmth, LEAP and Settlement Funds.
- Review the role of PEEF within WREAP in light of the planned Provincial Homelessness Consolidation beginning January 1, 2013.

\(^{10}\) Other indicators are: household dedicating more than 30% of their income to shelter, family falls into the low-income category as defined by Statistics Canada, and use of food banks. Source: Assessing Economic-based Homelessness: A Report for the Housing Stability System. Website: www.regionofwaterloo.ca.
TO: Chair Sean Strickland and Members of the Community Services Committee
DATE: February 28, 2012
FILE CODE: S13-30
SUBJECT: REQUEST FOR DOMICILIARY HOSTEL AGREEMENT ASSIGNMENT AND AMENDMENT

RECOMMENDATION:

THAT the Regional Municipality of Waterloo consent to an Assignment of the Domiciliary Hostel Agreement dated January 1, 2012 (the “Domiciliary Hostel Agreement”) from Ben Caleb Revoy and Christine Elizabeth Willing operating as Pandora Manor to Ben Caleb Revoy and Christine Elizabeth Revoy operating as HUGO (Housing Under Group Organization) for a total of 11 beds at a per diem rate of up to $47.75;

AND THAT the Regional Municipality of Waterloo consent to an amendment of the Domiciliary Hostel Agreement to reflect the change in location of the home from its current location at 17 Pandora Avenue North, Kitchener, Ontario, to 47 Hugo Crescent, Kitchener, Ontario (the “Property”), conditional upon the execution of a lease agreement as between 47 Hugo Properties Inc., as landlord, and Ben Caleb Revoy and Christine Elizabeth Revoy operating as HUGO, as tenant, with respect to the Property, in a form satisfactory to the Regional Solicitor as outlined in report SS-12-006, dated February 28, 2012.

SUMMARY:
NIL

REPORT:

1.0 Background
Under the Ministry of Community and Social Services Act, municipalities are able to enter into Agreement(s) under the Province’s Domiciliary Hostel Program with local operators to provide permanent accommodation with 24/7 supervision and some supports to daily living for those with physical, cognitive, mental health, and/or substance use issues. Under the Regulations of the Ontario Works Act, 1997, persons who live in such homes and who qualify for assistance may have a per diem paid on their behalf by the Region. Funding provided by the Province under the Domiciliary Hostel Program is capped and cost shared on an 80/20 basis (current funding capacity equates to 320 beds). The maximum per diem is set by the Province at $47.75 (as of April 1, 2009). Homes within the Domiciliary Hostel Program are an essential part of the housing continuum providing much needed housing with longer term support to people who are often vulnerable to homelessness.

2.0 The Application
The current owner/operators of Pandora Manor informed the Region on December 13, 2011 of their intention to sell the residence located at 17 Pandora Avenue North, Kitchener, Ontario for the purposes of transferring the current 11 tenants of Pandora Manor to a new residence located at 47 Hugo Crescent, Kitchener, Ontario (the Property). It is also the Revoy’s intention to cease operating
as “Pandora Manor” and to operate in general partnership as “HUGO”, upon relocation to the new residence. When a change of address for a home within the Domiciliary Hostel Program takes place, the Region requires the owner to submit an application that outlines any proposed changes to operations of the home for Regional Council approval.

An application from Ben and Christine Revoy was considered following a site visit of the Property to assess for compliance with the Domiciliary Hostel Standards (the “Standards”) (SS-09-065). Region staff observed the Property to be an 11 unit two bedroom apartment building with capacity for 22 tenants located in central Kitchener. The Property is currently owned by 47 Hugo Properties Inc. Ben and Christine Revoy intend to enter into a lease agreement with 47 Hugo Properties Inc. with respect to the Property, which will allow for them to sublease units to the current 11 tenants of Pandora Manor.

HUGO is a unique type of supportive housing within the Domiciliary Hostel Program, which combines self-contained units with life skills training and peer support to increase the quality of life of the tenants that are recovering from mental health issues. HUGO will provide each tenant more independence through having their own unit that they share with only one other tenant. HUGO will provide food for all tenants, with breakfast and snack foods being available in each unit, and lunch and dinner being prepared in the staff unit where the main kitchen is located. This type of supportive housing offered through HUGO aligns closely with the housing best practices policy direction identified in the Province’s Domiciliary Hostel Program Framework (2006). Specifically: “The ideology that [homes in the Domiciliary Hostel Program] provide a residential/custodial care environment to maintain a maximum level of functioning is outdated. The policy direction supporting the development of standards for domiciliary hostel housing is to encourage [Consolidated Municipal Serve Managers] to design a local program that moves away from a residential/custodial model of housing…”

The application was reviewed by The Social Services Domiciliary Hostel Application Review Committee, which includes representatives from Social Services, Finance, and Planning, Housing and Community Services. The application was found to meet all requirements for a Domiciliary Hostel Agreement including satisfactory health and fire inspections, insurance coverage, interview, references, qualifications, and responses to application questions. Based on existing information, staff recommends consenting to an Assignment of the Domiciliary Hostel Agreement from Ben Caleb Revoy and Christine Elizabeth Wilfing operating as Pandora Manor to Ben Caleb Revoy and Christine Elizabeth Revoy operating as HUGO (Housing Under Group Organization) for a total of 11 beds at a per diem rate of up to $47.75. Staff further recommends consenting to an amendment of the Domiciliary Hostel Agreement to reflect the change in location of the home from its current location at 17 Pandora Avenue North, Kitchener, Ontario, to 47 Hugo Crescent, Kitchener, Ontario, conditional upon the execution of a lease agreement as between 47 Hugo Properties Inc., as landlord, and Ben Caleb Revoy and Christine Elizabeth Revoy operating as HUGO, as tenant, with respect the Property, in a form satisfactory to the Regional Solicitor.

3.0 Next Steps
After Ben and Christine Revoy enter into a lease agreement with 47 Hugo Properties Inc. with respect to the Property, they will start renovating the unoccupied units in the building. There are currently 6 two bedroom units vacant in the building that will be designated for the 11 tenants currently living at Pandora. The Revoy's will renovate and furnish each unit according to the Standards. Region staff will conduct a site visit to assess for compliance with the Standards before the 11 tenants currently at Pandora Manor are moved into the new location.
CORPORATE STRATEGIC PLAN:

Working to strengthen the housing stability system and build the community’s capacity to address issues of homelessness is consistent with the Region’s Corporate Strategic Plan, Focus Area 4: Healthy and Inclusive Communities: to “foster healthy, safe, inclusive and caring communities”; and specifically, Strategic Objective 4.5 to “work collaboratively to increase the supply and range of affordable housing and reduce homelessness”.

FINANCIAL IMPLICATIONS:

The Domiciliary Hostel Program is funded from within the approved 2012 Budget. The maximum per diem set by the Province is $47.75 and is cost shared on an 80/20 basis with the Region. The number of subsidized tenants at this facility is 11. Actual costs will be dependent on the number of subsidized tenants and their income levels.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

Finance, Planning, Housing and Community Services participated on the Social Services Domiciliary Hostel Application Review Committee and Legal Services have been consulted in the preparation of this report.

ATTACHMENTS

NIL

PREPARED BY: Amber Robertson, Social Planning Associate
               Marie Morrison, Manager, Social Planning

APPROVED BY: Michael Schuster, Commissioner, Social Services
REGION OF WATERLOO
SOCIAL SERVICES
Social Planning, Policy and Program Administration

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

DATE: February 28, 2012

SUBJECT: ONTARIO RETIREMENT HOMES ACT, 2010

RECOMMENDATION:

THAT the Regional Municipality of Waterloo receive this report and provide a copy to the Ontario Senior’s Secretariat, Retirement Home Regulatory Authority, the Ontario Municipal Social Services Association (OMSSA), and the Association of Municipalities of Ontario (AMO) as outlined in report SS-12-007, dated February 28, 2012.

SUMMARY:

This report provides information on the new Retirement Homes Act, 2010 (RHA) and identifies areas where further clarification is requested in regards to its applicability to retirement homes funded under a Domiciliary Hostel Agreement. The RHA received royal assent on June 8, 2010 and is the first legislation in Ontario’s history that regulates retirement homes across the province. The RHA establishes mandatory care, safety and administrative standards for retirement homes to help protect seniors against neglect and abuse. During the RHA consultation process, the Region provided feedback (SS-07-007) identifying some concerns regarding the possible overlap of the RHA and the Regional Municipality of Waterloo Domiciliary Hostel Standards (the Standards) (SS-09-065) in retirement homes that offer both subsidy through the Domiciliary Hostel Program and market rent and whether they would be covered under the RHA. At this point, it continues to remain unclear whether retirement homes that offer both subsidy through the Domiciliary Hostel Program and private market rent (mix-model retirement homes) will be covered under the RHA and how the regulations will be interpreted and applied.

REPORT:

Background

The issue of retirement home regulation is of particular interest to the Region as retirement homes provide essential housing and support services that assist older adults in maintaining their housing stability. In Waterloo Region, older adults who no longer want or can live independently have a range of supportive residential housing options available to them including supportive housing for older adults, retirement homes, and long-term care homes. They are further defined below:

- **Supportive housing for older adults** is typically partially funded by the Provincial Government and designed for people who require minimal to moderate levels of personal care and support to live independently in self contained rental accommodations. Supportive housing for older adults typically provides 24/7 staff availability with no specialized health services or nursing care provided on-site. If a tenant requires health services or nursing care outside service providers such as Community Care Access Centre would be arranged. Locally, Sunnyside Supportive Housing is the only seniors supportive housing funded by the Local Health Integration Network (LHIN).

- **Retirement homes** can be owned by for-profit businesses or not-for-profit organizations and
are generally funded by the revenues from resident fees. They are designed for older adults who require minimal to moderate levels of personal care and support to live independently. Retirement homes typically provide 24-hour staff assistance and a range of fee-for-service support services. The Waterloo Wellington Community Care Access Centre (WWCCAC) maintains an inventory of retirement homes to provide older adults with information about available housing and support services in the community. WWCCAC inventory lists 38 retirement homes in Waterloo region of which 13 are members of Ontario Residential Care Association (ORCA), and 3 homes offer subsidy through the Domiciliary Hostel Program through an Agreement with the Region.

- Long-term care homes are funded through the Ministry of Health and Long-Term Care (MOHLTC) and are designed for people with moderate to high levels of personal care who require the availability of 24-hour nursing care and supervision within a residential setting. Long-term care homes provide the highest level of care outside of a hospital setting. Homes are governed through the Long Term Care Homes Act, 2007. WWCCAC maintains a list of Long-Term Care Homes and determines suitability and eligibility for placement.

Up until 2010, Ontario was the only province in Canada without specific regulations for retirement homes. The Ontario Senior’s Secretariat (OSS) has been in the process of creating the Retirement Homes Act, 2010 (RHA) since 2005 and conducted consultations from 2007-2010. In 2007, the Region participated in the consultations by both attending a meeting and submitting a written questionnaire (SS-07-007). Region staff also participated in an OANHSS Working Group on April 29, 2010. The OSS released a draft of the RHA in late 2009 and the RHA received royal assent on June 8, 2010. It is the first legislation in Ontario’s history that provides strong protections for seniors choosing to live in a retirement home across the province establishing mandatory care, safety and administrative standards.

**Retirement Homes Act**

Under the RHA, a retirement home is generally defined as a residential complex or the part of a residential complex that meets the following criteria:

- Occupied primarily by persons who are 65 years of age or older,
- Occupied or intended to be occupied by at least six persons who are not related to the operator of the home,
- The operator of the home makes at least two of any care services available, directly or indirectly, to the residents (e.g., administration of a drug, as defined in the Drug and Pharmacies Regulation Act, or another substance, assistance with feeding, assistance with bathing, continence care, assistance with dressing, assistance with personal hygiene, assistance with ambulation, provision of a meal, or any other service prescribed as a care service.),
- The definition exempts premises or parts of premises that are governed by or funded under certain provincial programs, including the Charitable Institutions Act, the Developmental Services Act, the Homes for Special Care Act, the Homes for the Aged and Rest Homes Act, the Long-Term Care Homes Act, 2007, the Ministry of Community and Social Services Act, the Nursing Homes Act, the Private Hospitals Act, the Public Hospitals Act, or the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, or premises at which emergency hostel services are provided under the Ontario Works Act, 1997.)

The Ontario Senior’s Secretariat has conducted two phases of consultation to inform the proposed regulations for the RHA. The first phase of regulations has been filed and includes requirements for the following areas:

- Care and safety standards - resident care plans, food safety, falls prevention, requirements for emergency and evacuation plans, and mandatory staff and volunteer training;
- Resident rights and protections - abuse-prevention measures and requirements regarding residents' financial matters;
- Definition of a retirement home - minimum of six residents per home and exemptions for premises governed by other provincial legislation;
- Licensing, inspection and enforcement - requirements for retirement home licenses, complaints procedures, and information to be kept on a public register of retirement homes.

The second phase of the regulations was posted for public review from May 20-June 20, 2011 and is in the process of being filed. The proposed second phase of the regulations included requirements for the following areas:
- Insurance (e.g., required policies, minimum coverage, limitations)
- Emergency fund (e.g., administration, maintenance, terms of trust)
- Administrative penalties for failing to comply with regulations
- Transitional matters (e.g., in-force timing for licensees to comply with the regulations)

The Ontario Seniors' Secretariat designed the RHA so that retirement homes are to be operated as places where older adults live with dignity, respect, privacy and autonomy, in safety, security, and comfort and can make informed choices about their care options. If all proposed regulations under the RHA are proclaimed the Act will have the ability to:
- Create a regulatory authority with the power to license homes and conduct inspections, investigations and enforcement, including issuing financial penalties or revoking licenses if necessary;
- Establish mandatory care and safety standards that require emergency plans, infection control and prevention programs, assessment of care needs and care planning, police background checks and training for staff; and
- Establish residents' rights, including the right to know the true cost of care and accommodation and the right to live in an environment that promotes zero tolerance of abuse or neglect.

The RHA also created the Retirement Homes Regulatory Authority (RHRA), with the power and obligation to enforce the RHA including licensing homes and conducting inspections and investigations. Some sections of the RHA have been proclaimed into force to allow for the implementation of the RHRA and other sections and supporting regulations will be brought into force in steps to allow for effective implementation in early 2012. The RHRA under the RHA is responsible for the following:
- licensing and regulating retirement homes in Ontario,
- maintaining a public registry of retirement homes in Ontario,
- handling complaints about retirement homes, and
- educating retirement homes, consumers and the public about the RHA.

The RHRA started to receive complaints regarding suspected harm or risk of harm to any retirement home residents in November 2011. Under section 75 of the RHA, it is mandatory to report any suspected harm or risk of harm to a resident to the RHRA and for all retirement home operators to post a sign with the RHRA help number in a highly visible and easily accessible location. Following receipt of a complaint the RHRA will conduct an immediate inspection of the home to investigate the allegation.

**RHA Implications for Sunnyside Supportive Housing**
Sunnyside Supportive Housing does not meet the definition of a retirement home as defined by this legislation and thus will not be governed by the RHA.
RHA Connection the Domiciliary Hostel Program

The Region has Domiciliary Hostel Program Agreements with three retirement homes whereby eligible tenants may receive subsidy (currently an 80/20 cost-shared per diem) through the Domiciliary Hostel Program. The Region is responsible for ensuring compliance with the Standards and receives and manages all feedback and concerns/complaints related to the housing providers for subsidized tenants through the Domiciliary Hostel Program. However, not all tenants within these retirement homes are receiving subsidy through the Domiciliary Hostel Program as some are paying private market rent (mixed-model retirement homes). Region staff estimates that approximately 85 tenants pay market rent within retirement homes with a Domiciliary Hostel Agreement and are not covered by the Standards. It is currently unclear whether or not these mixed-model retirement homes and/or their private pay tenants will be covered under the RHA. Consequently if these private market rent tenants are not included under the RHA then they may be without any protection of the Standards or the RHA.

The OSS recently released draft 2a regulations for open consultation until February 25, 2012. In the draft 2a regulations background information it states,

“A number of other housing alternative for seniors exist in Ontario. These include supportive housing, domiciliary hostels, and homes for special care. Other legislation governs and funds these residences. As a result, the Act and its proposed regulations do not affect these other types of housing…”

Region staff have communicated with OSS and RHRA staff to discuss how they are classifying mixed-model retirement homes and potential implications for older adults. Region staff clarified that there is no such housing as a “domiciliary hostel”, rather a variety of housing with support options may be funded under an Agreement within the Domiciliary Hostel Program (e.g., supervised boarding homes, retirement homes, and supportive housing) for which there is no specific legislation. In addition, changes to the Domiciliary Hostel Program may occur across the province due to the planned Phase I Provincial Consolidation of Homelessness Programs, effective January 1, 2013

RHRA staff identified they are waiting for the regulations to be enacted before they are able to determine if mixed-model retirement homes fall under the RHA. The RHRA indicated an interest in hearing from municipalities that administer the Domiciliary Hostel Program to provide relevant local information for their consideration with mixed-model retirement homes.

Next Steps

Region staff would like to provide this report including the following considerations for the RHRA to review and comment on as these areas remain unclear under the RHA:

1. If Retirement homes that offer both subsidy through the Domiciliary Hostel Program and private market rent (mixed-model retirement homes) will be under the RHA.
2. If the RHRA determines that a mixed-model retirement home is under the RHA based on having 6 or more private pay tenants, over the age of 65, and receiving at least 2 care services, they should be aware this status may vary month to month. For example, subsidized tenants through the Domiciliary Hostel Program are frequently switching between being subsidized and paying market rent due to the Provincial and Federal income support increases (e.g., GAINS, CPP, GIS, OAS, etc.) and/or increases in personal savings. Therefore, a mix-model retirement home may fall under the RHA one month but not the next depending on the number of private market rent tenants over the age of 65.
3. If the RHRA determines that a mixed-model retirement home is under the RHA, housing providers may have two separate bodies that govern the operations of the retirement home (the RHRA and the Region). This could lead to confusion between the Region and the RHRA as to who is responsible to follow up on concerns/complaints raised by tenants related to areas of the home that fall under both the Standards and the RHA (e.g., common
4. If the RHRA determines that a mixed-model retirement home is under the RHA many tenants in the mixed-model retirement homes are not aware if they are private market pay or subsidized. Housing Providers deliberately do not disclose to others (including staff) which tenants are private market pay or subsidized to avoid stereotyping or treating tenants differently based on their income, in order to promote an environment of equality. Therefore, tenants may call the wrong governing body (either the Region or RHRA) because they are not aware of how they are funded.

5. If the RHRA determines that a mixed-model retirement home is under the RHA there are currently no regulations or directions that mandate communication with other governing bodies regarding the outcomes of complaints that may impact other tenants. For example, if the RHRA investigates a complaint from a private market rent tenant alleging abuse from a staff. There are currently no provisions in the RHA to share the results of their investigation with the Region as the outcome of the complaint could impact the subsidized tenants living in the mixed-model retirement home.

6. Owner/Operators of mixed-model retirement homes may choose no longer house private market rent older adults over the age of 65 to avoid being included in the RHA.

Region staff recommends that mixed-model retirement homes be covered under the RHA in order to protect tenants.

CORPORATE STRATEGIC PLAN:

Working to strengthen the housing stability system and build the community’s capacity to address issues of homelessness is consistent with the Region’s Corporate Strategic Plan, Focus Area 4: Healthy and Inclusive Communities: to “foster healthy, safe, inclusive and caring communities”; and specifically, Strategic Objective 4.5 to “work collaboratively to increase the supply and range of affordable housing and reduce homelessness”.

FINANCIAL IMPLICATIONS:

NIL

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

NIL

ATTACHMENTS

NIL

PREPARED BY:  
Amber Robertson, Social Planning Associate  
Marie Morrison, Manager, Social Planning  
Lynn Randall, Director, Social Planning  
Gail Kaufman Carlin, Director, Senior Services

APPROVED BY:  
Michael Schuster, Commissioner, Social Services
TO: Chair Sean Strickland and Members of the Community Services Committee  
DATE: February 28, 2012  
FILE CODE: S07-80  
SUBJECT: SUNNYSIDE HOME FUNDING FOR BEHAVIOURAL SUPPORT SERVICES  

RECOMMENDATION:  

THAT the Regional Municipality of Waterloo approve an increase of 1.29 full time equivalent (FTE) Registered Nurse (RN) and Personal Support Workers (PSW) effective February 28, 2012 to be fully funded by the Ministry of Health and Long Term Care through the Waterloo Wellington Local Health Integration Network (WWLHIN);  

AND THAT the 2012 Operating Budget for Seniors’ Services be increased by $107,126 and $0 net Regional Levy, to be funded by the Ministry of Health and Long Term Care through the Waterloo Wellington Local Health Integration Network, as outlined in Report SS-12-008, dated February 28, 2012.  

SUMMARY:  

Ontario’s 14 Local Health Integration Networks are investing $40 million to enhance services for seniors who exhibit behaviours associated with complex and challenging mental health, dementia or other neurological conditions by investing in local initiatives that will improve care. The Waterloo Wellington Local Health Integration Network (WWLHIN) is investing $2.42 million of this Behavioural Supports Ontario (BSO) funding to hire new staff and provide training in the specialized skills necessary to provide care for these seniors. Sunnyside Home’s allocation of this funding will be used for RN and PSW staffing to provide an enhanced support in the management of responsive behaviours. The additional staffing is expected by the WWLHIN to be in place by the end of March 2012.  

REPORT:  

The Waterloo Wellington Local Health Integration Network (WWLHIN) announced in August 2011 that it would be investing $2.42 million, to allow local health service providers to hire new staff and train them in the specialized skills necessary to enhance services for seniors who exhibit behaviours associated with complex and challenging mental health, dementia or other neurological conditions. This investment is part of the provincial Behavioural Supports Ontario (BSO) project which focuses on providing quality care for individuals with these conditions, in an environment that is based on safety, high quality, evidence-based care and practice.  

One of the goals of the BSO project is to ensure that staff working in health care settings, such as long-term care homes, is supported in caring for seniors with complex mental health needs. The BSO is a collaborative project of the Local Health Integration Networks, the Alzheimer Society of Ontario, Health Quality Ontario, and the Ministry of Health and Long-Term Care. Each LHIN is required to complete a BSO Action Plan that articulates the local approach to serve people who need behaviour supports within the LHIN’s geographic area. In addition, the LHIN is required to consult with local healthcare providers across the continuum of care to prioritize service enhancements for this population.
The WWLHIN Behaviour Supports Ontario Action Plan has been developed and will focus on two initiatives: allocation of funding to each long-term care home based on number of beds for RN/RPN and PSW staffing and a Community Mobile Team. The target population is older adults with predictable responsive behaviours as a result of mental health, dementia, neurological disorders, and/or addictions and their caregivers. A Responsive Behaviour Working Group led by St. Joseph’s Health Centre in Guelph and the WWLHIN will provide leadership in assisting all long-term care homes and the care community with the development of roles, qualifications and the integration of the new resources into the ‘redesign’ of the existing services. Education will be provided for the staff of each home, building upon existing competencies and training.

An accountability agreement between St. Joseph’s Health Centre and each home will be required and one indicator of success for each long-term care home will need to be identified as a measurement of change, within the framework of the Home’s existing quality improvement plan.

At Sunnyside Home, the project will include a Registered Nurse to provide leadership in assessment, collaboration among the interdisciplinary team, assessment and mitigation of risk related to behaviours and development of care plans for individual residents. Funding allocated for Personal Support Workers will be used to provide enhanced monitoring of resident behaviours and to offer interventions to reduce these behaviours during the evening hours when behaviours tend to be heightened.

Funding for each long-term care home in the WWLHIN has been allocated based on number of beds at $239.01 per LTC Long Stay bed for RN/RPN staffing and $187.79 per bed for PSW staffing. For Sunnyside Home, the funding is based on 251 beds as the respite and convalescent care beds are not included in this program. The funding is dedicated to this initiative and must be utilized in a manner consistent with the aforementioned accountability agreement.

It is expected by the WWLHIN that the additional staffing will be in place by the end of March 2012.

CORPORATE STRATEGIC PLAN:

This report addresses the Region’s Corporate Strategic Plan, Focus Area 5: Service Excellence (to) deliver excellent and responsive services that inspire public trust and specifically, 5.3, Ensuring that Regional programs and services are efficient and effective and demonstrate accountability to the public.

FINANCIAL IMPLICATIONS:

The BSO staffing resource funding is base funding. Funding for RN, RPN and/or PSW staffing resources will be reconciled and, if necessary, recovered through a separate line in the Nursing and Personal Care (NPC) envelope.

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Proposed Use of Funds</th>
</tr>
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<tbody>
<tr>
<td>RN funding</td>
<td>$59,991</td>
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<tr>
<td>PSW funding</td>
<td>47,135</td>
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<tr>
<td>TOTAL</td>
<td>$107,126</td>
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</table>

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Proposed Use of Funds</th>
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</thead>
<tbody>
<tr>
<td>RN 0.54 FTE</td>
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</tr>
<tr>
<td>PSW 0.75 FTE</td>
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</tr>
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OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:
Finance was consulted in the preparation of this report.

ATTACHMENTS
NIL

PREPARED BY: Helen Eby, Administrator, Resident Care

APPROVED BY: Michael Schuster, Commissioner, Social Services
TO: Chair Sean Strickland and Members of the Community Services Committee
DATE: February 28, 2012
FILE CODE: S07-80
SUBJECT: PROVINCIAL FUNDING FOR SUNNYSIDE HOME

RECOMMENDATION:
For information only

SUMMARY:
On February 1, 2012, the Province of Ontario advised long-term care homes of a one-year cap in the Case Mix Index used to determine provincial subsidy designated for nursing and personal care expenditures. This cap was not anticipated in the 2012 budget and may result in a revenue shortfall for Sunnyside Home. The Home is awaiting full funding details from the Province to confirm its revenue position.

REPORT:
Since 2010, the Ministry of Health and Long-Term Care (MOHLTC) has been transitioning the long-term care sector to a new funding system. Long-term care homes continue to receive revenue based on a funding system consisting of four discrete funding envelopes: Nursing and Personal Care (NPC); Programs and Services; Food; and Other Accommodation. Only the NPC funding envelope is affected in the new system, but it is largest envelope providing funding for both registered and unregulated care staff as well as nursing supplies.

The amount received in the NPC envelope is based upon the care level of individual residents, as determined through a complex assessment process. The documentation system requires a multi-disciplinary assessment be completed for each resident every 92 days. The assessment data is uploaded to a national data base, called the Canadian Institute of Health Information (CIHI). The Province accesses this data to calculate a case-mix index or CMI, which is adjusted relative to all homes in Ontario. Each home is notified annually of its CMI and corresponding funding based on historical data submissions.

In developing Sunnyside’s Home annual budget, staff project provincial subsidy based on actual resident acuity data and anticipated provincial annual acuity adjustments. On February 1, the Province announced that it will be capping all Homes, whose CMI increased, at the 2011/2012 funding level. This strategy was implemented due to potential data quality issues relating to the reporting of rehabilitation services submitted for residents. This cap will take effect for one year effective April 1, 2012.

For Sunnyside Home this unanticipated cap in the CMI is projected to result in a revenue shortfall of $271,000 compared to the approved 2012 Operating Budget. While the Home’s CMI increased from 0.9624 to 1.056 (+9.7%) reflecting a significant increase in the level of care provided to
residents, the Home will be capped at an adjusted transition CMI of 0.9652. The Province, however, has yet to announce its plans with respect to its annual acuity adjustment, which is a second annual adjustment which may impact any or all of the four funding envelopes previously identified. The MOHLTC has advised that homes will be notified of its acuity-based funding increase in the spring of 2012. Until this information is made available, the full impact on the Home’s 2012 provincial subsidy cannot be calculated.

To mitigate the impact of the potential shortfall, staff is in the process of identifying opportunities to reduce expenditures. The 2012 budget included the addition of a new supervisor, as well as benefit costs to enable the combining of part-time staffing lines to create full-time positions. These initiatives will be put on hold until the Home’s revenue position is confirmed. In addition, gapping of non-direct care positions, where possible, will be considered. Staff will provide a financial update upon notification by the Province of its 2012-2013 acuity adjustment.

CORPORATE STRATEGIC PLAN:

This report addresses the Region’s Corporate Strategic Plan Focus Area 5: Service Excellence, specifically strategic objective 5.3, Ensuring that Regional programs and services are efficient and effective and demonstrate accountability to the public.

FINANCIAL IMPLICATIONS:

This report advises of a potential provincial subsidy shortfall of $271,000 at Sunnyside Home, due to recent capping of provincial revenues. The full budgetary impact will be confirmed once the Province advises of its 2012-2013 acuity funding for long-term care.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

Finance has been consulted in the development of this report.

ATTACHMENTS

A – Funding Letter - Ministry of Health and Long-Term Care

PREPARED BY:  Gail Kaufman Carlin, Director, Seniors’ Services

APPROVED BY:  Michael Schuster, Commissioner, Social Services
February 1, 2012

MEMORANDUM TO:  Charitable Homes for the Aged Administrators
                 Municipal Homes for the Aged Administrators
                 Nursing Home Administrators

FROM: Christina Hoy
       Director, Health System Funding Policy Branch

SUBJECT: RESOURCE UTILIZATION GROUPS (RUG)-III (34) CASE MIX INDEX (CMI) RESULTS FOR 2010/11

As you are aware, the Ministry of Health and Long-Term Care (MOHLTC) has undertaken a plan for transitioning the Ontario Long-Term Care (LTC) home sector from the Alberta Resident Classification System (ARCS) to RUG-III (34) for the purposes of adjusting the Nursing and Personal Care (NPC) envelope. This plan was initiated in April 2010 for phase 1 – 5 homes.

This memo serves as notice of your CMI results for year 3 (April 2012) of the transition plan.

For your reference, the table below outlines the timing of this transition relative to a home’s phase in the implementation of the Resident Assessment Instrument – Minimum Data Set (RAI MDS) 2.0.

Table #1: Transition Plan: ARCS to RUG-III (34)

<table>
<thead>
<tr>
<th>Phase</th>
<th>Transition Status</th>
<th>Apr-09</th>
<th>Apr-10</th>
<th>Apr-11</th>
<th>Apr-12</th>
<th>Apr-13</th>
<th>Apr-14</th>
<th>Apr-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>I – V</td>
<td></td>
<td>Year 1</td>
<td>RUG-III</td>
<td>Year 3</td>
<td>RUG-III</td>
<td>Off</td>
<td>RUG-III</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CMI</td>
<td>08/09</td>
<td>10/11</td>
<td>± 5%</td>
<td>± 5%</td>
<td>± 5%</td>
<td>± 5%</td>
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<td></td>
<td>Corridor</td>
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<table>
<thead>
<tr>
<th>Phase</th>
<th>Transition Status</th>
<th>Apr-09</th>
<th>Apr-10</th>
<th>Apr-11</th>
<th>Apr-12</th>
<th>Apr-13</th>
<th>Apr-14</th>
<th>Apr-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>VI – VIII</td>
<td></td>
<td>Year 1</td>
<td>RUG-III</td>
<td>Year 3</td>
<td>RUG-III</td>
<td></td>
<td>RUG-III</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Frozen</td>
<td>10/11</td>
<td>± 5%</td>
<td>± 5%</td>
<td>± 5%</td>
<td>± 5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CMI</td>
<td>ARCS</td>
<td></td>
<td></td>
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<td></td>
<td>Corridor</td>
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</tbody>
</table>
As previously advised in communiqués #7 and #9 (available at www.mohltcfim.com), the ministry has monitored potential data quality issues relating to the reporting of Special Rehabilitation. Following review of these data and advice from the Health System Funding LTC Working Group with representatives from the associations, the ministry is implementing a CMI cap to the transition funding model. For the year commencing April 1, 2012 the home level CMI for each facility will be “capped” at the prior year level. This funding mitigation strategy is put in place to ensure minimum negative funding impact to homes in the sector.

We are providing you with three important numbers. The first number is your raw RUG-III (34) CMI. This number is calculated directly from your MDS 2.0 assessments submitted April 2010 – March 2011.

The second number is your transition RUG-III (34) CMI. This number is determined by applying a +/- 5% corridor to the difference between the Adjusted Transition CMI presently appearing in your home’s payment notice and the lesser of this number or your new 2010/11 RUG-III (34) CMI.

The third number is your Adjusted Transition CMI. This number is determined by applying the re-indexing factor to the Transition CMI and will be used to adjust your NPC funding starting April 2012. The re-indexing factor is applied during transition to account for the different scales between ARCS and RUGs and this number is the same for all Phase 1 – 5 homes.

<table>
<thead>
<tr>
<th>Home Name</th>
<th>Facility Code</th>
<th># Classified Beds*</th>
<th>10/11 RUG-III (34) CMI</th>
<th>Transition CMI</th>
<th>Adjusted Transition CMI*</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUNNYSIDE HOME</td>
<td>51923</td>
<td>253</td>
<td>1.1056</td>
<td>0.9824</td>
<td>0.9652</td>
</tr>
</tbody>
</table>

*# Classified Beds and Adjusted Transition CMI are shown as they will appear in your April 2012 payment notice. Please refer to Case Mix Transition Communiqué #8 at the FIM website below for definitions of the above CMI terms.

In order to facilitate transparency, we have attached an Excel spreadsheet showing the data used to calculate the numbers for your home. Similar to last year, the modeling version will be posted at www.fimdata.com/LTCHome.

For your information, the decision on any acuity-based funding increase for the fiscal year 2012-2013 will be made in spring 2012. In making this decision, consideration will be given to changing economic circumstances and the needs of the LTC sector. Information on the change in RUG-III (34) CMI at a provincial level will be used to inform this decision.

For more information related to RUG-III (34) classification or questions related to the transition plan, please refer to RUGs FAQ posted at www.mohltcfim.com. To speak with someone directly, please contact itohrai@ontario.ca or (416) 327-7625.
We would like to thank you for your participation in the Long-Term Care Home Common Assessment Project (LTCH CAP) and for your participation in the transition to RUG-III (34) in the interests of fair and equitable funding across the LTC sector.

Sincerely,

Christina Hoy
Director

c: CEOs, Local Health Integration Network
   Gail Paech, CEO, Ontario Long-Term Care Association
   Donna Rubin, CEO, Ontario Association of Non-Profit Homes and Service for Seniors
   Alexander Bezzina, ADM, Health System Accountability and Performance Division
   Don Young, ADM, Health System Information Management and Investment Division
   Kathryn McCulloch, Director, LHIN Liaison Branch
   Rachel Kampus, Director, Performance Improvement and Compliance Branch
   Pier Falotico, Director, Financial Management Branch

Attachments
RECOMMENDATION:

THAT the Regional Municipality of Waterloo ratify a revision to the General By-law No.1 of the Sunnyside Home Foundation to increase the number of directors from nine (9) members to twelve (12) members as described in Report SS-12-010, dated February 28, 2012.

SUMMARY:

NIL

REPORT:

The Sunnyside Home Foundation ("the Foundation") was created in 2001. The Foundation's mission is to secure financial support for the purpose of enhancing the well being and quality of life for the residents and community served by Sunnyside Seniors' Services. Since its inception, the Foundation has been successful in raising approximately $2 million for facilities and programs at the Sunnyside campus. The Foundation is structured as a non-profit charitable entity incorporated under the Corporations Act of Ontario and consists of a working board of nine (9) community volunteers. The current Board Chair is Marilee Mark and the Director of Senior's Services also serves as an ex officio, non-voting member of the Foundation.

The Foundation operates independently of the Region of Waterloo although appointments to the Board are approved by Regional Council and any substantial amendments to the incorporating documents or by-laws of the Foundation are considered by Regional Council.

On May 11th, 2011, the Board of the Foundation resolved to increase the number of members on the Board of Directors from nine (9) to twelve (12). The purpose of this increase is to ensure that the Board has sufficient resources to undertake its activities and, in the past, the Board has found that it is sometimes difficult to achieve a majority for quorum with only nine (9) members. A resolution, duly approved by the Board, is attached to this report and is subject to ratification of Regional Council.

Recommendations for additional appointments to the Board of the Foundation will be brought forward to Regional Council in the coming months in accordance with existing policies for approval of appointments to committees, agencies and boards.
CORPORATE STRATEGIC PLAN:

Increasing the number of board members of the Foundation will enhance the Foundation’s ability to carry out its mandate, which is consistent with the strategic focus - Healthy and Inclusive Communities, specifically 4.7, in collaborating with the community to support older adults to live healthy, active lives. It also supports Service Excellence, 5.6, by strengthening and enhancing partnerships with community stakeholders.

FINANCIAL IMPLICATIONS:

NIL

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

Staff from the Legal Services department has assisted with the preparation of this report.

ATTACHMENTS

Attachment A: Resolution of Foundation Board dated May 11th, 2011

PREPARED BY:  Gail Kaufman Carlin, Director, Senior’s Services
                Marilee Mark, Chair, Sunnyside Home Foundation

APPROVED BY:  Michael Schuster, Commissioner, Social Services
MINUTES OF A MEETING OF THE BOARD OF DIRECTORS
OF
SUNNYSIDE HOME FOUNDATION
(the "Corporation"

MINUTES of a Meeting of the Board of Directors of the Corporation held on
______________________ at ______ p.m. at the registered office of the
Corporation.

PRESENT:

Marilee Hank
Thane Bevenborn

presided and acted as Chairman and
acted as Secretary of the meeting.

A quorum of the directors were present and waived notice of the meeting.

The Chairman presented to the meeting an amendment to the By-laws of the Corporation
as By-Law No. 3 in accordance with Section 32 of By-Law No. 1 as follows:

1. Section 3, Board of Directors, is deleted and replaced with the following:

3(a) The affairs of the Corporation shall be managed by a board of twelve (12)
directors, whose appointment will be approved by the Council of the Regional
Municipality of Waterloo, expressed by resolution.

3(b) The directors of the Corporation shall be elected and shall retire in rotation. At
the first annual meeting of members for the election of directors:

(i) four (4) directors shall be elected to hold office for a term of three (3)
years from the date of their election or until the third annual meeting after
such date, whichever first occurs;

(ii) four (4) directors shall be elected for a term of two (2) years from the date
of their election or until the second annual meeting after such date,
whichever occurs first, and

(iii) four (4) directors shall be elected for a term of one (1) year from the date
of their election or until the first annual meeting after such date, whichever
occurs first;
at each subsequent annual meeting, a number of directors equal to the number of directors reti-
ing in such year shall be elected for a term of three (3) years or until the third annual
meeting after their election, whichever occurs first.

3.(c) Any one director shall not serve more than three consecutive terms of office.

2. In all other respects, By-law No. 1 remains the same.

3. By-law No. 2 enacted November 17, 2004 is hereby repealed as of the coming into force of
these By-laws. The repeal shall not affect the previous operation of By-law No. 2 so repealed.
or affect the validity of any act done or right, privilege, obligation or liability acquired or
incurred thereunder."

On motion duly made, seconded and unanimously carried, it was resolved that By-Law
No. 3 be enacted as a By-Law of the Corporation upon sanction by an affirmative vote of the
members at a meeting duly called for the purpose of considering the By-Law.

There being no further business, the meeting then adjourned.

Marilee Harb, Chairman

Tickie Bevenborn, Secretary

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

From: Chris Harold, Manager, Information and Planning
Linda Black, Manager, Vaccine Preventable Diseases

Subject: 2012 ELEMENTARY SCHOOL SUSPENSION UPDATE

File No: P14-20

Background
As per the Immunization of School Pupils Act (ISPA), Public Health is required to collect and maintain the immunization records of all students attending school in Waterloo Region. The Act requires students to be immunized against tetanus, diphtheria, polio, measles, mumps and rubella. If students do not provide an immunization record or legal exemption (medical or religious/conscience), they face suspension from school for up to 20 days or until documentation is received.

Suspension Process
On February 8, 2012, Public Health mailed home a reminder notice (questionnaire) to each elementary student with an incomplete record. This notice is sent several weeks in advance to give parents enough notice to submit their child’s immunization information to Public Health, or to have their child immunized if required. This year, Public Health mailed 4,356 questionnaires. This is down from last year’s mailing (2010-2011) where 6,489 notices were sent home (1,127 students were officially suspended). Public Health will enforce the ISPA legislation within the elementary school population on March 27, 2012.

Each year Public Health works to reduce the number of questionnaires sent home and the number of students suspended. To support parents with children who still require immunization Public Health is providing walk-in clinics:

- Each Monday and Friday (starting Friday, February 17; excluding holidays) from 9 a.m. to 4 p.m. in its Waterloo office (99 Regina St. S, 2nd floor)
- Each Friday (starting Friday, February 17) from 9 a.m. to 4 p.m. in its Cambridge office (150 Main St., main floor)

In addition Public Health has several ways parents can submit their child’s immunization records:

- Online at https://e-immunization.regionofwaterloo.ca/
- By phoning 519-883-2007, option 8 (8:30 a.m. to 4:30 p.m., Monday to Friday)
- By faxing 519-885-7260
- In-person at our Cambridge or Waterloo offices

Further updates on the suspension process will be provided at subsequent meetings.
MEMORANDUM

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

From: Chad Ludwig, Acting Manager, Infectious Diseases and Tuberculosis Control
Brenda Miller, Manager, Infection Control, Rabies, Vector –Borne Diseases, Tobacco Enforcement

Subject: RESPIRATORY AND ENTERIC ACTIVITY IN WATERLOO REGION (AS OF FEBRUARY 2012)

File No: P03-20

Respiratory Activity

To date, influenza activity is widespread across Ontario, but has been reported as lower than average across the province when compared to previous seasons. In Waterloo Region, influenza activity is consistent with current provincial levels. The level of influenza activity is known to fluctuate from year to year (refer to Table 1 for numbers from five previous influenza seasons, and the previous pandemic season).

As of February 11, 2012 there have been 16 sporadic, laboratory-confirmed cases of influenza reported to Region of Waterloo Public Health (refer to Table 2 for additional details). Of the local cases, there have been three hospitalizations, one institutional outbreak, and two deaths where influenza was at least considered a contributing factor. Each year, deaths related to influenza are expected. Hospitalizations and complications predominantly affect the elderly, those with chronic conditions and the very young.

As of February 11, 2012, in addition to the one institutionalized outbreak of influenza, Region of Waterloo Public Health has supported 26 institutions* in monitoring and controlling clusters and small outbreaks of upper respiratory tract infections (URTI) and “influenza-like” illness (ILI). Outbreaks have been controlled and are resolving as anticipated.

Provincially, as of February 11, 2012, a total of 355 influenza cases have been reported. Compared to the same period in the 2010-2011 season, fewer cases and fewer influenza outbreaks were reported; however, activity continues to be increasing of late.¹ Local cases are expected to continue being reported in the coming weeks.

*Institutions including hospitals, long-term care facilities, retirement homes and residential facilities
Influenza Immunization Clinics

Prevention and control measures for all strains of influenza are the same. Immunization continues to be the best protection for persons at and over the age of six months and is available free of charge to all residents of Ontario. As per previous years, Region of Waterloo Public Health offered a series of community influenza immunization clinics. A total of 11,464 people were immunized in clinics offered between November 2011 and January 2012, an increase of 13 per cent over the previous year. For comparisons of numbers of individuals immunized in previous seasons, please refer to Table 1. It is important to note, however, that a majority of individuals will be immunized by a primary care provider or in a hospital or long-term care setting. The number of individuals immunized in these settings will be known at the conclusion of the influenza season.

Flu immunizations continue to be available in Waterloo Region by visiting family physicians, urgent care and walk-in clinics. It is not too late to be immunized, and all citizens at and over the age of six months are encouraged to visit their primary care provider.

Table 1: Total number of lab-confirmed influenza cases, deaths and persons immunized in Public Health Clinics, by influenza season, Waterloo Region, 2005/2006 to 2010/2011

<table>
<thead>
<tr>
<th>Influenza Season</th>
<th>Total number of lab confirmed cases</th>
<th>Number of deaths in lab confirmed cases</th>
<th>Number immunized in Public Health clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005/06</td>
<td>95</td>
<td>1</td>
<td>22,020</td>
</tr>
<tr>
<td>2006/07</td>
<td>125</td>
<td>1</td>
<td>18,264</td>
</tr>
<tr>
<td>2007/08</td>
<td>224</td>
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<td>16,184</td>
</tr>
<tr>
<td>2008/09</td>
<td>240</td>
<td>2</td>
<td>15,208</td>
</tr>
<tr>
<td>2009/10*</td>
<td>238*</td>
<td>3*</td>
<td>38,500*</td>
</tr>
<tr>
<td>2010/11</td>
<td>274</td>
<td>8</td>
<td>10,149</td>
</tr>
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</table>

*H1N1 influenza pandemic. Due to increased lab testing, and significant changes to immunization system during the pandemic season, the numbers in this season are not comparable to other influenza seasons.

Table 2: Total number of lab-confirmed influenza cases, deaths and persons immunized in Public Health Clinics, Waterloo Region, 2011/12 (as of February 11th, 2012)

<table>
<thead>
<tr>
<th>Influenza Season</th>
<th>Total number of lab confirmed cases</th>
<th>Number of deaths in lab confirmed cases</th>
<th>Number immunized in Public Health clinics</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td>16</td>
<td>2</td>
<td>11,464</td>
</tr>
</tbody>
</table>

Source: iPHIS Ontario and Region of Waterloo Public Health
Enteric Activity

There has been a moderately elevated number of enteric outbreaks that have been reported across Ontario this year. These have been frequently due to Norovirus, a common strain of enteric illness (i.e. gastro-intestinal illness). Symptoms of Norovirus typically last for 24-48 hours and include diarrhea and vomiting. Norovirus is often self-limiting although the illness can be more severe in the elderly and in those with underlying medical conditions. It is not unexpected to see an enteric burden in Waterloo Region at this time of year given the seasonal trend of enteric outbreaks.

As of February 11, 2012, there have been 27 enteric outbreaks reported. In 2012 there have been more enteric outbreaks reported when compared to the same period in 2011. For comparisons of the numbers of enteric outbreaks by setting in previous years, please refer to Table 3. Table 3 demonstrates that the total number of enteric outbreaks fluctuate from year to year, which is to be expected.

Table 3: Number of enteric outbreaks, by year and risk setting, Waterloo Region, 2007 - 2012

<table>
<thead>
<tr>
<th>Year</th>
<th>Total number of enteric outbreaks</th>
<th>Child Care Centres</th>
<th>Institutions^</th>
<th>Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>33</td>
<td>44</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>2008</td>
<td>25</td>
<td>27</td>
<td>14</td>
<td></td>
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<tr>
<td>2009</td>
<td>27</td>
<td>35</td>
<td>6</td>
<td></td>
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<tr>
<td>2010</td>
<td>28</td>
<td>36</td>
<td>12</td>
<td></td>
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<tr>
<td>2011</td>
<td>17</td>
<td>25</td>
<td>10</td>
<td></td>
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<tr>
<td>2012*</td>
<td>13</td>
<td>13</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

*Year to date
^Institutions include hospitals, long-term care facilities, retirement homes and residential facilities
Source: iPHIS Ontario and Region of Waterloo Public Health
Note: Community outbreaks are not required to be reported to Public Health, and therefore are likely underreported.

During an enteric outbreak (i.e. gastro-intestinal illness), in order to minimize further spread of illness, Region of Waterloo Public Health supports hospitals, long-term care facilities, child care centres and residential facilities by working closely with them to ensure that the appropriate monitoring, prevention and control measures are put into place and are effective.

Region of Waterloo Public Health will continue to keep Community Services Committee informed about this year's respiratory and enteric (gastro-intestinal illness) season.
To: Chair Sean Strickland and Members of the Community Services Committee
From: Curt Shoemaker, Manager, Program Development and Intake
       David Dirks, Director, Employment and Income Support
Copies: Michael Schuster, Commissioner, Social Services
File No.: S09-80
Subject: SUPPORTIVE APPROACHES THROUGH INNOVATIVE LEARNING (SAIL) UPDATE

Supportive Approaches through Innovative Learning (SAIL) is a Provincial initiative meant to equip all Ontario Works staff with a common approach to client communication and intervention. (see Service Training Initiative Memorandum dated January 25, 2011). Five modules make up the core curriculum. The subject matters of these modules are coaching, interviewing, employment models, intervention skills and problem solving. In addition, Resource Kits, or workshops, address a variety of work-related topics as a way to support the core syllabus. With financial support from this Council and the Province of Ontario, Social Services, Employment and Income Support (E&IS) staff has engaged in this developmental learning program throughout 2011. A SAIL Advisory group comprised of one management person and eight front line staff provided marketing, planning and liaison services with their peers.

Throughout 2011 all E&IS and some Children’s Services staff have completed all five modules of SAIL and one Resource Kit that addressed the issue of discrimination. How SAIL is changing our work is evidenced in a number of ways:

- Staff conversations with program participants have changed to a focus on coaching
- There are reports that team meeting discussions are enlivened now that a common focus on service delivery is available
Information Memo to Community Services Committee  
February 28, 2012

- Staff are working together to cover one-another’s work so they can attend SAIL sessions

- There are reports of job interviewees during competitions demonstrating SAIL competencies in their answers that provide evidence of new levels of service standards that are implicitly adopted rather than imposed

The Employment and Income Support division is now focusing on normalizing SAIL competencies in our work and with the continuation of SAIL Resource Kits to further advance our expertise in these skills. The SAIL Advisory Group has taken over all coordination of four Resource Kits that will be offered this year. These workshops will address issues of self care, addictions, family violence and homelessness. As well, more Children’s Services staff are participating in 2012 and the Housing division of Planning, Housing and Community Services is considering its participation.

In E&IS, SAIL is changing and normalizing a new service delivery practice that is focused on a person’s sustainable participation in work and community.

SAIL promotes the Region’s Corporate Strategic Focus Area 5: Service Excellence and in particular Strategic Objective 5.4: (to) retain, recruit and develop skilled, motivated and citizen-centered employees.

For further information please contact Curt Shoemaker, Manager, Program Development and Intake at 519-883-2149 or cshoemaker@regionofwaterloo.ca or David Dirks, Director, Employment and Income Support at 519-883-2179 ddirks@regionofwaterloo.ca
MEMORANDUM

To: Chair Sean Strickland and Members of the Community Services Committee
From: Don Beitz, Manager, Income Support Services  
David Dirks, Director, Employment and Income Support
Copies: Michael Schuster, Commissioner, Social Services
File No.: D29-30
Subject: FIRST RESPONSE PROTOCOL 2011 UPDATE

As a component of the Social Services Emergency Response Plan, the First Response Protocol assists with the immediate needs of food, shelter and clothing in the event of an emergency (e.g. fire, unsafe premises) involving fewer than 50 individuals. The Protocol was introduced in 2002. This is an annual update reporting the Region’s response to such incidents in the year 2011.

Background
In partnership with the Canadian Red Cross, Lutherwood Housing Services and the John Howard Society Housing Help Centre, Social Services staff assist individuals who have been displaced from their residence due to an emergency (e.g. fire, unsafe premises, gas leak). The Red Cross initially attends the site of the emergency to assess the needs of the individuals and to arrange for temporary accommodation, food and clothing as appropriate. The Red Cross is alerted of the emergency through Fire or Police Dispatch. Should it become evident that the emergency will displace more than 50 individuals, the Social Services Emergency Response Plan may be enacted at the discretion of the Commissioner of Social Services or his designate.

At the emergency site the Red Cross assesses the needs of the individuals and arranges temporary lodging in local motels. In large incidents and as necessary the GRT is called upon to provide a bus for shelter or transportation. In addition, the Red Cross provides each individual with a personal Comfort Kit (toothbrush, toothpaste, socks and underwear) as well as certificates for food. Depending upon the time and day of the event, the Red Cross contacts Employment & Income Support, Social Services during regular business hours or the After Hours On Call Service to advise that individuals have been placed in temporary accommodation. The cost of the temporary lodging and food is cost-shared with the Province (82.8% Province/17.2% Region).
On the next business day, staff of Employment and Income Support meet with the individuals to assess them for emergency or ongoing financial assistance. The Red Cross also initiates contact with a Housing Help Centre (Lutherwood in Kitchener, John Howard Society in Cambridge) for assistance in obtaining alternate permanent accommodation for those who will not be able to return to their previous residence.

2011 Experience
The First Response Protocol was activated for 55 housing units in 2011. These events consisted of 28 fires and 1 evacuation, due to a police crime scene investigation, affecting 3 units. In total 70 adults and 35 children were assisted. There were almost double the number of impacted units when compared to the previous year in which there were 30 units assisted due to fire and 2 evacuations (flooding/water damage). Of the impacted housing units in 2011, there were 28 in Kitchener-Waterloo, 26 in Cambridge and 1 in Baden. Individuals and families were accommodated in motels for a total of 256 days, which is an increase of 107 days from the 149 emergency housing days in 2010. The source of income for the individuals affected was a mix of Ontario Works (OW), Ontario Disability Support Program (ODSP) and low income through other sources (not in receipt of OW or ODSP).

As appropriate, individuals also received financial assistance to secure alternate permanent accommodation, temporary storage of possessions, household goods (eg. furniture) and personal items. Individuals assisted through the First Response Protocol remained in a motel for an average of 5 days prior to arranging interim accommodation with family, friends, returning to their previous residence or acquiring a new residence.

To address the immediate emotional and psychological needs of persons affected by an emergency the Region has developed the Waterloo Region Emergency Support Team (WREST). The WREST volunteers, trained in crisis intervention, are available to provide emotional support to persons traumatized by an emergency. WREST was activated on two occasions in 2011 under the First Response Protocol, volunteering approximately 20 hours in total to provide support to tenants who were displaced from two separate apartment fires. WREST team leaders and managers also donated a total of approximately 15 hours for other call-outs and approximately 84 hours during 2011 in on-call and administrative duties. Six new members joined WREST in 2011 bringing the total number of WREST volunteers to 33. WREST members also had the opportunity to participate in 6 training and networking opportunities, logging over 300 hours in total.

The success of the First Response is due in great part to the active role played by our community partners such as the Canadian Red Cross, Victim Services, Lutherwood, the John Howard Society, Police, Fire and the member agencies and volunteers of the WREST.

The First Response Protocol supports Focus Area Four of the Region’s 2011-2014 Strategic Focus: Healthy and Inclusive Communities.

For further information please contact Don Beitz, Manager, Income Support Services at 519-740-5742 or dbeitz@regionofwaterloo.ca or David Dirks, Director, Employment & Income Support at 519-883-2179 or ddirks@regionofwaterloo.ca.
MEMORANDUM

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

From: David Dirks, Director, Employment and Income Support

Copies: Michael Schuster, Commissioner, Social Services

File No.: S09-01

Subject: ONTARIO WORKS COMMUNITY FORUM 2012

The Employment and Income Support Community Advisory Committee serves as an advisory body to Employment and Income Support (E&IS), Social Services. Its members, approved by Council, include representatives of funders and key community partners as well as Ontario Works and Ontario Disability Support Program participants. Given the vulnerability of participants and the complexity of service delivery, in 2010 the Committee recommended that E&IS consider community forums as additional ways to provide information to participants.

A working group of Regional staff, agency representatives and Ontario Works and Ontario Disability participants was established. They organized a community forum for Ontario Works recipients which was held at Cambridge City Hall on Tuesday, November 23, 2010. This was a very successful event and a second forum is now planned for Kitchener City Hall on Monday, March 19, 2012.

An information flyer is provided with this memo. The event will run from 3:00 p.m. to 6:00 p.m. Staff (both E&IS and community) will provide an overview of benefits and services available. A range of community resources, including Ontario Works/Ontario Disability programs, education and employment, housing and food security will be represented. The resources that should be represented at the forum were identified by the members of the working group. The idea of the forum is simply to make ourselves available to make information more accessible, answer questions and assist people with their needs.

The forum is being advertised through local media as well as cheque inserts, flyers, posters, and handouts to participants as they come into our offices. An evaluation will be conducted to determine the value of the day for those who attend.

Such a forum promotes Focus Area Five of the Region’s Corporate Strategic Plan 2011-2014: Service Excellence; Strategic Objective One: (to) improve the accessibility of Regional programs and services to support our diverse community.

For further information please contact David Dirks, Director, Employment and Income Support at 519-883-2179 or ddirks@regionofwaterloo.ca.
Are you on Ontario Works?

THE REGION OF WATERLOO
ONTARIO WORKS

Invites you to a…

KITCHENER-WATERLOO
COMMUNITY FORUM

Do you often wonder…?

How can I survive on Ontario Works? What services and benefits are available?

Drop in & find out how Ontario Works and your Community can help YOU!

Forum Agenda

WHEN: Monday, March 19th, 2012
TIME: 3:00pm to 6:00pm
WHERE: Kitchener City Hall
200 King St. West
Kitchener, ON

Presentations: 3:00pm and 4:30pm
➢ Presentations from Ontario Works & Community Staff
➢ Community agencies will be on site*
➢ Opportunities to have your questions answered
➢ Resource information & flyers will be available

Any questions, contact your worker or call: (519) 883-2100 (option 3)

*Confirmed agencies: Ontario Disability Support Program (ODSP), St Louis, Literacy Network, Opportunities Waterloo Region, YMCA Immigrant and Employment Services, Regional Housing, Northern Lights, Lutherwood, Woolwich Community Services, Conestoga College, the Working Centre, John Howard Society, and others.
To: Chair Sean Strickland and Members of the Community Services Committee

From: Lynn Randall, Director, Social Planning, Policy and Program Administration

Copies: Michael Schuster, Commissioner, Social Services

File No: S09-80

Subject: UPDATE ON THE COMMISSION FOR THE REVIEW OF SOCIAL ASSISTANCE IN ONTARIO

Background

Previous reports to Community Services Committee (SS-10-045, SS-11-032) provided an overview of the activities and consultation process of the Commission for the Review of Social Assistance in Ontario. At that time the Commission indicated that there would be two phases to the consultation: release for feedback a Discussion Paper in June 2011 and an Options Paper by December 2011 with a Final Report, with recommendations and an action plan, to be submitted to the Province by June 30, 2012. Locally several community consultations were organized and input submitted on the first discussion paper, including input from Regional Social Services staff.

Discussion Paper #2

In early February 2012 the Commission released a second discussion paper entitled: Approaches for Reform which is accompanied by What We Heard: A Summary of Discussion on Social Assistance, a document summarizing the input they received. (A copy of each of these documents will be placed in the Council library.) Approaches for Reform is organized according to the review’s five stated outcomes:

- Place reasonable expectations on people receiving social assistance to participate in employment, treatment or rehabilitation and to provide them with supports to do so;
- Establish an appropriate benefit structure that reduces barriers and helps people find employment;
- Simplify income and asset rules to improve equity and make it easier to understand and administer social assistance;
- Ensure the long-term viability of the social assistance system; and
- Define Ontario’s position in relation to the federal and municipal governments in providing income security for Ontarians.
The paper is a result of the input received on the first discussion paper as well as further conversations, and research into the issues and the experiences of other jurisdictions. The Commissioners have come to the view that the social assistance system needs to be “transformed” rather than apply “small fixes”. The purpose of the second discussion paper therefore is to discuss different approaches to improving some of the key areas of the social assistance system.

This second discussion paper poses more specific and detailed questions. As well the paper includes for discussion different options and approaches related to the delivery of services, benefit structure, income and asset rules, and service integration for long term viability.

The paper also highlights a number of recommendations laid out by the Ontario Native Welfare Administrators Association (ONWAA) which emphasize a central role for First Nations people in designing, running and delivering programs for themselves. The discussion paper notes a number of issues unique to First Nations and Northern communities including high costs of living and a lack of job opportunities in some areas.

**Options Paper Pending and Final Report**

A revised release date for the Options Paper by the Commission has not yet been indicated. However, the Commission has reiterated the June 2012 deadline for submission of the Final Report.

OMSSA is in conversation with the Commission on the best way to engage the association and members and will also be working closely with AMO to align any municipal advice and positions. Regional staff are taking part in both the OMSSA and AMO responses to this second discussion paper. Social Services staff will be provided an opportunity to provide feedback again and members of the Employment and Income Support Community Advisory Committee (EISCA) will be consulted concerning the viability of commenting within the Commission’s time frame. These are due by March 16th. Individual responses to this second Discussion Paper can be made by going to the website: www.socialassistancereview.ca.

The Income Security Advocacy Centre is hosting three webinars. Locally Opportunities Waterloo Region will host a Community Conversation March 20. Other local activities have not yet been announced. Regional staff will prepare a Community Services Committee report with recommendations, once the Options Paper has been released sometime after June 30th.

For further information please contact Lynn Randall, Director, Social Planning, Policy and Program Administration at 519-883-2190 or lrandall@regionofwaterloo.ca.
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<th>Meeting date</th>
<th>Requestor</th>
<th>Request</th>
<th>Assigned Department</th>
<th>Anticipated Response Date</th>
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<tr>
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<td>Budget Committee</td>
<td>Review and approve the Funeral Rates</td>
<td>Social Services</td>
<td>Jun-2012</td>
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<td>and the Funeral Directors of Waterloo Region</td>
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