



Media Release: Friday, January 3, 2014, 4:30 p.m.

## **Regional Municipality of Waterloo**

### **Community Services Committee**

#### **Agenda**

Tuesday, January 7, 2014

Approximately 4:00 p.m.

Immediately following Administration and Finance Committee

Regional Council Chamber

150 Frederick Street, Kitchener, Ontario

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- 1. Declarations Of Pecuniary Interest Under The Municipal Conflict Of Interest Act**
  - 2. Reports – Public Health**
    - a) PH-14-001, Public Health Inspection Disclosure System: Check It! We Inspect It. (Presentation) 1
  - Reports – Social Services**
    - b) SS-14-001, Employment Ontario 2014/2015 Business Plan Approval 7
    - c) SS-14-002, Publically Funded Physiotherapy - Sunnyside Wellness Centre (Presentation) 11
    - d) Memo: Seniors' Services Community Program Expansion Opportunities 15
  - 3. Information/Correspondence**
    - a) Council Enquiries and Requests for Information Tracking List 18
  - 4. Other Business**
  - 5. Next Meeting – January 28, 2014**
  - 6. Adjourn**



## Region of Waterloo

### Public Health

### Health Protection & Investigation

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

**Date:** January 7, 2014

**File Code:** P07-80

**Subject:** Public Health Inspection Disclosure System: Check It! We Inspect It.

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#### **Recommendation:**

For information.

#### **Summary:**

Public Health has launched an updated online disclosure system for public health inspection results. This system builds on our searchable food premises inspection results website that has been live since 2004. The platform and website design have since been updated, and the system now also includes inspection results for personal service settings (such as tattooing, piercing, manicure, pedicure, electrolysis and hair cutting).

The website has been updated for a number of reasons. In January 2012, the Community Services Committee requested that Public Health explore the inclusion of inspection results for personal service settings. In addition to this reason, it is hoped that enhancing the entire website user experience will encourage people to check inspection results before visiting businesses. This informs their decision-making and thereby increases the motivation for owners and operators to maintain high standards in infection prevention, food safety and sanitation. Promotion of the disclosure system will include signs that owners and operators can post at their business directing people to the website. These signs will display a QR (Quick Response) code that the public can scan with a smart phone to access the website while at the business.

## Report:

### Background

The disclosure of inspection results of food businesses has been available to the public in various formats. Since 1990, charges and closures of food businesses have been reported to Region of Waterloo Community Services Committee. In 2003, a phone-in system for obtaining inspection information was added to the services provided to the public. The Food Premises Inspection Results Website was launched in 2004 and more recently Public Health began offering Commitment to Food Safety Signs to food businesses in order to further promote the disclosure system.

In January 2012, the Community Services Committee requested that Public Health explore the inclusion of inspection results for personal service settings (such as tattooing, piercing, manicure, pedicure, electrolysis and hair cutting). Public Health staff worked with ITS, Legal Services, and the Information Access & Privacy Advisor to ensure that proper procedures were followed. In addition, in the summer of 2012, Public Health completed a salon and spa partner needs assessment. Among the findings, several salon and spa partners identified the desire to have inspection results made available to the public. This report presents the new features of the website.

### Public Health Inspection Disclosure System

**Check it! We inspect it.** is Region of Waterloo Public Health's new public health inspection disclosure system, which includes inspection results for both food and beauty & body art businesses.<sup>1</sup> The name was derived with input from staff from across the Public Health Department. The primary goal of the updated system is to encourage people to check inspections before visiting businesses, informing their decisions on choice of business, and thereby increasing the motivation for owners and operators to maintain high standards in infection prevention, food safety and sanitation. Additional goals include increasing transparency of Health Inspection Programs and Services and enhancing customer service.

There are four main ways that the public can access health inspection results:

1. **Check it! We inspect it.** website at [www.regionofwaterloo.ca/checkit](http://www.regionofwaterloo.ca/checkit)
2. Scanning the QR (quick response) code found on the **Check it! We inspect it.** promotional sign located at food and beauty & body art businesses who participate in the promotion of the system
3. Calling at 519-575-4400 ext. 5147 (TTY: 519-575-4608)
4. In person at Region of Waterloo Public Health, 99 Regina Street South, Waterloo or 150 Main Street, Cambridge (by appointment)

### Features of the New Website

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<sup>1</sup> Personal service settings are referred to as beauty & body art businesses on the website to help with clarity.

The **Check it! We inspect it.** website is designed to be compatible with most internet browsers as well as mobile devices such as cell phones and tablets allowing users easy access to inspection results before they go to a food or beauty & body art business.

- **Inspection results for food and beauty & body art businesses:** Inspection results for all food and beauty & body art businesses in Waterloo Region will be posted online.<sup>2</sup> A two year history for each business is displayed, consistent with the previous website. All infractions found during routine inspections and re-inspections are posted online. Infractions are categorized as critical or non-critical, based on their potential to cause food-borne illness or an infection from a personal service. The website also recognizes food businesses with certified food handlers who have received food safety training.
- **Multiple ways to search for inspection results:** Users are able to search for inspection results by a keyword (e.g. business name or street name), community (e.g. Waterloo), business type (i.e. food or beauty/body art), or infractions. Users can also sort the search table alphabetically, by community and by most or least recent inspection date. In addition, users are able to locate businesses on an interactive map.
- **Enforcement Action:** A summary chart of enforcement actions taken, which include tickets, summons, and closure orders, are posted on a designated page for six months from the offence date. After six months the food or beauty & body art business in question is removed from the Enforcement Actions page, but the infraction information remains as part of the two year history for that business online.
- **Glossary:** This section includes key food safety and infection prevention terminology with the intent of assisting users in the interpretation of inspection results.
- **Frequently asked questions with answers:** Background information about the website is provided for users, along with details about the inspection process and infraction types.
- **File a complaint:** In addition to a phone line to receive complaints about any food or beauty & body art business in Waterloo Region, the public can also lodge a complaint by clicking on “file a complaint” electronically from the new website.
- **Hyperlinks to relevant webpages:** Hyperlinks to Public Health’s food safety and infection prevention webpages and resources are included in the Check it! We Inspect it. website.

## Promotional Signs

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<sup>2</sup> Inspections of special events and shelters are excluded from the website.

In addition to the **Check it! We inspect it.** website, window clings and wall signs have been developed (see Appendix Figure 1) to promote the website and allow users access to inspection results at the business. The Check it! We inspect it. signs contain QR (quick response) codes that users can scan with a smart phone and easily access the website while at the business. During inspections throughout 2014, Public Health Inspectors will offer window clings or signs to owners or operators who can then choose to post at their business. Businesses that would like a sign prior to their next inspection are able to receive a sign by calling their public health inspector or visiting the Public Health office.

### **Communication Plan**

Public Health has created different types of materials and methods to promote **Check it! We inspect it.** Public Health's general homepage has been updated to include information about health inspections of food and beauty & body art businesses and the **Check it! We inspect it.** website. Advertisements were created for our social media channels and digital screens within Regional Buildings. The website will also be promoted through Public Health's existing communication channels including community partners.

The owners and operators of food and beauty & body art facilities have been kept informed of the changes to the website. Throughout 2013, this was communicated during inspections and via newsletters. In addition, a letter was mailed out to all beauty & body art facility owners and operators. In 2014, they will continue to be informed via inspections and newsletters. Beauty & body art operators requested a guidebook tailored to their needs; this will be available to them early in 2014 and will outline best practices for infection control.

### **Ontario Public Health Standards:**

Under the "Health Protection and Promotion Act", Region of Waterloo Council serves as Waterloo Region's Board of Health. Boards of Health are expected to adhere to the Ontario Public Health Standards, which outline the expectations for providing public health programs and services. This report informs the Board of activities undertaken by Region of Waterloo Public Health which meet and exceed the requirements of the Food Safety and Infectious Disease Program Standards of the Ontario Public Health Standards regarding the disclosure of health inspection results.

### **Corporate Strategic Plan:**

4. Healthy and Inclusive Communities: Foster healthy, safe, inclusive and caring communities
5. Service Excellence: Deliver excellent and responsive services that inspire public trust

**Financial Implications:**

Enhancements to the website have been delivered within existing approved budgets.

**Department Consultations/Concurrence:**

Information Technology Services, Legal Services, and the Information Access & Privacy Advisor were consulted in the implementation of the enhanced website.

**Attachments**

Appendix A **Check it. We Inspect it.** Sign

**Prepared By:** **Paige Schell**, Public Health Planner, Health Protection & Investigation  
**Bethany Mazereeuw**, Manager of Information and Planning, Health Protection and Investigation

**Approved By:** **Dr. Liana Nolan**, Commissioner/Medical Officer of Health

**Appendix A: Check it! We inspect it. Sign**



**Figure 1:** Voluntary Check it! We inspect it. promotional signs for Food and Beauty & Body Art Buisnesses



Report: SS-14-001

## Region of Waterloo

### Social Services

### Employment and Income Support

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**To:** Chair Sean Strickland and Members of the Community Services Committee  
**Date:** January 7, 2014 **File Code:** S09-80  
**Subject:** Employment Ontario 2014/2015 Business Plan Approval

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#### **Recommendation :**

That the Regional Municipality of Waterloo increase the 2014 operating budget for Employment and Income Support, Social Services by \$ 206,709 gross and \$ 0 net Regional levy;

That the Regional Municipality of Waterloo increase the staffing complement for Employment and Income Support, Social Services by three (3) full time equivalent staff positions effective April 1, 2014; and

That the Regional Municipality of Waterloo approve the submission of the 2014/2015 Business Plans to the Ministry of Training Colleges and Universities for the delivery of Employment Ontario services as outlined in Report SS-14-001.

#### **Summary:**

The Region through Employment Income Support, Social Services is an Employment Ontario service provider. It is required to submit a business plan for each of its service sites on an annual basis. For the fiscal year 2014/2015 the Province has indicated that it will increase both the service targets and funding.

**Report:****Background**

Since August 1, 2010 the Region through Employment and Income Support, Social Services has provided Employment Ontario services to the citizens of Kitchener, Waterloo and Cambridge through its offices at 235 King Street East, Kitchener, 99 Regina Street, Waterloo, and 150 Main Street, Cambridge. These services include the delivery of all five components of Employment Ontario:

- Service planning and coordination
- Resource and information
- Job Search
- Job placement
- Job training and retention services

The Region was contracted in fiscal year 2013/2014 by the Ministry of Training, Colleges and Universities to obtain employment or suitable training for a total of 339 participants (113 per site) and provide employment resource services, including information and short term workshops, to 1,095 participants over the length of the contract (April 1, 2013 to March 31, 2014).

**Service Experience**

These services continue to enhance the range of supports the Region can offer to Ontario Works (OW) participants and those seeking employment in the Region of Waterloo. Staff works in collaboration with Provincial staff and the other Employment Ontario service providers in the region such as The Working Centre, Lutherwood, Conestoga College and Northern Lights. The focus for Employment and Income Support remains the more vulnerable citizen and those who struggle to find employment, as a large number of referrals come through the Ontario Works program. This presents challenges in achieving service targets, as Ontario Works participants given their circumstance are generally further away from job readiness than others utilizing Employment Ontario services. It can require greater time and resources to assist an Ontario Works participant to employment. Not surprisingly, staff is more successful in moving many participants into training and educational programming (as opposed to employment) that will ultimately benefit their job search and employability. The Region enjoys a high rating for “customer satisfaction” in its delivery of service and exceeds the Provincial service quality standard.

## **2014/2015 Business Plan Submission**

The Region has been asked to continue this service for the 2014/2015 year (April 1, 2014 to March 31, 2015). Additionally, the Ministry has requested the Region increase its service targets within the cities of Kitchener, Waterloo and Cambridge. This would increase the targets from 113 to 187 respectively for each site. This represents an increase of 65 % overall.

At the same time the Province based upon its funding formula has approved an additional \$274,372 (100% Provincial) in funding. These additional funds are provided to assist the Region in providing service to additional Employment Ontario participants. In order to achieve these targets the Employment Ontario program requires three additional staff. These staffing positions include one Job Developer (to support job placement and retention), one Facilitator (for individual and group programming) and one clerical support person (to assist with the significant administrative demands of the program). These positions can be accommodated within the Employment Ontario approval (including the new allocation of funds).

### **Corporate Strategic Plan:**

Delivery of Employment Ontario Services will assist the Region in responding to the needs of its citizens as outlined in its 2011 - 2014 Strategic Plan in Focus Area Two: Growth Management and Prosperity; Strategic Objective 2.3 (to) support a diverse, innovative and globally competitive economy; and also, Focus Area Four: Healthy and Inclusive Communities; Strategic Objective 4.1 (to) work collaboratively to reduce poverty.

### **Financial Implications**

The 2014 preliminary budget currently under consideration includes a provision of \$817,148 for the Employment Ontario Program of the Employment and Income Support Division. The Provincial subsidy for the current program is \$488,664, resulting in a Regional contribution of \$328,484 or 40% of expenditures.

The Province has allocated an additional \$274,372 on an annualized basis to provide increased services to Employment Ontario participants. The funding is tied to the Region achieving increased targets (from 339 to 561). As a result, the increased funding can not be used to offset expenditures currently being incurred to support the existing budget.

The additional Provincial funding will begin on the Province's fiscal year or April 1, 2014. The following chart summarizes the financial impact in 2014 and on an annualized basis:

	2014	Annualized
Staffing	\$ 194,466	\$ 259,288
Other Costs	12,243	15,084
Total Expenditure	\$ 206,709	\$ 274,372
Provincial Subsidy	206,709	274,372
Net Regional Contribution	\$ 0	\$ 0

**Other Department Consultations/Concurrence:**

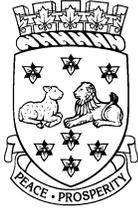
Staff in Finance has been consulted in the preparation of this report.

**Attachments**

Nil

**Prepared By:** **Graeme Fiskin**, Manager, Employment Services  
**David Dirks**, Director, Employment and Income Support

**Approved By:** **Douglas Bartholomew-Saunders**, Commissioner, Social Services



Report: SS-14-002

## Region of Waterloo

### Social Services

### Seniors' Services

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

**Date:** January 7, 2014

**File Code:** S07-01

**Subject:** Publically Funded Physiotherapy - Sunnyside Wellness Centre

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#### **Recommendation:**

That the Regional Municipality of Waterloo approve the provision of publically funded physiotherapy services at the Sunnyside Wellness Centre as outlined in Report SS-14-002 dated January 7, 2014.

#### **Summary:**

Opened in 2010, the Sunnyside Wellness Centre “Raises the Bar for Healthy Aging” in our community by offering a unique setting for older adults to exercise and receive services in an inspiring, accepting and barrier-free environment.

The Ministry of Health and Long-Term Care (MOHLTC) has recently approved the provision of publicly-funded physiotherapy services for eligible patients at the Sunnyside Wellness Centre. This service will significantly increase the number of clients attending the Centre and will also enhance the profile and reputation of the Centre.

#### **Report:**

In January of 2012, the Province of Ontario announced its “Action Plan for Health Care” which aims to build a quality health system that is more responsive to patients and delivers better value for taxpayers. Expanding physiotherapy services is a key part of the government’s plan to enhance access and improve the quality of health care services.

In August 2013, the Province introduced new changes to physiotherapy services impacting those residing in long-term care homes and seniors living in the community. These changes were outlined in the October 1, 2013 report to Committee (SS-13-035).

The report identified that Sunnyside Home residents would see some reduction in service, but that those living in the community were expected to have increased access to physiotherapy. Consistent with the direction to enhance community based physiotherapy, the MOHLTC called for proposals from those interested in providing publically funded physiotherapy. Having capacity and expertise at the Sunnyside Wellness Centre, staff submitted a proposal in July 2013, which has recently been approved by the Province. The correspondence is attached as Attachment A. Staff are awaiting further information from the Province with respect to the contract.

Located on the Sunnyside Campus, the Wellness Centre serves over 300 members each year offering a comprehensive basket of services to meet the diverse needs of older adults. Service provisions include fitness programs, falls prevention classes, physiotherapy, a therapeutic spa, registered massage therapy, dental hygiene, foot care and educational programs. Primary care is also being provided at the centre for a few community seniors who formally had no family physician.

Offering this service in the Wellness Centre will result in increased access to physiotherapy services for up to 480 eligible patients residing in the community each year. Patients may be eligible for publicly funded clinic-based physiotherapy if they have a physician or nurse practitioner referral and are:

- seniors aged 65 or over
- 19 years of age and under
- any age if discharged from hospital after an overnight stay for a condition requiring physiotherapy
- recipients of Ontario Works or the Ontario Disability Support Program

This clinic will increase local access to service as there are currently only two publically-funded physiotherapy clinics in the Region – one in Kitchener and one in Cambridge. Service is expected to commence in early 2014, dependent upon contractual terms with the Province.

### **Corporate Strategic Plan:**

Operating the Sunnyside Wellness Centre is consistent with the Region's Corporate Strategic Plan, objective 4.7: collaborate with the community to support older adults to live healthy, active lives.

### **Financial Implications:**

The expanded physiotherapy services at the Wellness Centre will have no financial impact on the Regional levy. The Wellness Centre is operated through a contractual service provider, who will also assume responsibility for this new service.

**Other Department Consultations/Concurrence:**

Finance and Legal Services will be consulted in the development of the contracts with both the service provider and the Province.

**Attachments:**

A: Ministry of Health and Long Term Care Letter October 31, 2013

**Prepared By:** Julie Wheeler, Manager, Community Programs

Gail Kaufman Carlin, Director, Seniors' Services

**Approved By:** Douglas Bartholomew-Saunders, Commissioner, Social Services

## Attachment A

**Ministry of Health  
and Long-Term Care**

Office of the Minister

10<sup>th</sup> Floor, Hepburn Block  
80 Grosvenor Street  
Toronto ON M7A 2C4  
Tel 416-327-4300  
Fax 416-326-1571  
www.health.gov.on.ca**Ministère de la Santé  
et des Soins de longue durée**

Bureau du ministre

10<sup>e</sup> étage, édifice Hepburn  
80, rue Grosvenor  
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Tél 416-327-4300  
Télééc 416-326-1571  
www.health.gov.on.ca

OCT 3 1 2013

MLTC3968IT-2013-1335

Ms. Gail Kaufman-Carlin  
Director, Seniors Services  
Regional Municipality of Waterloo  
Sunnyside Wellness Centre  
247 Franklin Street North  
Kitchener ON N2A 1Y5

Dear Ms. Kaufman-Carlin:

I am pleased to inform you that your application for funding for community clinic based physiotherapy services, submitted as part of our application process in July 2013, has received approval.

Expanding access to physiotherapy services is a key part of the government's Action Plan for Health Care to provide more access to health care services while improving quality and accountability for patients.

Clinic based physiotherapy is governed and funded under transfer payment agreements with the ministry. You will be contacted by ministry staff in the near future regarding the next steps for establishing a funding agreement for the provision of clinic based physiotherapy services. I trust that your combined efforts during this stage will result in the successful implementation of publicly funded clinic based physiotherapy services.

On behalf of my government and the people of Ontario, let me thank you for stepping forward and taking part in the process of making quality physiotherapy services more accessible to everyone in this province.

I am proud to partner with you to improve access to publicly funded physiotherapy services in Ontario.

Sincerely,

Handwritten signature of Deb Matthews in cursive.

Deb Matthews  
Ministerc: Honourable John Milloy, MPP, Kitchener Centre  
Bruce Lauckner, Chief Executive Officer, Waterloo Wellington Local Health Integration  
Network



Region of Waterloo

## **Social Services**

### **Seniors' Services**

**Date: January 7, 2014**

<b>Memorandum</b>
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To: Chair Sean Strickland and Community Services Committee  
From: Gail Kaufman Carlin, Director, Seniors' Services  
Copy: Douglas Bartholomew-Saunders, Commissioner, Social Services  
Subject: Seniors' Services Community Program Expansion Opportunities  
File No: S07-01

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### **Summary**

In December 2013, the Waterloo Wellington Local Health Integration Network's (WWLHIN) requested input into its Annual Business Planning process for 2014/15. In response, Seniors' Services identified for the WWLHIN some potential system solutions to address the population of older adults with complex needs who are currently living in the community and waiting for services. Concept proposals were submitted to the WWLHIN outlining opportunities for the potential expansion of the following Regional community programs:

- 1) Supportive Housing
- 2) Alzheimer/Dementia Day Service
- 3) Community Overnight Stay Respite Program

If feasible, the expansion of these services on the Sunnyside campus will enable more older adults to be served at a reduced unit cost.

## **Proposal #1: Expand Supportive Housing in Waterloo Region**

In partnership with Region of Waterloo Housing, Social Services and Waterloo Regional Homes for Mental Health, the potential expansion of Supportive Housing on the Sunnyside Campus was proposed.

The current operation of Sunnyside Supportive Housing, located at 245 Franklin St., Kitchener, consists of 30 one and two-bedroom apartments providing support and affordable housing to tenants with complex mental health and/or frail, at-risk older adults. This site is currently the only accessible supportive housing for older adults with mental health and frailty available in Waterloo Region.

The proposed expansion would be achieved by providing additional supported living services to up to 32 tenants living in one of the Community Housing buildings located on the Sunnyside Campus. Some leasehold improvements may be required.

This expansion supports older adults to age safely in a home of their choice. Supportive Housing represents a cost effective method to provide housing and supports to older adults who require daily assistance but are not appropriate for care in a long term care home.

## **Proposal #2: Community Alzheimer Program – Adult Day Service Expansion**

Recognized as a leader in delivering adult day services for persons with a dementia, Seniors' Services identified the need for another adult day program site for persons with a dementia, such as Alzheimer's disease. Seniors' Services currently operates two such adult day program sites, one in Kitchener and one in Cambridge.

Opening another program site would meet the needs of those urgently waiting for service and provide respite and support to older adults so that they can continue to live in a home of their choice.

To enable this expansion opportunity, Sunnyside is investigating the feasibility of constructing additional space, adjacent to the current program space at Sunnyside Home. The enhanced space would create both additional day programming space and more overnight respite beds (see proposal #3).

In addition to its regular program format, the new program site would provide services to meet the unique needs of those living with an early onset dementia (diagnosed before the age of 65). This group is currently underserved in the community; traditional adult day services are designed to meet the needs of the geriatric population and therefore do not respond to the unique needs of adults living with a dementia in their 40's, 50's and 60's.

## **Proposal #3: Community Overnight Stay Respite Expansion**

Seniors' Services currently operates seven (7) respite beds in a secure setting for persons with a dementia; 6 beds in the Community Overnight Stay Respite Program and 1 in a special care unit of Sunnyside Home.

Seniors' Services recommended that the Community Overnight Stay Program be expanded by adding 4 additional respite beds (two private and two semi private), through a new building project.

One of the four new beds could be created by converting Sunnyside Home's long-term care (LTC) respite bed to a community program respite bed. This would reduce the confusion currently experienced by the public when respite beds for persons with a dementia operate under two programs in the same facility. The former LTC respite bed could then be converted to another permanent long stay bed, thereby meeting the needs of residents waiting for a LTC bed.

### **The Sunnyside Foundation**

Should the Region and the WWLHIN be interested in advancing these proposals, Seniors' Services will approach the Sunnyside Foundation requesting its consideration in supporting the capital costs for the initiatives. The Sunnyside Foundation has an impressive history of supporting older adults in Waterloo region, having raised over \$2.5 million to date. Its last campaign successfully raised over \$500,000, enabling the Region to construct and equip the Sunnyside Wellness Centre. The Foundation is particularly interested in projects that will benefit the broader community.

### **Seniors' Services, a Recognized Health System Leader**

Seniors' Services recognizes the shifting culture in health services to support older adults to live in a home of their choice. Seniors' Services has taken a lead role in this transformation by engaging and leading projects that will provide respite services and supportive housing options for older adults in the community. In addition, the Seniors' Advisory Committee will be submitting its Seniors' Strategy to Council for consideration in the spring of 2014. This comprehensive report will provide recommendations to enable the Region to become more age-friendly and will speak to the housing, transportation and support needs of older adults.

Municipal services are in high demand, of which Seniors' Services are no exception. While wait lists are high across all services for older adults, the numbers of people on the wait list for municipal services are disproportionately greater. This demand is a reflection of the sector's commitment to respond to local needs, the high level of accountability to tax payers and the quality of care that they provide. Seniors' Services is well positioned to be a leader in transforming community and residential services for older adults.

For further information please contact Gail Kaufman Carlin at (519) 893-8494 x6310 or [gkaufmancarlin@regionofwaterloo.ca](mailto:gkaufmancarlin@regionofwaterloo.ca) or Julie Wheeler at (519) 893-8494 x 6312, [jwheeler@regionofwaterloo.ca](mailto:jwheeler@regionofwaterloo.ca)

**COUNCIL ENQUIRIES AND REQUESTS FOR INFORMATION****COMMUNITY SERVICES COMMITTEE**

<b>Meeting date</b>	<b>Requestor</b>	<b>Request</b>	<b>Assigned Department</b>	<b>Anticipated Response Date</b>
03-Dec-13	D. Craig	That staff report on acceptable rural EMS response times; reasons for higher call volume and response times in Cambridge; and resources required to address these issues	Public Health/Emergency Response Time Working Group	June 2014
03-Dec-13	S. Strickland	That staff report updating the Committee on the progress made by the Ontario government on the proposed changes to the Smoke Free Ontario Act	Public Health	March/April 2014