
Members absent: J. Brewer

DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT

None declared.

DELEGATIONS

a) Sam AbiSaab, Health Promotion Specialist, and Doug Wilson, Volunteer, Heart and Stroke Foundation of Ontario, were introduced to the Committee by John Prno, Chief, Emergency Medical Services, who also identified November as Cardiopulmonary resuscitation – CPR Month in Ontario. He noted that the Region has funded the Community Awareness and Response to Emergencies (CARE) program for the past five years. J. Prno stated that a staff report regarding the Rapid Risk Factor Surveillance System (RRFSS) will be prepared for a future Committee meeting. He advised that the CARE program has had a history of successful community partnerships and has resulted in the leveraging of significant funding for the acquisition of public access Automated External Defibrillators (AED) in the Region.

* J. Mitchell joined the meeting at 9:09 a.m.

D. Wilson provided a presentation regarding the How to Save a Life Campaign; a copy is appended to the original minutes. He highlighted the three main interventions critical for saving the lives and provided the provincial and local survival rates when AEDs are used. Currently there are 300 public access AEDs in the Region and more than 18,000 people have been trained in the operation of AEDs. He stated that the need for raising awareness is critical as is the training of proper, life-saving use.

* T. Cowan and J. Haalboom joined the meeting at 9:14 a.m.

D. Wilson summarized the script currently used by emergency medical dispatchers during 911 calls and stated that the Heart & Stroke Foundation of Ontario is lobbying for a revised script where direction on performing CPR would be mandatory in Ontario. He acknowledged the exemplary efforts of the Region with the Public Access Defibrillator (PAD) program and identified the recommendation for increased public access and awareness about AEDs, including that every household has one member trained in CPR and use of an AED; that training of grade nine students continue and the implementation of a public awareness campaign about CARE on the Region’s website and the Grand River Transit system.
In response to a Committee question about available training for community members and Regional staff, J. Prno stated that the CARE program provides free sessions for community members, training in local high schools continues to be promoted and CPR training is available for Regional staff.

* R. Deutschmann joined the meeting at 9:18 a.m.

In response to a Committee suggestion that CPR and AED training be mandatory for all Regional staff and Councillors, S. Strickland requested that the matter be referred to staff to report back with options for a Health & Safety staff training policy.

In response to Committee questions regarding the status of the provincial protocol on dispatch scripting, the ideal number of public access AEDs and the status of AED placement, the delegations stated that lobbying of the Province continues and that the goal is to have an AED in every school and every public institution and that, while no specific number is in place, the key to saving lives is increased training in the use of the AEDs.

* B. Halloran joined the meeting at 9:25 a.m.

J. Prno responded to a Committee inquiry about the maintenance, cost and lifecycle of an AED. He also noted that a provincial bill to make AEDs mandatory in all public places was before the Legislature but the bill did not proceed.

In response to a Committee concern about appropriate signage directing the public to the locations of AEDs, staff were directed to review the current inventory and improve signage in Regional facilities.

Kristy Beam, CARE Coordinator, gave a demonstration of AED use to the Committee.

REPORTS – Planning, Housing & Community Services

a) P-12-124, Housing Services Act - Implementation of Housing Program Administrative Policies in the Region of Waterloo

Rob Horne, Commissioner, Planning, Housing and Community Services, provided an overview of the report and stated that the legislative changes offer more flexibility and greater accountability.

* L. Armstrong and C. Zehr left the meeting at 9:40 a.m.

Deb Schlichter, Director of Housing, responded to a Committee question about the Overhoused Rent Geared-to-Income (RGI) Households policy.

MOVED by J. Wideman
SECONDED by T. Cowan

THAT the Regional Municipality of Waterloo take the following actions regarding the Housing Services Act – Implementation of Housing Program Administrative Policies, as described in Report No. P-12-124, dated November 27, 2012:

a) Approve policy amendments to the Region of Waterloo’s Housing Program Administrative Guide, as described in this report, with such amendments to take effect on January 1, 2013;
b) Approve new administrative policies, as described in the report, with such policies to take effect on January 1, 2013.

c) Authorize the Commissioner of Planning Housing and Community Services to undertake updates as required that are consistent with the legislation and policies of the Region of Waterloo, and to report annually to Committee and Council.

d) Authorize the Commissioner of Planning, Housing and Community Services to appoint members to the review body of the community housing review system, to undertake updates as required that are consistent with the legislation and policies of the Region of Waterloo, and to report annually to Regional Council.

e) Forward a copy of this report to all prescribed housing providers in Waterloo Region.

CARRIED

* C. Zehr returned to the meeting at 9:45 a.m.

b) P-12-125, New Performance Monitoring Tool - Housing Provider Performance Standards Matrix

R. Horne indicated that this report speaks to the regular monitoring of arising issues with housing providers.

MOVED by J. Mitchell
SECONDED by L. Armstrong

THAT the Regional Municipality of Waterloo take the following actions regarding the Housing Provider Performance Standards Matrix as described in Report P-12-125, dated November 27, 2012:

a) The Regional Municipality of Waterloo endorse the Housing Provider Performance Standards Matrix (the “Matrix”) to be used as a tool for monitoring community housing performance, as presented in Report P-12-125, dated November 27, 2012; and

b) Authorize the Commissioner of Planning Housing and Community Services to undertake updates as required that are consistent with the legislation and policies of the Region of Waterloo and to report annually to Committee and Council.

CARRIED

c) CR-RS-12-079/P-12-128, Proposed Delegation of Authority – Housing Services Act

R. Horne stated that the Housing Services Act requires clarity for corporate response to a situation and he advised that staff will report back to Council regularly on emerging issues. He emphasized that the staff role does not involve the setting of policy; this is clearly the role of Regional Councillors.

MOVED by J. Wideman
SECONDED by T. Cowan
THAT the Regional Municipality of Waterloo delegate authority to the Commissioner of Planning, Housing and Community Services, or in the absence of the Commissioner, the Director of Housing, pursuant to section 85 of the Housing Services Act, 2011, as amended (the Act), to receive submissions from housing providers as contemplated by the Act and otherwise take such actions and issue such notices as may be required by Part VII of the Act as more particularly described in Report CR-RS-12-079/P-12-128, dated November 27, 2012 and that this recommendation be incorporated, by way of amendment, into Regional By-law 12-017, being a by-law to Authorize and Govern the execution of Documents on behalf of the Regional Municipality of Waterloo;

AND THAT the Regional Municipality of Waterloo delegate authority to the Commissioner of Planning, Housing and Community Services or in the absence of the Commissioner, the Director of Housing, to grant such consents or enter into such agreements as may be required to administer housing programs, on behalf of the Regional Municipality of Waterloo in its capacity as a Service Manager as may be required by the Housing Services Act, 2011, as amended, as more particularly described in Report CR-RS-12-079/P-12-128, dated November 27, 2012 and that this recommendation be incorporated, by way of amendment, into Regional By-law 12-017, being a by-law to Authorize and Govern the execution of Documents on behalf of the Regional Municipality of Waterloo.

CARRIED

REPORTS – Social Services

d) SS-12-050, Community Homelessness Prevention Initiative

Lynn Randall, Director, Social Planning, Policy & Program Administration, provided a presentation; a copy is appended to the original minutes. She provided an overview of the respective roles of the Province and the Region, the consolidation of programs under the new initiative, the vision, the implementation timeframes, the funding details and the next steps planned. She stated that an investment plan will be prepared by staff and will come forward at the December Committee meeting.

* L. Armstrong returned to the meeting at 9:49 a.m.

Staff responded to Committee questions regarding the financial implications of the initiative and its impact on and relationship with discretionary benefits for Ontario Works (OW) and Ontario Disability Support Program (ODSP) participants. In response to a Committee member’s inquiry about the funding for an additional staff person or consultant per the related 2013 Budget Issue paper, L. Randall summarized the impact on current priorities and staffing should additional staff not be approved.

In response to a Committee question regarding funding for the rent bank program, L. Randall confirmed that this initiative will provide the Region with some flexibility so that both low-income individuals and OW and ODSP recipients may be eligible for assistance.

In response to a Committee question regarding the implications related to the Community Start-up and Maintenance Benefit (CSUMB) and the anticipated provincial OW uploading by 2018, L. Randall stated that the Provincial government will re-invest, under this initiative, 50 per cent of expenditures from the former CSUMB and the scheduled upload related to OW.
Douglas Bartholomew-Saunders, Commissioner, Social Services, stated that the removal of CSUMB is permanent and that the Community Homelessness Prevention Initiative (CHPI) funding will be provided in a block, giving the Region the flexibility to allocate CHPI funds within the four prescribed service categories. He also stated that the CHPI funding is less than what was previously made available to the Region and will require a priorities review.

Lee Parent, Manager, Budgets & Financial Services, clarified that the reference in the report to provincial uploading relates to the provincial commitment to upload OW benefits by 2018. Prior to the introduction of the CHPI, Emergency Shelters and CSUMB were part of OW and, therefore, part of the provincial uploading. As a result of the change, the Region will continue to receive increased funding to offset the cost until 2018 but will not have an increased capacity for program spending because the uploading savings to the Region have already been allocated to other program areas.

MOVED by L. Armstrong
SECONDED by G. Lorentz

THAT the Regional Municipality of Waterloo enter into an agreement with Her Majesty the Queen in Right of Ontario as represented by the Minister of Municipal Affairs and Housing for the Community Homelessness Prevention Initiative effective January 1, 2013, as outlined in report SS-12-050, dated November 27, 2012.

CARRIED

e) SS-12-051, Research Project on Family Homelessness

D. Bartholomew-Saunders introduced the report and responded to a Committee question about the financial implications.

MOVED by J. Mitchell
SECONDED by T. Cowan

THAT the Regional Municipality of Waterloo enter into an agreement with the Federal Government of Canada or a Ministry or agency thereof, under the Homelessness Partnering Strategy for the period beginning December 17, 2012 and ending March 31, 2014, for the purposes of a research project on family homelessness, and subject to approval of the Regional Solicitor;

AND THAT the Regional Municipality of Waterloo approve entering into agreements with agencies or consultants, as determined by the Commissioner of Social Services from time to time, subject to receipt of Federal Government funding, to support a research project on family homelessness as outlined in Report SS-12-051, dated November 27, 2012.

CARRIED

f) SS-12-052, All Roads Lead To Home: The Homelessness To Housing Stability Strategy for Waterloo Region - Action Framework and Strategy (2012)

Marie Morrison, Manager, Social Planning, gave a presentation; a copy is appended to the original minutes. She advised that the strategy has been updated and that a copy of the Policy Framework is available in the Councillors’ Library. She recognized staff members, Angela Pye and Nicole Francoeur for their role in the development of the action framework and strategy. She highlighted the 30% increase in families using emergency shelters and the goal of
eliminating homelessness for 500 local residents by 2015. She indicated that the Committee will receive regular updates as the strategy moves forward.

S. Strickland extended his appreciation to the involved staff for their efforts to end homelessness in the Region

MOVED by T. Cowan
SECONDED by L. Armstrong

THAT the Regional Municipality of Waterloo endorse *All Roads Lead to Home: The Homelessness to Housing Stability Strategy for Waterloo Region – Action Framework*;

AND THAT the Regional Municipality of Waterloo endorse an updated goal for STEP Home to end persistent homelessness for 500 people by the end of 2013;

AND THAT the Regional Municipality of Waterloo endorse the summary document *All Roads Lead to Home: The Homelessness to Housing Stability Strategy for Waterloo Region* (2012);


CARRIED

* B. Halloran left the meeting at 10:22 a.m.

**INFORMATION/CORRESPONDENCE**

a) Memo: Seasonal Events at Joseph Schneider Haus and McDougall Cottage

Received for information

b) Memo: Seasonal Activities at Waterloo Region Museum

Received for information

c) Memo: Employment Resource Centre – Rural Outreach

Received for information

d) Memo: Survey Findings: Ontario Works Discretionary Benefits

Dr. Liana Nolan, Commissioner/Medical Officer of Health, and David Dirks, Director, Employment and Income Support, responded to a Committee question about dental benefits offered by the Region by clarifying the program parameters.

D. Schlichter and D. Dirks responded to Committee questions regarding the protocol for accessing the first and last month’s rent benefit. While the Region has a waitlist for housing, first and last month’s rent is not required for Regionally-operating units and staff are reviewing the policy as it relates to local housing providers.

Received for information

Received for information

OTHER BUSINESS

Council Enquiries and Requests for Information Tracking List was received for information.

NEXT MEETING – December 11, 2012

MOTION TO GO INTO CLOSED SESSION

MOVED by D. Craig
SECONDED by J. Mitchell

THAT a closed meeting of the Community Services, Administration and Finance and Planning and Works Committees be held on Tuesday, November 27, 2012 immediately following the Community Services Committee meeting in the Waterloo County Room, in accordance with Section 239 of the Municipal Act, 2001, for the purposes of considering the following subject matters:

a) personal matters about identifiable individuals - committee appointments
b) personal matters about identifiable individuals - committee appointments
c) labour relations
d) receiving of legal advice and opinion that is subject to solicitor-client privilege related to interpretation of legislation
e) personal matters about identifiable individuals - committee appointments
f) receiving of legal advice and opinion that is subject to solicitor-client privilege related to a legal agreement
g) proposed or pending acquisition of land in the City of Kitchener
h) personal matters about identifiable individuals - committee appointments
i) personal matters about identifiable individuals - committee appointments
j) litigation or potential litigation related to a matter before an administrative tribunal
k) litigation or potential litigation related to a matter before an administrative tribunal
l) proposed or pending acquisition of land in the City of Kitchener

CARRIED

ADJOURN

MOVED by J. Wideman
SECONDED by T. Galloway

THAT the meeting adjourn at 10:33 a.m.

CARRIED

COMMITTEE CHAIR, S. Strickland

COMMITTEE CLERK, S. Natolochny
Region of Waterloo

*Cardiac Safe Communities*

Advocacy Campaign

Doug Wilson—Leadership Volunteer, Heart and Stroke Foundation

Sam AbiSaab – Health Promotion Specialist, Heart and Stroke Foundation
What we will discuss today?

Cardiac Safe Communities

Three main interventions:

1. Public health education campaign to raise awareness about the ease and importance of CPR training and use of Automated External Defibrillators (AEDs).

2. Ensure that Automated External Defibrillators (AEDs) are placed in all public places, sport and recreation facilities and schools.

3. Provide the most compelling, clear and mandatory CPR direction by 911 dispatchers in all cases of cardiac arrest.
The Issue - Ontario

- Every year 7,000 out-of-hospital cardiac arrests occur in Ontario
- Ontario has a survival rate of 5-6%
- The odds of surviving a cardiac arrest greatly improve if CPR is performed right away
- With each passing minute, the probability of survival declines by 7-10%
Ontario - ODAI

- To date:
  - Over 3500 units have been placed
  - 43 lives have been saved
  - In 2012, over 12,000 people trained on CPR and AEDs
  - Partnerships with 60 Upper Tier Municipalities (PADs)

Waterloo – CARE*

- To date
  - Over 300 units have been placed
  - 4 lives have been saved
  - Over the last 5 years, 18,000 people trained on CPR and AED
  - Formed CARE: a coalition between EMS, St John Ambulance Services, Red Cross, Heart and Stroke Foundation and the ACT Foundation

*CARE: Community Awareness and Response to Emergencies
Public Health Education on CPR and AED

Raising awareness around issues such as the ease of CPR training and use of an AED.

FACTS:

- Up to 80% of cardiac arrests happen out of hospital

- 35-55% of out-of-hospital arrests are witnessed by a bystander but very few victims receive CPR
Ipsos Reid Polling in Ontario for Heart and Stroke:

- People have not gotten trained in CPR because:
  - 52% Haven’t gotten around to it
  - 16% Afraid of hurting the victim
  - 14% Not comfortable

- AED Awareness:
  - 50% Not familiar or have never heard of an AED
  - 55% Do not remember seeing any AEDs in their community

- CPR used with an AED can increase the chance of surviving a cardiac arrest to up to 75%
Public Health Education

RRFSS 2012 - Region of Waterloo:

- **People trained on CPR and AEDs:**
  - 61% received some CPR training in their lifetime
  - 19% received some AED training in their lifetime
  - 9% received training last year

- **CARE Awareness:**
  - 66% Have seen, read or heard about CARE

- **AED Awareness:**
  - 43% Only remember seeing any AEDs in their community
CPR Assisted Dispatch

Revise the script for emergency medical dispatchers to provide the most compelling, clear and mandatory CPR direction in all cases of cardiac arrest.

Current situation in Ontario:
When a call is placed to an emergency medical dispatcher they ask you if you would like to perform CPR: “with my help do you want to do chest compressions?”

Best practices of Seattle-King County:

**Mandatory 911 Assisted CPR**
- The caller is immediately given instructions on how to perform CPR with no opportunity to opt out

*This could make the difference in bystander response to witnessing sudden cardiac arrest*
Policy Asks

Cardiac Safe Communities

RECOMMENDATIONS FOR MUNICIPALITIES

1. Commit to implement a regional public health education campaign raising awareness around issues such as the ease of CPR training and use of an AED.

2. Work with the Heart and Stroke Foundation through the Public Access Defibrillator program and the CARE program to ensure AEDs are placed in all sport and recreation facilities and schools.

3. That Regional Council write to the Minister of Health and Long-Term Care in support of the Heart and Stroke Foundation’s request that the script for emergency medical dispatchers be revised to provide the most compelling, clear and mandatory CPR direction in all cases of cardiac arrest.
Questions???

We are ready to take your questions?

If you need more information, please contact:

**Sam AbiSaab**
Health Promotion Specialist, Heart and Stroke Foundation
Tel. 519-998-1976
Email: [sabisaab@hsf.on.ca](mailto:sabisaab@hsf.on.ca)
Thank you.
Housing Stability

- **Local:** Homelessness to Housing Stability Strategy (Policy & Action Frameworks*)
  - Facilitator, research, knowledge development and dissemination, funder, partner
- **Federal:** Homelessness Partnering Strategy
  - Community Entity & HIFIS Coordinator
  - Community Plan
- **Provincial:** Community Homelessness Prevention Initiative
  - Service Manager for Homelessness
Background

- Consolidation of 20+ existing housing and homelessness programs
- Community Homelessness Prevention Initiative (CHPI) is Phase 1
- Effective January 1, 2013
- Ministry of Municipal Affairs and Housing
CHPI

- Consolidated Homelessness Prevention Program
- Emergency Energy Fund
- Emergency Hostel Services
- Domiciliary Hostel Program
- Provincial Rent Bank
"A better coordinated and integrated service delivery system that is people-centred, outcome focused and reflects a Housing First approach to prevent, reduce and address homelessness in communities across Ontario"
Principles

- Housing First
- People centred
- Partnership based
- Locally driven
- Inclusive
- Fiscally responsible
- Outcome focused
Roles and Responsibilities

Province
- Policy framework
- Facilitator of best practices
- Service Agreements
- Funding
- Review and approve Investment plans
- Ensure compliance
- Liaison with other ministries

Region
- Planning
- Service delivery
- Reporting
- Service Agreement
- 3rd party agreements
- Investment plan
- Collecting financial and service data
- Reporting
Phase 1 – present until March 31, 2013
   • Agreement by December 10/12
   • Investment Plan by February 15/13
Phase 2 – April 1, 2013 – March 31, 2015
   • Implement Investment Plans
   • Begin data collection on performance indicators
Phase 3 – April 1, 2015 – March 31, 2016
   • Investment plan – 3 years
   • Program review by Province
CHPI Funding

- Base funding
  - Existing allocation (CHPP, PEEF, DH, RB)
  - 3 year average for emergency shelters 2009 – 11

- Need-based funding
  - Deep core need (CMHC)

- In year adjustments
- Reconciliation Q3
- Reallocation
- Stacking
Investment Plans

- Financial and performance indicators
- Yearly Investment Plan until 2016 then 3 year plans
- Plan for 2013–14 due February 15
- Approval
- Updates
- Annual
Service Categories

- Emergency shelter options (Emergency Shelters)
- Housing with related supports (Domiciliary Hostel)
- Other services and supports (F.I.T.)
- Homelessness prevention (Rent bank)
Next Steps

- Enter into Service Agreement
- Develop Region's Investment Plan and Approach to CHPI allocations
- Finalize planning process for 2013 – 2015
- Community Services Committee December 11, 2012
- Consultations with key stakeholders throughout the process
All Roads Lead to Home: the homelessness to HOUSING STABILITY strategy of Waterloo Region
A SHARED APPROACH TO ENDING HOMELESSNESS

First Strategy (2007-2010)
A SHARED APPROACH TO ENDING HOMELESSNESS

Strategy 2012-Today

- Policy Framework – March 2012
- Action Framework – Today
Cambridge Action on Homelessness Group
Cambridge Roundtable for Poverty Eradication: Affordable Housing Subcommittee

Together For Children
Family and children's services of the waterloo region

Homelessness & Housing Umbrella Group

John Howard Society of Waterloo-Wellington

KWHabilitation
Inspiring Abilities, Enriching Lives

Mennonite Central Committee

Ray of Hope

Welcome Home
Refugee Housing Community

And the Homelessness Advisory Group

Participant Advisory Group

Argus Residence for Young People
"The Watchful Guardian"

Canadian Mental Health Association
Grand River Branch

Independent Living Centre of Waterloo Region

Lutherwood
Caring people. Strengthening lives.

Marillac Place
Building Blocks for Brighter Futures

Regional of Waterloo

Salvation Army
Giving Hope Today

St Monica House

Working Centre
Waterloo Regional homes for mental health inc.

YWCA Kitchener-Waterloo
A Turning Point for Women
A SHARED APPROACH TO ENDING HOMELESSNESS

Strategy 2012 - Today

- Policy Framework – March 2012
- Action Framework – Today
Updating the Strategy

- Forums
- Key Stakeholder Meetings
- Surveys
- Research
Finalizing the Action Framework

- June Forum
- Key Stakeholder Meetings
- STEP Home AAG
Key Trends

- 5% of households at deep risk of housing loss
- Over 2010 to 2011:
  - 10% increase in people using emergency shelter
  - 30% increase in families using emergency shelter
  - 17% increase in waitlists for supportive housing
- Much higher prevalence rate of disabilities and complex issues in people accessing housing stability services than in the general population.
The Action Framework for All Roads Lead to Home: the homelessness to Housing Stability strategy for Waterloo Region

- 4 Focus Areas
- 8 Strategic Directions
- 40 Actions

November 2012
Policy Direction: End Homelessness

- Experience housing stability over the long term
- Fully participate in the community
- Create a home
4 Focus Areas & 8 Strategic Directions

1. **Support Community Systems to End Homelessness**
   (disabilities, population groups, key resources)

2. **Support Community Members to End Homelessness**
   (shared approach)

3. **Support the Housing Stability System to End Homelessness**
   (services, "strength of association", system initiatives)

4. **Support People to Feel "At-Home"**
   (community inclusion)
Regional Role in Housing Stability

**Federal:**
Community Entity

**Province:**
Consolidated Municipal Service Manager for Homelessness

**Local:**
Facilitator, research and information, participant and funder

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- **Region Administered Funding:** 61%
  - Province 42%
  - Region 15%
  - Federal 4%

- **Other Funding:** 39%
Next Steps

- Disseminate the Strategy
- Identify leadership
- Measure results 2011-2013
  - Goal to end persistent homelessness for 500 people by 2013
- Prepare information for 10 Year Housing and Homelessness Plans for Province by January 1, 2014.