Regional Municipality of Waterloo
Community Services Committee
Minutes

Tuesday, September 30, 2014
9:00 a.m.
Regional Council Chamber
150 Frederick Street, Kitchener, Ontario

Present were: Vice Chair J. Mitchell, L. Armstrong, T. Cowan, D. Craig, R. Deutschmann, T. Galloway, J. Haalboom*, B. Halloran, R. Kelterborn, G. Lorentz, C. Millar*, K. Seiling, and J. Wideman*

Members absent: J. Brewer, S. Strickland, and C. Zehr

Declarations of Pecuniary Interest Under The Municipal Conflict of Interest Act
None declared.

Delegations

a) Diana Hamilton re: Supportive/Affordable Housing

Diana Hamilton cancelled her delegation.

Presentations

a) Sean Jasmins, Supervisor, Marketing and Communications, re: Memo: Cultural Sites Program Review – Marketing Initiatives

*J. Wideman entered the meeting at 9:05 a.m.

Sean Jasmins, Supervisor, Marketing and Communications, and Lucille Bish, Director, Community Services, provided a presentation that outlines the new integrated marketing initiatives being undertaken by the Region’s museums. A copy of the
presentation is appended to the original minutes. L. Bish noted that since 2011 attendance has grown at the Waterloo Region Museum, declined at Joseph Schneider Haus, and remained steady at McDougall Cottage. The new marketing initiatives are designed to increase attendance at all three locations.

*J. Haalboom and C. Millar entered the meeting at 9:08 a.m.

S. Jasmins explained that there is a new main webpage for the three museum sites. It is designed to serve as a unified landing sight for all three museums and will list upcoming events at all of the locations. Each museum will have its own website that is linked to the main site. He stated that brochures for all of the locations have been updated and distributed to four thousand addresses and are available to the public at three hundred area locations.

L. Bish informed the Committee that the next steps will include integrating the collections and exhibits among museums, and expanding reciprocal marketing.

In response to a question from the Committee, L. Bish stated that attendance is down at Joseph Schneider Haus due to fewer school groups. Improving these numbers requires outreach to individual teachers and schools.

Consent Agenda Items

Request to Remove Items From Consent Agenda

There were no requests to remove items from the consent agenda.

Motion to Approve Items or Receive for Information

Moved by J. Wideman

Seconded by R. Kelterborn

That the following item be approved:

- That the Regional Municipality of Waterloo approve the selection of Past|Present|Future by Ernest Daetwyler as the public artwork for the Former County Courthouse, as described in Report No.P-14-096, dated September 30, 2014.

And that the following item be received for information:

- Memo: Updated Profile Sheets for Early Learning and Child Care Carried
Regular Agenda Resumes

Reports – Social Services

a) SS-14-047, Community Homelessness Prevention Initiative Update

Marie Morrison, Manager, Social Planning, distributed copies of the Housing Stability System Evolution newsletter. A copy of the newsletter is appended to the original minutes. She provided an overview of the report and explained that staff are continuing to implement the Community Homelessness Prevention Initiative (CHPI) program and will provide the Committee with update reports every six months. In response to a question from the Committee, M. Morrison explained that the $250,000 listed for Homelessness Prevention is largely the former rent bank program.

Received for information.

b) SS-14-048, Out of the Cold Update (Available at Meeting)

Douglas Bartholomew-Saunders, Commissioner, Social Services, distributed copies of the report. A copy of the report is appended to the original minutes. D. Bartholomew-Saunders provided an update on the work being done by staff to address the Out of the Cold site closings. He stated that staff have worked closely with numerous community partners including Out of the Cold guests to develop a short term strategy to address the situation. Based on input from Out of the Cold guests, staff are currently negotiating with the YWCA to create and operate a fifty cot open space shelter. Some guests are uncomfortable in closed spaces so the open space will mirror the Out of the Cold sites. The meals provided by Out of the Cold will not be provided by the YWCA site but will be available through St. John’s Kitchen and Ray of Hope. The site will be staffed rather than served by volunteers. Staff members will make attempts to connect guests with stable housing or the formal shelter system. D. Bartholomew-Saunders informed the Committee that an agreement is not finalized but that the funding to offer this additional service is within the 2014 budget.

In response to a question from the Committee, D. Bartholomew-Saunders stated that harm reduction is anything that lessens the risk to individuals based on their behavior. This will include safe needle disposal boxes, mental health counseling, and helping individuals find stable housing. This program will not require a reduction of any of the shelter beds or overflow options that were offered last year. D. Bartholomew-Saunders noted that staff will bring a report to the Committee on November 4, 2014 that will recommend some longer term options.
In response to a question from the Committee, D. Bartholomew-Saunders explained that the provincial government has not finalized the formula for allocating CHPI funding in 2015. However, the costs for the agreement with the YWCA will be covered by savings and contingency funding contained within the 2014 budget.

M. Morrison explained that due to a number of factors it is difficult to have a full count of the homeless population and that shelter services are provided in each of the three cities.

Regional Chair K. Seiling stated that he believes that staff have developed a good response to a difficult situation. He recommended that Regional Council take ownership of this important issue.

Moved by K. Seiling
Seconded by G. Lorentz

That the Regional Municipality of Waterloo support the approach to assist individuals who will be affected by the Out of the Cold (OOTC) site closures outlined in SS-14-048, dated September 30, 2014;

And that the Regional Municipality of Waterloo support and authorize an agreement with the YWCA to provide an open space shelter for the 2014/2015 OOTC season.

Carried

Information/Correspondence

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

Other Business

Vice Chair J. Mitchell noted that page one of P-14-096 incorrectly states that she was a member of the five member jury and that it should list J. Haalboom instead.

Next Meeting – November 4, 2014

Motion to Go Into Closed Session

Moved by B. Halloran
Seconded by L. Armstrong
That a closed meeting of the Community Services and Planning and Works Committees be held on Tuesday, September 30, 2014 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 related to committee appointments
b) receiving of legal advice subject to solicitor-client privilege and proposed or pending litigation related to a matter before an administrative tribunal
c) labour relations, receiving of legal advice subject to solicitor-client privilege and proposed or pending disposition of property in the Township of Woolwich

Carried

Adjourn

Moved by L. Armstrong

Seconded by C. Millar

That the meeting adjourn at 9:40 a.m.

Carried

Committee Vice Chair, J. Mitchell

Committee Clerk, T. Brubacher
Region of Waterloo Museums
Integrated Marketing
Launch September 2014
Region of Waterloo Museums Visitation

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Museum Membership Growth

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As centres of discovery, the Region of Waterloo’s museums are essential to understanding our place in the world – past, present and future. We inspire feelings of pride and possibility in our community and foster a sense of identity and belonging among citizens.

Upcoming Events

<table>
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<th>Events</th>
<th>September 2014</th>
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Museum and Village Daily Activities

- **Location**: Waterloo Region Museum
- **Start Date**: Tuesday, September 2, 2014
- **End Date**: Tuesday, September 30, 2014
First People’s Festival Education Days
Location: Waterloo Region Museum
Start Date: Monday, September 29, 2014
End Date: Wednesday, October 1, 2014
Time: 9:30 a.m. to 2:30 p.m.
The First Peoples Festival is a celebration of First Nations, Métis and Inuit cultures, history and realities for school children in grades 5 - 8.

Event Details

Ceilidh - East Coast Music
Location: McDougall Cottage
Start Date: Thursday, October 2, 2014
End Date: Thursday, October 2, 2014
Time: 7 to 9 p.m.
With host, fiddler Dan MacDonald. Join us for a casual evening concert and Scottish hospitality. Ceilidhs have monthly musical hosts and feature musical themes. Admission by cash donation.

Event Details

Fall Colours
Location: Joseph Schneider Haus
Start Date: Saturday, October 4, 2014
End Date: Sunday, October 5, 2014
Time: Saturday, 10 a.m. to 5 p.m., Sunday 1 to 5 p.m.
Our homespun wools are transformed into rich fall colours using natural dyes.

Event Details

Drawing Workshop: Urban Sketching in the Garden
Location: McDougall Cottage
Start Date: Sunday, October 5, 2014
End Date: Sunday, October 5, 2014
Time: 1 to 4 p.m.
Michelle Braniff, Cambridge Centre for the Arts 2014 Artist-in-Residence, instructs on the art of drawing flowers and gardens with fine line markers and watercolours. All levels welcome. $20/person +HST. Pre-registration required.

Event Details

Mysteries in the Attic
Welcome

Waterloo Region Museum is the largest community museum in Ontario. Our main gallery tells the story of Waterloo Region and our feature gallery showcases local and travelling exhibits from around the world. Waterloo Region Museum is open daily and is the entrance to Doon Heritage Village.

Doon Heritage Village is a picturesque 60 acre living history village that shows visitors what life was like in Waterloo Region in 1914. The village is open seasonally from May 1 to December 23. One admission price includes entry to the museum exhibit galleries and village.

Watch the Waterloo Region Museum Video to hear from some of the many people involved in the design and construction of the museum.

Museum Campus Facilities:

- Museum exhibit galleries
- Picturesque 60 acre Doon Heritage Village
- Waterloo Region Hall of Fame
- Collection and artifact preservation facilities
- Christie® Theatre, meeting rooms, green space and a grand foyer for event rentals
Welcome

McDougall Cottage, an 1858 granite and limestone labourer’s cottage, is located in downtown Cambridge in the historic factory district. Home for more than a century to two families of hardworking Scots, the McDougalls and the Bairds, this charming cottage with its pocket-sized gardens, boasts the most spectacular hand-painted friezes and trompe l’oeil ceilings Ontario has to offer.

Today the Cottage serves as an interpretation centre. Special events celebrate the Cottage’s as well as the area’s Scottish heritage and culture. Watch for our monthly Kitchen Ceilidhs, Tartan Teas and Kids in Kilts craft afternoons. Events also include workshops, lectures, foodway demos, walking tours and more.

The annual Musician-in-Residence Program and Paint the Grand Exhibit and Silent Auction are initiatives of the Friends of McDougall Cottage.

Museum Facilities

- Historic stone cottage
- Hand-painted friezes and trompe l’oeil ceilings
- Pocket-sized garden
Welcome

The Joseph Schneider Haus National Historic Site is a dynamic community museum located in downtown Kitchener.

A local landmark and Kitchener's oldest dwelling, the 1816 homestead was restored and furnished, then opened as a living history museum in 1981. The heart of the complex is the fine Georgian-frame farmhouse built by one of the area’s earliest non-Aboriginal settlers, Joseph Schneider, a Pennsylvania-German Mennonite.

Today, history comes to life as costumed staff demonstrate traditional tasks in step with the seasons. Come by for a visit and enjoy hands on activities, workshops, special events, gallery exhibits and more!

The annual Folk Artist-in-Residence Program and Edna Staebler Research Fellowship are initiatives of the Friends of Joseph Schneider Haus.

Museum Facilities

- Historic Haus and outbuildings
- Museum exhibit galleries
- Collection and artifact preservation
- Gift shop

Seeds in Disguise

The Biology and Lore of Ornamental Seeds

On exhibit Sept. 20 to Dec. 24

Felting Workshops

Quilt Block Contest and Raffle
Fall/Holiday 2014
Special Events and Exhibits

STREET STYLE

MUSEUM MYSTERIES

Fall/Holiday 2014
Special Events and Exhibits

Seeds in Disguise

A touring exhibit from the
ROYAL ONTARIO MUSEUM

Fall/Holiday 2014
Special Events and Exhibits

PAINT THE GRAND
Exhibit and Silent Auction

Joseph Schneider Haus

McDougall Cottage
• Mailing list of 4000 addresses received one envelope with three brochures (one of each)

• 300 locations received bundles for distribution (museums, tourism, heritage, arts, etc. total over 3000 brochures)
Flash from the Past Column

Waterloo Region Museums ad every week

Promotes JSH, McD, WRM
**REGION OF WATERLOO**

**MUSEUMS**

**Tot Time**
Tuesdays and Thursdays  
Sept. 16 to Dec. 11  
10 a.m.

**Forever Young Lifestyle Show**
Sun., Sept. 21  
11 a.m. to 5 p.m.  
55+ Free admission

**Seeds in Disguise Exhibit**
Sept. 20 to Dec. 24

**FYI Lifestyle Show**
Heart & Hand Festival  
Sept. 27, 10 a.m. to 5 p.m.

**Joseph Schneider Haus**
466 Queen Street South, Kitchener  
Tel: 519-742-7752  
www.josephschneiderhaus.com

**Paint the Grand Exhibit and Silent Auction**
On exhibit to Dec. 14

**Culture Days**
Sept. 27 and Sept. 28  
1 p.m. to 4 p.m.

**MCDougall Cottage**
89 Grand Avenue, Cambridge  
Tel: 519-624-8250  
www.mcdougallcottage.com

**Spruce Gum Boxes**
Lumbermen carved these decorative boxes for loved ones while away from home and filled them with spruce gum — hardened sap — as gifts. The boxes were carved from a solid piece of wood and had a sliding top or bottom. Often the boxes were carved to resemble a book, such as this example from around 1900.

A weekly feature on artifacts in our collections.  
Tom Holtz is the Manager/Curator of the Waterloo Region Museum and Historic Sites. Contact him at tholtz@regionofwaterloo.ca

**Special Events! Visit our website for more information**

**Waterloo Region Museum**
Seed Saving Workshop  
Today, 1 to 4 p.m.  
$10. Call to reserve.  
Tuesday and Thursdays Tot Time  
Sept. 16 and 18, 10 a.m.  
PA Day Fun  
Sept. 19, 9:30 a.m. to 4 p.m.

**Joseph Schneider Haus**
Corn Husks and Kernels  
Today, 10 a.m. to 5 p.m.  
Sept. 14, 1 to 5 p.m.  
Honey Bee  
Sept. 20, 10 a.m. to 5 p.m.  
Sept. 21, 1 to 5 p.m.  
Craft Guild Day  
Sept. 28, 1 p.m. to 5 p.m.

**McDougall Cottage**
Harvest Fan PA Day  
Sept. 15, 1 to 4 p.m.  
Doors Open Waterloo Region  
Sept. 20, 10 a.m. to 5 p.m.  
Tartan Tea — Carrot Sunday  
Sept. 21, 2 p.m.  
Concert: Allison Lupton performs Working Songs  
Sept. 25, 7 to 9 p.m.

**did you know?**
The Eastern European country of Romania has a turbulent history of invasions by other countries, border changes, and Communist rule. Romanians began immigrating to Canada in the 1890s but it was not until after the Second World War that Romanians began settling in larger numbers in Waterloo Region. Today the region is home to more than 6,000 Romanians. Many of these newcomers come with backgrounds in fields like engineering, medicine, and skilled trades. Community matters.

**www.regionofwaterloo.ca/museums**
The Region News

Back Cover ad
Next four issues!

160,000 circulation
Distributed through Fairway Group

Distributed on September 22

Promotes JSH, McD, WRM
eNewsletter launches in October!
Waterloo Region Museum and Donn Heritage Village EDUCATION PROGRAMS with Current Curricular Links

Once Upon a Time
Grade K - Social Studies
Nursery rhymes are the theme in this fun program, where students can see animals, feed the chickens, play games and help with household chores.
Heritage and Disasters: Grade 1 - Relationships, Rules and Responsibilities
1.5 hours, maximum number - 45 students per program

Everyday Structures
Grade 1 - Science and Technology/Social Studies
In this highly interactive program, students use tools and models to simulate construction techniques while examining barn frames, log buildings and other structures.
Structures and Mechanisms: Grade 1 - Everyday Structures
Two hours, maximum number - 40 students per program

Forest, Field and Farm
Grade 1 - Science and Technology
Real plants and animals are situated on the farm, garden and forest. Students see cattle, sheep, pigs, chickens, work with gardens, take a walk in the forest and reach more.
Understanding Life Systems: Grade 1 - Needs and Characteristics of Living Things
Understanding Life Systems: Grade 2 - Growth and Change in Animals
Two hours, maximum number - 40 students per program

Waterloo Wellington Children’s Groundwater Festival
Grades 2 & 5
A cross-curricular event/program covering a variety of Science and Technology and Heritage and Citizenship units.
Full day, unlimited student numbers, free loading

A Village Christmas 2014
Grade 2 & 3 - Social Studies
Christmas and the new year up are the tools used to demonstrate how traditions and celebrations are passed on, preserved and changed.
Students examine ethnic groups as well as home and public celebrations.
Heritage and Citizenship: Grade 2 - Traditions and Celebrations
Heritage and Citizenship: Grade 3 - Early Settlements in Upper Canada
Two hours, maximum number - 60 students per program

Strong & Stable Structures
Grade 3 - Science and Technology/Social Studies
This structures program advances the material learned in Grade 1 with an emphasis on what makes a building stable. Students look at joints, struts, beams, tents and more in a variety of structures on site.
Structures and Mechanisms: Grade 3 - Strong and Stable Structures
Heritage and Citizenship: Grade 3 - Early Settlements in Upper Canada
Two hours, maximum number - 60 students per program

Early Settlements in Upper Canada 1
Grade 3 - Social Studies - Halifax 2014 Available All Year
Students compare the structures and ways of life in the early by taking part in activities on the farm, in the blacksmith shop and in the home. Students also examine a covered wagon and artifacts to learn about early exploration to Waterloo Region.
Heritage and Citizenship: Grade 3 - Early Settlements in Upper Canada
Two hours, maximum number - 40 students per program

Early Settlements in Upper Canada 2
Grade 3 - Social Studies - Fall 2014
A more in-depth look at early settlers of Southern Ontario, students will see the majority of our historic buildings in this more comprehensive program with lots of great hands-on activities.
Heritage and Citizenship: Grade 3 - Early Settlements in Upper Canada
Full day (available Fall and winter) maximum number - 100 students per program

Heritage Fairs Program
Grade 6 to 8 - All disciplines
Related to many subjects. A cross-curricular program.
Sign up for the Ontario Heritage Fair Program. Students research and create their own exhibits to display and be adjudicated at the school and at the Regional Fair, held at the Waterloo Region Museum each year. A variety of awards are possible.
Numbers vary
Regional Fair held annually in May

Amazing Machines
Grade 4 - Science and Technology
Students are challenged to use the seven simple machines and their problem solving skills to build real world problems. Devices such as block and tackles and winches are used by students in full scale.
Structures and Mechanisms: Grade 4 - Pulleys and Beams
Two hours, maximum number - 60 students per program

Forest Festival
Grade 6 & 7 - Science & Technology, Social Studies and Geography
Focuses on the study of trees and how they help to sustain life.
The Forest Festival is a three day event, which teaches students several key messages: the importance of the Forest Life Zone, forest ecosystems, species at risk, stewardship and conservation, and climate change through hands-on interactive activities.
Full day program, unlimited student numbers after 100

First Peoples Festival
Grade 6 & 7 - Social Studies and History
Exposes students to a variety of First Nations, Métis and Inuit histories and cultures.
First Festival will take place Fall of 2012

Canada: A Changing Society
Grade 8 - History - Available All Year
In this program, students learn about lifestyles, technology, and the factors of social change in society. Teachers may select from a variety of activities from health and medicine to leisure and entertainment.
History: Grade 8 - Canada: A Changing Society
Two hours, maximum number - 120 students per program

Grassroots Waterway - A Field Course
Grade 9 - Earth and Space Science - Water Systems
A hands-on program which teaches students about water sources and the water cycle.
Two hours, maximum number - 120 students
Combine this program with “Canada: A Changing Society” for a full day experience

Berlin to Kitchener in the Great War
Grade 9 - Social Studies - World War 1
A local history program, technology, soldiers, women’s history and a name change. What happened in Waterloo County and Berlin in the First World War?
Grade 10 - Canadian History since World War 1 - Academic and Applied
Two hours, maximum number - 120 students per program

Decoding History
Grade 12 - Canadian History, Identity and Culture - Available All Year
Uncover the mysteries of History. Meet a University Professor and hear a captivating lecture. Talk to our Artifacts Conservators, Historical Interpreters, and the Curator of Exhibits.
Fall Only, 20 students maximum

School Fairs and Special School Celebrations
Themes your own day!
Donn Heritage Village has hosted many school anniversaries and celebrations. We can work with you to plan your special whole school day at Donn Heritage Village and the Waterloo Region Museum. A variety of activities are possible.
Full day, estimated numbers

For bookings call 519-748-1914 or email education@regionofwaterloo.ca
**New Programs Book Your Class Today!**

**Joseph Schneider Haus EDUCATION PROGRAMS with Current Curricular Links**

**S** is for Schneider Haus

Prereq.: Language

An active alphabet-inspired exploration of the Schneider Haus main floor. Young scholars are challenged to search for things that begin with the letter “S” while they move from room to room.

1 hour

KinderJOY

SK - SK+1, Language, Arts

This program is full of songs, stories, number fun, and opportunities to play pretend as children work, play, and discover the historic house with our Schneider family.

1.5 hours

Feathered Friends

SK+1, Language, Math, Science and Technology

We keep kids hopping around in this popular program! Looking at life stages through the egg, dancing and drama, measuring and “egg”sperimenting, and of course visiting our baby chicks makes for a great time.

1 - 1.5 hours

Fall Gallery Program - Heartful

Primary - High School, Food Arts, Geography, Science, and Technology, History

A fun and informative gallery based program that takes you into the amazing world of baking and the work of our Folk Artist In-Residence Sue Finkeis. Participants take home a felted work of art.

2 hours

Spring Gallery Program – TBA

Primary - Middle School, May/Jun

New programming to accompany our 2015 Folk-Artist-In-Residence.

Seeds in Disguise

NEW Primary - Intermediate, Science and Technology, Visual Arts, Math

ROM travelling exhibit program

You can put them in your soup or bake them in your bread. You can wear them, use them, or plant them in a bed. Some could help save your life, and a few you shouldn’t be fed. Come and see why seeds are amazing!

1.5 - 2 hours

Quilts Across the Curriculum

Primary - Mathematics, Visual Arts, Social Studies

May

Students explore symmetry, shapes and manipulation using quilt patterns and puzzles, then share stories at a mini-quilting bee. Everyone enjoys the rich visuals provided by the exceptional quilts on exhibit for a limited time each spring.

1.5 hours

The Schneider Family

Grade 1 - Social Studies, Science and Technology

Throughout the Historic Haus, student’s bake, dice shares and fun just like children their age did long ago. This program emphasizes the roles and responsibilities of the Schneider children.

1 hour

Day at The Haus

Grade 2 - Social Studies

Seasonal

Taking a cue from the social traditions of the Pennsylvania-German Mennonite community, your students will get first-hand experiences working together just like the Schneider’s. We need help processing apples in the fall and sheep’s wool in the spring!

1.5 hours

It’s Easy Being Green

Grade 2 - Science and Technology

We’re comparing energy use and waste produced by a 19th century family versus that of a 21st century family. Students working in one of three groups investigate similarities and differences through activities focused on heat and light, water, and household waste.

1.5 hours

Canadian Communities 1870-1875

NEW Grade 3 - Social Studies

Exposing our ever-popular grade 3 Pioneer Past Times program, new aspects of the curriculum is incorporated by examining and comparing the presence of various cultural groups in and outside the Schneider’s neighborhood including First Nations Peoples. House-based activities provide opportunities to experience and imagine how different needs were met by these groups.

2 hours

Beyond the Kilch

Grade 3 - Social Studies

Outside - Seasonal

Through a number of activities, this program, similar to Canadian Communities 1870-1875, allows students to step into the role of those peoples living in the Waterloo area over 130 years ago. This outbuilding based program focuses on the importance of food production and compares various cultures’ approach to “living off the land.”

2 hours

Bulb to Blossom

Grade 3 - Science and Technology

Dundas - Seasonal

Roll up your sleeves! Plants, plant cues, and planting practices are investigated through participation in one of three related activities; seedlings as food, plants for medicine, and fibre from plants. Students will have the opportunity to work in the garden and Historic Haus.

2 hours

Broad Matters

Grade 5 - Science and Technology

Emphasizing the multi-faceted importance of bread making, this program reveals how matter and materials directly relate to food preparation. The bake house fry is the culmination of the preparation of traditional Pennsylvania-German rye and Irish soda bread, while Indian chapatti is pan-fried on the wood stove. Sampling is highly recommended!

2 hours

Sugar and Spice, Mint and Molasses

Grade 6 - Social Studies, Mathematics, Language

Will that be cash, credit, or your cow? Through currency and trade games, using primary and secondary documents, and a host of discussions, your students are transported back in time for an 1860’s shopping trip.

2 hours

Challenge and Change 1870-1875

Grade 7 - History and Geography

Focusing on a transitional period in Kitchener’s history students will discover and practice the necessary skills required to survive a first winter, experiment with leather-finishing and single-making tools, and investigate changes in technology as represented by artifacts uncovered in a simulated archaeological dig.

2 hours

German Heritage and Language

High School - Language, History

Students touring the Historic House have opportunities to stop and take part in a number of activities that allow them an interactive experience related to German and Pennsylvania German culture. This program brings local history to life.

1.5 - 2 hours

The Schneider’s as New Canadians

ESL - English as a Second Language, English Literacy Development

Suitable for high school and adult ESL classes, this program in an excellent introduction to the customs and culture of our Pennsylvania-German Mennonite family, one of the first families of new Canadians to settle in Waterloo Region. Basic level language used.

1.5 hours

Customized Programs

All Ages

Joseph Schneider Haus is always interested in responding to the needs and interests of our community. We welcome the opportunity to discuss a tailor-made learning experience for your group. Whether you are looking for a focused architecture led of digging techniques, or a group with exceptional interests interested in learning about life skills, we are quite comfortable thinking beyond our brochure.

For bookings call 519-742-7782 or email education@regionofwaterloo.ca

**www.josephschneiderhaus.com**

For bookings call 519-575-4811 ext. 3247

www.josephschneiderhaus.com
Where do we go from here?

Continue to offer great exhibits and experiences!
Explore new partnerships with each new exhibit
Expand reciprocal marketing
Adjust pricing/maintain affordability
New education programs
How is our system doing? Results are in!

At our last community forum in June 2014, participants shared their opinion about how strong the current housing stability system is.

Through this exercise, we learned people think our **greatest system strengths are related to our shared beliefs**: In the Housing First philosophy that everyone deserves permanent housing and is “housing ready”, in the power of thinking about what we do and how to do it better, and in our core values of care and respect. People also believe that we invest in ways to strengthen our system-level initiatives, including promoting our common agenda.

We also learned people think our **greatest system challenges are related to lack of accessibility**. Primarily a lack of housing stability resources (our #1 challenge), but also related to how people access current resources. People said we need better system coordination and greater flexibility in the way that resources are offered. In addition, they said we need to strengthen our “Housing First” approach at the level of the system, so that people access the right programs at the right time. Finally, to end homelessness, we heard that we need to focus more of our efforts on supporting people to find and establish adequate housing quickly (“rapid re-housing”).

We plan to repeat this exercise in the future to see if we are getting stronger in the ways that we need to, and staying strong in the areas where we are already doing well.

**Why did we do the assessment?**

- Learning more about our system helps us to live our core value of **Excellence** (“we do our best”).
- The Province has asked us to report progress with reaching our goals in the Strategy (which forms part of our 10 Year Housing and Homelessness Plan). One of our goals is to “strengthen the housing stability system”.
- Results of this assessment will help us to design and implement specific strategies to get stronger over the next few years.
What’s new about CHPI supportive housing redesign?

In previous newsletters, you heard about how supportive housing programs funded under the Community Homelessness Prevention Initiative (CHPI) are being redesigned under a new program framework. CHPI was implemented January 1, 2013 and consolidated two funding sources for supportive housing in Waterloo Region (Domiciliary Hostel per diem and Consolidated Homelessness Prevention Program).

The new program framework aims to meet new provincial expectations, enhance tenant quality of life, and improve services (including plans for coordinated entry, common assessment, electronic data systems, and new quality assurance processes). The new CHPI Supportive Housing Program will be implemented between 2016 and 2018. Tenants will be supported throughout any changes that may occur.

What’s happened since June?

✓ The "Region of Waterloo CHPI Supportive Housing Program Framework" (Framework) was approved by Regional Council on June 25, 2014.
✓ The CHPI Supportive Housing “General Question and Answer” document has been updated twice to incorporate new questions and clarify information about how the Framework will be operationalized.
✓ In consultation with service providers, the Region has been developing new CHPI Supportive Housing Program Standards and Guidelines, with a plan to submit them for Regional Council approval in early 2015.
✓ Key messages were developed for tenants and service providers to explain the redesign process and how tenants will be supported through any changes that may occur.

What’s next?

✓ A Prequalification (PQ) process is planned to be released on November 3, 2014 for any supportive housing providers that are interested in participating in the CHPI Supportive Housing Program (it will be available on the Region’s Procurement & Supply Services website). Applications will be accepted through this process from both current providers and potential new providers.
✓ All successful applicants from the PQ will be invited to submit a proposal through the Request for Proposal (RFP) process planned to be released in April 2015.
✓ The new CHPI Supportive Housing Program will begin April 1, 2016.

Want more information about CHPI Supportive Housing redesign?

A webpage has been created for the project called “CHPI Supportive Housing Redesign”:

✓ To access this webpage, visit: http://socialservices.regionofwaterloo.ca/en/ and search “CHPI Supportive Housing Redesign”.
✓ The webpage includes a General Questions and Answers document, the Framework, and other information that will be updated over 2014 and 2015.
What’s happening with Out of the Cold?

Kitchener-Waterloo Out of the Cold (OOTC) is a voluntary and primarily church-based shelter program that runs in the winter months from November to April. OOTC offers a shelter option for people and includes a warm meal, fellowship, and overnight accommodations.

As of September 30, 2014, five OOTC sites have announced they will be closed this winter season. The reasons for these closures are different for each site:

- **Monday Night (Trinity United Church):** The Church Board has expressed a belief that after many years of operation, and the growth of the formal emergency shelter program, that the formal program is better positioned to support their guests and their complex needs.

- **Monday Night (St. Andrew’s):** This site is an “overflow” or “annex” site to Trinity United Church that only opens as required to handle the volume of guests greater than Trinity can handle. In 2013/04 it was open nine of the possible 22 week OOTC season.

- **Tuesday Night (Ray of Hope):** Volunteers have not chosen to close, the facility within which they formerly operated is no longer available to them – they continue to seek a new location.

- **Thursday Night (St. John’s Lutheran Church):** The church has decided to close given safety concerns for both volunteers and guests and, after 15 years of services, a concern that OOTC may be a barrier to the successful attachment of their guests to more stable housing through the formal system.

- **Saturday Night (Bethany Evangelical Missionary Church):** The church has decided to close taking into account both volunteer safety and a desire to make room for better options for their guests and to be a part of new solutions.

The Region is coordinating with housing stability service providers (e.g., Emergency Shelters, Street Outreach, STEP Home), other service providers (e.g., mental health, addiction, hospital, police), and OOTC volunteers to look at short term and longer term options to meet the needs of OOTC guests.

There are six Region-funded emergency shelters that work together and have the ability to expand their capacity through coordination, referral, and the use of motel overflow. Current capacity within the emergency shelter system is flexible and can accommodate all OOTC guests who choose to go there. However, not everyone will choose to access emergency shelters. STEP Home and other community resources are ready to respond.

For the OOTC sites that will continue to operate, the Region is assisting with the coordination of additional training focused on safety and wellness for volunteers.

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Want more information about K-W OOTC?

Visit this webpage for up-to-date information: [K-W OOTC](#)
or contact Van Vilaysinh, Manager in Social Services, at:

(ph) 519-883-2238  (email) VVilaysinh@regionofwaterloo.ca
Pilot #1: Expanded Housing Support Services in Cambridge (Lutherwood)

Purpose:
- Address a housing help service gap in Cambridge and pilot several new initiatives (see Pilot #2 and #3) including a central point of contact and information for the housing stability system.

Results:
- A new Lutherwood Housing Services office was established at 35 Dixon Street in Cambridge. Housing help hours of availability through the week have increased from 12 hours of service per week to 87.5 hours of service per week. Connections were made with other service providers to raise awareness of and encourage referrals to this new service.
- **614 households were referred** between August 2013 and March 2014. Evaluation confirmed high levels of participant and community stakeholder satisfaction.

Pilot #2: Rent Deposit Pilots (Lutherwood and Region Social Services)

Purpose:
- Assistance for rent deposits was identified as the primary gap when the Provincial Community Start-Up and Maintenance Benefit (CSUMB) ended. Two pilots were implemented to meet this need.

Results:
- The Discharge Fund (delivered by Region Social Services) provided rent deposit grants for people to secure housing as they were transitioning from a residential program or institution.
- The Last Month’s Rent Fund (delivered by Lutherwood) provided rent deposit grants for people who were ineligible for the Discharge Fund.
- **954 households were re-housed** between January 2013 and March 2014, through rent deposit grants, with total rent deposit expenditures of $536,862.

Pilot #3: Family Shelter Diversion (Lutherwood with family-serving emergency shelters)

Purpose:
- The pilot was delivered in partnership with the Cambridge Shelter to increase housing stability among families through centralized, coordinated shelter intake with a focus on diversion (where alternatives to shelter are accessed as a first priority).
Pilot #3... continued from page 4

- The Pilot was a response to the increasing number of families seeking emergency shelter and awareness of the negative impacts of homelessness and shelter stays on children and families.

Results:
- **44 families were referred** between October 2013 to March 2014 – **70 per cent were completely diverted** from shelter and avoided a shelter stay. Less than 20 per cent accessed shelter as part of a “rapid re-housing plan” (all transitioned to new housing within two weeks).
- Compared to previous years, the pilot period had about half the number of families accessing shelter and average length of stay was reduced by about two thirds. The number of families returning for service continued to be very small. In addition, housing was retained or secured at a significant reduction in costs compared to an emergency shelter-based response.

Pilot #4: Job Cafe Moving Support (The Working Centre)

Purpose:
- The Job Café Moving pilot addressed the need to assist people living with low income who were experiencing barriers with moving their belongings.

Results:
- **37 households were assisted to move** between October 2013 and March 2014, by providing low cost truck rental and other moving support.

Pilot #5: The Connect Project (House of Friendship)

Purpose:
- The Connect Project supported STEP Home with piloting new approaches for increasing community connections among participants. The goal was to enhance participants’ sense of inclusion and increase their housing stability.

Results:
- A variety of activities were supported through the pilot, including hikes, fishing, volunteering, painting, and coffee houses. STEP Home direct support workers indicated that the project brought greater attention to the need for supporting participants beyond the basic need of food and shelter, to supporting their need for community inclusion – particularly participants who have found housing and may be experiencing isolation.

What’s happening now?
- The pilot has been extended over 2014/15 and expanded to include YWCA Emergency Shelter in Kitchener.

What’s happening now?
- The Working Centre continues to offer the Job Café Moving service at an affordable cost.

For more information, contact: 519-569-7566 x 229

What’s happening now?
- Recommendations to further incorporate inclusion activities within STEP Home are being explored.
Future Communication

The purpose of this newsletter is to provide an update on system change processes for housing stability service providers receiving funding through the Region of Waterloo and other interested stakeholders. Watch for our next newsletter spring 2015!

Pilot #6: Supportive Housing Quality of Life

- **Purpose:**
  - CHPI funded supportive housing providers were funded to facilitate tenant activities that would enrich their quality of life and support greater inclusion.

- **Results:**
  - A variety of activities were supported through the pilot, such as: arts and culture experiences, destination events, movie nights, social events, special classes, sporting events, and sports and recreation activities.
  - Tenant impacts were very positive and commonly included improvements in mental health and social connections. Supportive housing staff shared that the activities helped them to get to know tenants better, which deepened their supportive relationships. The activities also created a more energized, social, relaxed, and positive atmosphere within the homes/buildings.

Enhancing our local Housing First approach.

**What is Housing First?** Housing First is an approach to ending homelessness that involves supporting people experiencing homelessness to move into permanent housing as a first step – with no preconditions – and then providing or connecting them with additional support and services as needed and desired once they have secured housing. Housing First can be applied as a core philosophy, as a systems-based approach, and as a specific program approach.

**What’s happening?** Waterloo Region was selected as one of 18 communities across Canada to participate in the Mental Health Commission of Canada Housing First Training and Technical Assistance Project between 2014 and 2016. The Project seeks to support knowledge transfer from the recently completed At Home/Chez Soi project (the largest ever research demonstration project on Housing First).

As part of the Project, the following activities are taking place:

- Support with utilizing the Canadian Housing First Toolkit.
- **Free local training on December 4 & 5, 2014.**
- Quarterly webinars with communities across Canada.
- Follow-up support to further Housing First implementation.

In addition, a local Housing First research initiative is also underway to explore the impact of rent support for participants within STEP Home, in partnership between Dr. Geoff Nelson (Community Psychology, Wilfrid Laurier University), STEP Home, and the Region. This initiative will take place over 2015.

You are invited!

Want to learn more about Housing First?
Join us on Dec 4th and/or Dec 5th.
To sign up, click [here](#).
For more information, please contact Marie Morrison at 519-575-4757 x 5042.

Future Communication

The purpose of this newsletter is to provide an update on system change processes for housing stability service providers receiving funding through the Region of Waterloo and other interested stakeholders. Watch for our next newsletter spring 2015!
Region of Waterloo

Social Services

Social Planning, Policy and Program Administration

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

Date: September 30, 2014

Subject: Kitchener-Waterloo Out of the Cold Update

Recommendation:

For information only.

Summary:

This report provides an update on the changes within Kitchener-Waterloo Out of the Cold (OOTC) since Community Services Committee met on September 9, 2014. This report details the process the Region is undertaking to plan a system response to support people who will be affected by the OOTC closures. It also highlights key responses that will be implemented by November 1, 2014.

Report:

Members of Community Services Committee have been provided with the following updates related to the Kitchener-Waterloo Out of the Cold (OOTC) program: an information memo on June 17, 2014, an update report on August 12, 2014 (SS-14-036), an update memo on August 20, 2014 and an update memo on September 9, 2014. A further update report is planned for November 4, 2014. An Out of the Cold Transitions and Responses document has been placed on the Region’s website as a one-stop location to get information and updates: http://socialservices.regionofwaterloo.ca/en/ (look under Social Services – News).
1.0 OOTC Changes and Response Update

Since the last update of September 9th, Bethany Evangelical Missionary Church has announced its closure of Saturday night OOTC services. This leaves four nights without an OOTC option this winter: Monday, Tuesday, Thursday and Saturday.

This closure is a conscious and carefully considered decision on the part of Bethany Evangelical Missionary Church, taking into account both volunteer safety, and a desire to make room for better options for their guests and to be a part of new solutions. The Saturday night OOTC Site Coordinator at Bethany Evangelical Missionary Church has been, and continues to be, an active participant in the work being done to support the transition of guests to other housing stability resources in the community.

In response to the closures, the region is facilitating a process to engage stakeholders to plan a system response to support people who will be impacted by the OOTC closures, both in the short term and in the long term. City of Kitchener and City of Waterloo staff are supporting the Region in this process through participation in a number of consultations.

In addition, training was held for OOTC sites who will be continuing to operate this season on September 27, 2014. The Homelessness and Housing Umbrella Group coordinated the training with support from Region staff and OOTC volunteers. The training was attended by 53 volunteers across eight sites. The feedback from attendees was very positive.

2.0 Consultation Process

The system response plan is being developed through engagement of and consultation with stakeholders both within and outside the housing stability system. The consultation process was designed to be inclusive of everyone who uses OOTC and people who do not use OOTC or any other emergency shelter option available in the region.

Flexibility was built into each consultation, taking into consideration the expertise of people in attendance. Information from delegations at City of Kitchener Council, City of Waterloo Council, and Region of Waterloo Council helped to inform the discussions. Information gathered from each consultation was also used to inform subsequent ones.

Consultations were focused on maximizing capacity, flexibility and awareness of the following key housing stability resources:

- Emergency shelters
- Street outreach
- STEP Home
• Housing help
• Affordable and supportive housing

Between September 4th and September 30th, the Region held ten multi-stakeholder consultations and coordinated response planning meetings involving 45 different community groups and organizations, government partners, service providers, and people with lived homelessness experience (see Appendix A for further details). Furthermore, over 15 additional meetings were held to discuss individual agency response plans.

Initial discussions regarding responses to the OOTC changes have focused on:

• Emergency shelters – what each shelter could do in order to support more people, with a focus on connecting OOTC guests to shelter and housing options
• OOTC sites – what each OOTC site could do in order support guest transitions
• STEP Home – what street outreach, intensive support programs, and service resolution could do to support transitions to shelter and housing options
• Other community service providers – what other community service providers could do to support the OOTC changes
• OOTC guests – what OOTC volunteers and agencies could do to identify people who use OOTC and connect with them prior to November 1st
• Harm reduction responses – what can be done to reduce the potentially negative health, social and economic consequences of high risk behaviour

These consultations and meetings prioritized implementing a short term response plan to ensure all OOTC guests are supported to access safe options this coming winter. In addition, longer term plans are being considered towards ending homelessness and building greater housing stability in our community. As such, the response to OOTC changes will be multi-layered, to meet people where they’re at.

Additional consultations are being planned including three open stakeholder meetings in October 2014, January 2014, and May 2015. These open meeting are positioned to provide information on plans before the start of the OOTC season, as a mid-point check-in, and as an end of season review.

3.0 Short Term Response Plan

While a number of short-term response ideas continue to be identified and explored, below are some proposed key components of the short term response plan:

• **Additional overnight shelter:** YWCA Kitchener-Waterloo has offered to open a 50 bed drop-in overnight shelter, for men and women and trans individuals. The
proposed transitional shelter, which would operate based on harm reduction principles, would be open from 8:00 pm until 8:00 am, seven nights a week, between November 1, 2014 and May 31, 2015. The Region of Waterloo has the funding to support such a shelter which would operate out of the YWCA’s community room, located at 84 Frederick Street.

- **Outreach before November**: OOTC site coordinators and volunteers have been working closely with Emergency Shelter, Street Outreach and STEP Home staff to locate and reach out to individuals who have previously accessed OOTC sites. Outreach plans are being developed around existing staff and volunteer relationships with individuals who are experiencing homelessness or at risk of housing loss to inform potential guests about the OOTC closures and support them to access other housing or shelter options before November, or to retain their existing housing.

- **OOTC On-site Support in November**: Each closed OOTC site will have both signage and people on-site for the first few weeks in November to re-direct any guests to other available food and overnight accommodation options. Transportation to other shelters will be provided from the closed sites.

- **Expanded Drop-In Hours**: St. John’s Kitchen, operated by The Working Centre, and Ray of Hope Community Centre are expanding and coordinating their drop-in hours to ensure 8:00 am to 10:00 pm coverage in downtown Kitchener on weekdays, with shorter hours on weekends. Additional drop-in options are offered at House of Friendship, ROOF and The Bridgeport Café.

- **Expanded STEP Home Supports**: STEP Home is planning to add additional staffing for street outreach and intensive support programs with additional flex funds and rent funds to support people to housing who are experiencing persistent homelessness and who are accessing or have accessed OOTC.

### 4.0 Longer Term Response Plan

Longer term response planning goes beyond the OOTC closures this season and will need to be informed by the Homelessness to Housing Stability Strategy, the Housing Action Plan, the questions and ideas raised in the community consultations, Housing First Training and Technical assistance, and the results of pilots and activities undertaken over the 2014/15 winter season.

Considerations in the longer term response plan will include:

- Activities that work towards ending rather than managing homelessness
- The need for sustained resources utilized in the short-term
- Housing opportunities:
  - Both conventional and less conventional housing options
- Results of the Consolidated Homelessness Prevention Initiative (CHPI) Supportive Housing Program redesign process
- Implementation of the Affordable Housing Strategy flexible housing assistance program and other Investment in Affordable Housing programs
- Managed drug and alcohol programs

- Review and redesign of STEP Home Programs
- Emergency Shelter Program Review
- Street Outreach options including investigating mobile outreach vans with consideration for impact of recently added outreach services for mental health and addictions through the Waterloo-Wellington Local Health Integration Network
- Access to basic needs such as community meal and hamper programs and affordable transportation to access housing stability services
- Community Inclusion - the importance of having a diversity of inclusive community spaces and opportunities for social interaction for people experiencing homelessness or at risk of housing loss and exploring opportunities to engage OOTC volunteers and other interested community members
- Connection with services such as hospitals and corrections including new services such as Health Links and the Connectivity Tables.

A further update report is planned for the November 4, 2014 Community Services Committee meeting.

**Corporate Strategic Plan:**

This report addresses homelessness issues and is consistent with the Region’s 2011-2014 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:**

Funding for the YWCA Transitional Shelter is proposed to utilize existing homelessness to housing stability 2014/15 contingency funding and motel overflow savings. All other short term response plan activities requiring funding are dependent on the new annualized 2014/15 CHPI funding, of which the local allocation has not yet been confirmed (SS-14-047).
Other Department Consultations/Concurrence:
Nil.

Attachments
Appendix A  Summary of Consultation Meetings

Prepared By: Van Vilaysinh, Manager, Social Planning

Beth Hayward, Social Planning Associate

Approved By: Douglas Bartholomew-Saunders, Commissioner, Social Services
# Appendix A
Summary of Consultation Meetings

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<tr>
<th>Meeting</th>
<th>Number Of Attendees</th>
<th>Groups/Organizations Represented</th>
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| Emergency Shelter & Social Services    | 15                  | - Argus  
- House of Friendship  
- Lutherwood – Safe Haven and Families in Transition  
- Marilac Place  
- ROOF  
- YWCA  |
| Safe and Healthy Community Advisory Committee - Kitchener | Approximately 20 | - Member of Kitchener City Council  
- Residents of downtown Kitchener  
- Residents of suburban Kitchener  
- Waterloo Regional Police  
- Waterloo Region Crime Prevention Council  
- Members of community-at-large representing social services, sports/recreation, law enforcement, education, social planning, land use planning and/or business |
| Kitchener Downtown Stakeholders Group  | Approximately 20 | - City of Kitchener (staff and Mayor)  
- Downtown Kitchener BIA  
- House of Friendship  
- Local MPs and MPPs  
- Region of Waterloo (staff and Regional Chair)  
- ROOF  
- The Working Centre  
- Waterloo Catholic District School Board  
- Waterloo Region Crime Prevention Council  
- Waterloo Regional Homes for Mental Health  
- Waterloo Regional Police  
- Waterloo Wellington Local Health Integration Network |
| STEP Home Agency Advisory Group        | 13                  | - House of Friendship  
- Kitchener Downtown Community Health Centre  
- Lutherwood  
- Mennonite Central Committee  
- Region of Waterloo – Housing  
- ROOF  
- The Working Centre  
- YWCA  |
| Emergency Shelter & Transitioning     | 18                  | - House of Friendship  
- OOTC – Bethany, Trinity, St. Andrews’s, St. Louis,  |
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<tr>
<th>Meeting</th>
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<tbody>
<tr>
<td>OOTC Sites</td>
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| STEP Home Participant Advisory Group | 12 | • STEP Home Participant Advisory Group (members have lived experience of homelessness and have accessed STEP Home supports; many have accessed OOTC)  
• Direct Support Workers from The Working Centre and House of Friendship |
| K-W OOTC Steering Committee | 10 | • Site Coordinators of K-W OOTC sites |
| Health, Social & Community Service Providers | 40 | • City of Kitchener  
• City of Waterloo  
• CMHA – Waterloo, Wellington, Dufferin  
• House of Friendship  
• Kitchener Downtown BIA  
• Kitchener Downtown Community Health Centre  
• KW4 Health Links  
• Lutherwood  
• Ray of Hope  
• Region of Waterloo – Housing  
• Region of Waterloo – Public Health: Health Protection & Harm Reduction  
• ROOF  
• The Working Centre  
• Waterloo Region Crime Prevention Council  
• Waterloo Regional Homes for Mental Health  
• Waterloo Regional Police  
• YWCA |
| OOTC Site Coordinators and Volunteers, and Emergency Shelter and Street Outreach Providers | 28 | • House of Friendship  
• Lutherwood – Whatever It Takes  
• OOTC – Bethany, St. Anne’s, St. Louis, Trinity, First United, and St. Andrew’s  
• The Working Centre – Street Outreach  
• YWCA  
• Independent volunteer |
| Emergency Shelter, Street Outreach and Drop-In Agencies | 10 | • Ray of Hope  
• ROOF  
• The Working Centre  
• YWCA |