



MEDIA RELEASE: Friday, February 11, 2011, 4:30 p.m.

## REGIONAL MUNICIPALITY OF WATERLOO COMMUNITY SERVICES COMMITTEE AGENDA

February 15, 2011

1:00 p.m.

Regional Council Chambers  
150 Frederick Street, Kitchener, Ontario

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1. **MOTION TO RECONVENE INTO OPEN SESSION**
2. **DECLARATIONS OF PECUNIARY INTEREST UNDER *THE MUNICIPAL CONFLICT OF INTEREST ACT***
3. **DELEGATIONS**
  - a) Lauris de Costa, Chloe Calender and LaFerne Clark, Coalition for the Success of African-Caribbean Youth Re: Families and Youth in the Community
4. **PRESENTATIONS**
  - a) Ron Hackett, Board Member, Heritage Planning Advisory Committee  
Re: [P-11-017, Heritage Planning Advisory Committee](#) – Highlights from 2010 and Plans for 2011 1
  - b) Planning, Housing & Community Services – Overview of Major Issues and Priorities related to Community Services and Housing (*Staff Presentation*)
5. **REPORTS – Planning, Housing & Community Services**
  - a) [P-11-016](#), Arts, Culture, Heritage Master Plan Implementation – 2010 Highlights 7
  - b) [P-11-020](#), Provincial Social Housing Renovation and Retrofit Program – Renewable Energy Initiative (SHRRP-REI) Update 11
6. **INTERDEPARTMENTAL REPORTS**
  - a) [PH-11-006/P-11-019](#), Smoke-Free Policy for New Leases and Transfers in Regionally Owned Community Housing – Follow-Up Report 16
7. **REPORTS – Public Health**
  - a) [PH-11-007](#), 2010 Vector-Borne Disease Program Summary 20
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**9. INFORMATION/CORRESPONDENCE**

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## REGION OF WATERLOO

### PLANNING, HOUSING AND COMMUNITY SERVICES Community Services

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

**DATE:** February 15, 2011 **FILE CODE:** D25-01

**SUBJECT: HERITAGE PLANNING ADVISORY COMMITTEE - HIGHLIGHTS FROM 2010 AND PLANS FOR 2011**

#### RECOMMENDATION:

For information

#### SUMMARY:

The Region's Heritage Planning Advisory Committee (HPAC) has had another productive and successful year. Highlights from 2010 include: re-evaluating the scenic road corridors in the Region; conducting research on historic public buildings; supporting and participating in a Cultural Heritage Landscape course at Wilfrid Laurier University (WLU); and installing historic interpretive plaques at the Main Street Bridge in Cambridge and the Bridgeport Bridge in Kitchener. HPAC members also commented on several planning applications and rehabilitation projects that had the potential to impact regionally significant heritage resources. Members participated in events, workshops and conferences in an effort to promote heritage and increase public awareness of the value of heritage conservation.

#### REPORT:

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

The Committee:

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

HPAC has twelve volunteer members who are appointed by Regional Council. The members are chosen for their interest and background experience in natural and built heritage. The 2010 members were:

- Councillor Jean Haalboom, Chair
- Patricia Wagner, Vice-Chair
- Harriet Schaefer
- Marg Rowell
- Karen Hammond
- Kathryn McGarry
- Ron Hackett
- Wendy Wright Cascaden
- Joanna Rickert-Hall
- Al Junker
- Melissa MacLean
- Natalie Hardacre

## Highlights 2010

During 2010, HPAC undertook the following initiatives:

### Advisory Work

- Provided input on development plans and rehabilitation projects that have the potential to impact Regionally significant heritage resources including the Fountain and King Street Road Rehabilitation Project and the Kitchener Public Library Main Branch Expansion.
- Discussed approaches to improving energy efficiency and attended workshops by the Waterloo Residential Energy Efficiency Program (REEP).

### Policy Work

- Refined cultural heritage policies for inclusion in the Council adopted Regional Official Plan.
- Re-evaluated the scenic road corridors in the Region in order to update the list of corridors that are identified in the Scenic Roads Resource Document. This document will provide additional direction to Regional staff when planning, designing, constructing, and maintaining sections of Regional Transportation Corridors.

### Collaborative Work with Others

- HPAC members lectured at and helped prepare a case study for a WLU Geography course on Cultural Heritage Landscapes.
- Participated in heritage workshops and conferences including: the Grand River Watershed Annual Heritage Day Workshop in Cambridge (February 2010); the Waterloo Region Heritage Foundation Annual Heritage Showcase (February 2010); and the Ontario Heritage Conference (May 2010).

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

- Researched historic public buildings in the Region in order to inventory, rank and eventually identify heritage resources of Regional interest.
- Installed historic interpretive plaques at the Main Street Bridge in Cambridge and the Bridgeport Bridge in Kitchener as part of the Heritage Bridges Recognition Program for the top 10 most significant heritage bridges in the Region.
- Made heritage information and resources more accessible on the Region's webpage.
- Participated in Doors Open Waterloo Region (September 2010).
- Re-evaluated the driving routes for the Historic Driving Tours maps.

## Recognition & Awards

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

## Proposed Activities for 2011

In 2011, HPAC will continue to provide comments on development plans and rehabilitation projects that have the potential to impact regionally significant heritage resources. In addition, the Committee plans to:

- Continue to design and research plaques for historically significant bridges in the Region.
- Complete rankings and publish the research for the Public Building Inventory.
- Enhance the heritage content on the Region's website with the transition of the Region's website to its new format.
- Promote Public Education and Public Awareness of the Region's heritage resources by participating in Doors Open Waterloo Region, Heritage Showcase, and other conferences and workshops locally, provincially and nationally.
- Inform local Councils and Municipal Heritage Advisory Committees of ongoing HPAC initiatives and provide an update on the Cultural Heritage Policies of the new Regional Official Plan.
- Complete and publish the Scenic Road Resource Document.
- Provide comments to staff on Cultural Heritage Landscapes (CHL) policies, notably the draft CHL Evaluation Criteria and Implementation Guideline for CHL Conservation.
- Research alternative approaches to funding heritage conservation by property owners.
- Coordinate a workshop or seminar series that focuses on regionally relevant heritage issues.

HPAC has been working to define a process for identifying heritage resources that are of Regional interest. In 2002, report P-02-083 was presented to Council and resulted in Regional Council approving criteria for identification of Sites of Regional Heritage Significance (SRHS). In March of 2008 HPAC discussed refining the approach to identifying heritage resources of Regional interest to incorporate the recent changes to the Ontario Heritage Act which have made it a requirement for municipalities to keep a register of heritage resources and to conserve significant Cultural Heritage Landscapes.

Currently there is no formal list of Regionally-significant heritage resources. However, HPAC has identified Regionally-significant heritage resources as a priority initiative for 2011. Tasks associated with this initiative include completing the rankings and publishing the Public Building Inventory report and formally identifying a number of Regionally-significant heritage resources (bridges, public buildings, CHLs) through a Council adopted list.

## Area Municipal Consultation/Coordination

HPAC and Regional staff worked with the City of Kitchener to create and locate the Bridgeport Bridge interpretive plaque, and with the City of Cambridge to coordinate comments on the Fountain/King Road Rehabilitation project. The agenda and minutes of HPAC meetings are circulated to all Area Municipalities, and this report has also been distributed.

**CORPORATE STRATEGIC PLAN:**

The work of the Heritage Planning Advisory Committee supports Strategic Focus Area 2, Growth Management: Manage and shape growth to ensure a liveable, healthy, thriving and sustainable Waterloo Region.

**FINANCIAL IMPLICATIONS:**

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

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

NIL

**ATTACHMENTS:**

NIL

**PREPARED BY:** *Anne Fitzpatrick*, Cultural Heritage Planner

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



**REGION OF WATERLOO**

**PLANNING, HOUSING AND COMMUNITY SERVICES**  
**Community Services**

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

**DATE:** February 15, 2011

**FILE CODE:** R01-20

**SUBJECT: ARTS, CULTURE, HERITAGE MASTER PLAN IMPLEMENTATION - 2010 HIGHLIGHTS**

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**RECOMMENDATION:**

For information.

**SUMMARY:**

This is the eighth annual report on the implementation of the Region's Arts, Culture, Heritage Master Plan. Each report has highlighted the arts, culture and heritage activities undertaken by the Region in the previous year. Almost 40 initiatives were advanced in 2010, ranging from celebrating the opening of the Waterloo Region Museum building to developing an inventory of historically significant public buildings.

For 2011, proposed areas of focus include: development of Regional Implementation Guidelines for Conserving Regionally Significant Cultural Heritage Resources and Cultural Heritage Landscapes; installation of historic interpretive plaques for a grouping of Truss bridges; on-going development of the short and long-term gallery exhibits at the Waterloo Region Museum; and continued collaboration with Area Municipalities, Waterloo Region Tourism Marketing Corporation, the Creative Enterprise Enabling Organization, and Community Foundations in various initiatives that support Arts and Culture.

**REPORT:**

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

In addition, one of the Strategic Objectives under Focus Area Two of the 2007-2010 Corporate Strategic Plan is "Promote and enhance arts, culture and heritage". Initiatives related to this objective are directly reported on the Region's "See It" website, <http://regionofwaterloo.visiblestrategies.com> .

The 2010 initiatives undertaken in support of the ACH Master Plan are summarized below, grouped into the five Goals identified in the Plan. Initiatives related to these goals, but funded through other program budgets, have also been noted.

## Community Identity and Character

Goal One of the ACH Master Plan is to build community identity around the unique cultural heritage of this Region. This can be accomplished by promoting a greater understanding and respect for the diverse features that define our region, as well as by identifying and protecting our cultural and natural heritage assets. The following points highlight 2010 activities by Regional staff:

- Waterloo Region Museum: Building construction was completed and the site was officially opened in May. The opening was celebrated with many open houses and special events. The long term exhibit galleries will open in the fall of 2011. Public consultation in support of exhibit development for the museum has engaged many groups through surveys and meetings.
- Inter-governmental cultural heritage policy development and review has been supported as part of the Provincial Policy Statement 5 Year Review and ongoing Area Municipal Official Plan reviews.
- A *Scenic Roads Resource Document* was developed to assist Regional staff in the conservation of Regional Transportation Corridors that have been evaluated as scenic or of special character. Information on this resource as well as the additional tools and resources related to cultural heritage conservation available to Regional Design and Construction staff was presented during a staff training workshop.
- Research into public buildings as potential Regionally Significant Heritage Resources was completed by the Heritage Planning Advisory Committee (HPAC).
- HPAC provided comments as requested on development applications and Environmental Assessments, including the Kitchener Public Library expansion, Fountain and King intersection improvements, Weber Street widening, George Street water tower, and the SW Kitchener Urban Area Community Plan.

## Education and Awareness

Goal Two of the ACH Master Plan is to enhance public awareness of the benefits that arts, culture and heritage organizations bring to the community, and to provide opportunities for the exchange of information among cultural heritage organizations. The results of key activities undertaken in 2010 to support this Goal are highlighted below:

- The 2010 Doors Open Waterloo Region attracted 11,000 visits to 41 sites. As detailed in Report P-10-080 the 8<sup>th</sup> annual event was highly successful, and incorporated several new initiatives including a GRT Family Day bus pass, Google Mapping of the sites, and special programming at the sites.
- At a planning meeting for the 2011 Doors Open Waterloo Region.
- Historical interpretive plaques were developed and unveiled for the Main Street Bridge in Cambridge and the Bridge Bridgeport Bridge in Kitchener.
- “Events and Exhibits”, the public newsletter that highlights activities at the Region’s museums and libraries, was published three times. Each issue also features an external organization; in 2010, these organizations included Conrad Centre for Performing Arts, Kitchener Blues Festival and Neruda Productions for arts, culture and community.

- The “Grand Actions Registry” was updated with recent HPAC and Doors Open activities.
- HPAC members and/or Regional staff participated in several workshops and conferences, including: 2010 Heritage Showcase; Grand River Watershed Annual Heritage Day Workshop in Cambridge; Ontario Heritage Conference; Creative City Network Regional Workshop; and University of Waterloo Heritage Resources Centre presentations.
- The inaugural “Culture Days” event, a free weekend celebrating the arts and artists across Canada, promoted by the Ontario Ministry of Culture and Canadian Heritage, was held on September 24-26, 2010. The Region supported regional events coordination and marketing efforts.
- The ‘One Book One Community’ initiative, in which the Region of Waterloo Library participates, selected “The Best Laid Plans” by Terry Fallis. Over 923 people attended readings by the author during his visit to the Region.
- History, culture and literacy learning opportunities were offered through the many programs presented in 2010 by Joseph Schneider Haus, McDougall Cottage and the 10 branches of the Region of Waterloo Library.

### **Coordination and Partnership Formation**

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

- Regional Council and Regional staff continued to support the Prosperity Council’s Creative Enterprise Initiative through the Creative Enterprise Enabling Organization announced in late 2009. In 2010, Council allocated \$100,000 toward the start-up of the Enabling Organization.
- Regional staff has collaborated with the Waterloo Region Tourism Marketing Corporation (WRTMC), the Enabling Organization, and the Waterloo Region Arts Council to create a new Arts and Culture space as part of the WRTMC web presence. The space will provide a comprehensive listing of arts and culture events across the Region, enable users to search for artists according to a variety of criteria, and provide useful current information for individual artists.
- The third year of the “ArtsSmarts” pilot project saw the successful completion in June of seven collaborative projects involving a teacher and an artist working together to engage students in understanding a complex issue through the use of creative tools. The pilot project is a partnership among nine organizations: the Region, Lyle S. Hallman Foundation, Musagetes Foundation, Cambridge Galleries, the Button Factory, the Grand Alliance, the Waterloo Region District School Board, the Waterloo Catholic District School Board, and the Coalition of Performing Artists.
- Regional and Area Municipal staff continue to collaborate on arts and culture initiatives, including discussion of potential uses for cultural mapping data, consideration of a project in support of audience development, submission of a proposal to host the Creative City Network Summit in 2013 and the collection of cultural investment data.
- Regional staff assisted in presenting the Grand Strategy Heritage Day 2010 held in the City of Cambridge, and in planning the heritage day event for 2011.

- The Region's membership in the Creative City Network (CCN) enables all staff at the Region and Area Municipalities to access information on cultural heritage research, policies and initiatives through the Internet.
- Regional staff participation in the Waterloo Wellington Museums and Galleries Network, and the Ontario Municipal Heritage Planners meetings.
- Cultural Heritage staff and HPAC members supported University of Waterloo student projects and guest lectured in a WLU geography course on cultural heritage landscapes.

## Resources

The Fourth Goal of the Master Plan is to ensure that sufficient resources, including staff, volunteers and funding, are available to undertake the initiatives recommended in the Plan. It also contemplated that the Region could enhance the resources available to other organizations by leading or coordinating initiatives that benefit several groups. In 2010:

- Regional Council increased its grants to cultural organizations by adding \$250,000 to the budget, in addition to the \$250,000 increase in 2009. The total over two years is approaching the \$1 per capita proposed by the Prosperity Council to stabilize and sustain key cultural organizations.
- Regional Council continued to fund the Waterloo Region Heritage Foundation (WRHF) and the Region of Waterloo Arts Fund (RWAF). These organizations support heritage and arts projects through grants.
- Regional grants were directly awarded to cultural organizations including K-W Philharmonic Choir, Waterloo Regional Arts Council, K-W Symphony Orchestra, and the Museum.
- The Region directly funds the operation of the Waterloo Region Museum, Joseph Schneider Haus and McDougall Cottage, as well as the Region of Waterloo Curatorial Centre, and the Region of Waterloo Archives.
- Regional policies and initiatives are in place to attract and recognize volunteers, whose contributions are particularly important to museums and libraries.

## Accessibility

The Fifth Goal is intended to maximize accessibility to arts, culture and heritage opportunities and information. In 2010, the following activities occurred:

- The region-wide inventory of properties designated and listed on Municipal Registers under the Ontario Heritage Act was updated, as well as the region-wide database of archaeological resources. This information is available to planners, and is being considered as a basis for HPAC to provide heritage education resources to schools.
- All past Doors Open Waterloo Region sites were posted on the Region's website.
- Waterloo Region Museum staff developed a new museum website and orientation video. Staff is also developing arts, culture and heritage information for the region's new corporate website.

- The GRT “ClassPass” program continued to provide free transit rides for a school class to attend a public library program. For the first time, several classes in Elmira were able to participate and ride to the Region of Waterloo Library Elmira branch.
- Public Art pieces were commissioned for the Waterloo Region Museum and Police Division 3; also paintings were rented for one year from graduates of the University of Waterloo Fine Arts program, and installed at 150 Frederick and 150 Main.
- The Attractions and Festivals portion of the Regional website was revised to point to the Waterloo Region Tourism Marketing Corporation (WRTMC) website, [www.explorewaterlooregion.ca](http://www.explorewaterlooregion.ca). This website is accessible, user-friendly, and continuously updated with cultural attraction information.
- The arts, culture and heritage content has been drafted for the new Region of Waterloo website.

## 2011 Directions

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

As a result, many of the initiatives in 2011 are focused on completing projects and consolidating achievements. They include:

- Development of an Implementation Guideline for Conserving Regionally Significant Cultural Heritage Resources, and an Implementation Guideline for Cultural Heritage Landscape Conservation, as identified in the new Regional Official Plan.
- Completion of the public buildings inventory, and recommendations for inclusion as ‘regionally significant heritage resources’.
- Completion of a Guide to Cultural Heritage Impact Assessment to assist Regional staff during the undertaking of Regional public works projects.
- Education and awareness initiatives including installation of historic interpretive plaques for a grouping of Truss bridges, Cultural Heritage Landscape recognition and appreciation information, Doors Open Waterloo Region, and the Heritage Showcase.
- On-going development of the short and long-term gallery exhibits at the Waterloo Region Museum.
- Continued collaboration with Area Municipalities, Waterloo Region Tourism Marketing Corporation, the Creative Enterprise Enabling Organization, and Community Foundations in various initiatives that support Arts and Culture, including ArtsSmarts, website development and promotion, and sustainability of cultural organizations.

There is significant change underway across the arts, culture and heritage sectors in Waterloo Region. The key recommendations of the Creative Enterprise Initiative – to establish a “Barnraisers’ Council of Waterloo Region”, to establish an “enabling organization” for the creative sector, and to increase resources from a range of funding partners – have been implemented. Synergies among culture, tourism, and economic development initiatives continue to be explored.

As is clear from the research undertaken for the Creative Enterprise initiative, broadly based strategies and collaboration are needed to move this agenda forward. Regional staff will continue to participate in this work, along with partners from the area municipalities, culture organizations, educational institutions and the private sector. New directions and priorities for the Region will emerge from these initiatives, as may be evident with the development of the next Corporate Strategic Plan.

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

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

### **CORPORATE STRATEGIC PLAN:**

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

### **FINANCIAL IMPLICATIONS:**

The 2010 initiatives were funded through the program budgets for Cultural Heritage, the museums, Region of Waterloo Library, and Regional grants. The Regional budget was increased in 2010 and 2011 to provide additional funding for cultural grants, and the Waterloo Region Museum.

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

NIL

### **ATTACHMENTS:**

NIL

**PREPARED BY:** *Kate Hagerman*, Cultural Heritage Principal Planner  
*Lucille Bish*, Director, Community Services

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

**REGION OF WATERLOO****PLANNING, HOUSING AND COMMUNITY SERVICES  
Housing**

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**TO:** Chair Sean Strickland and Members of the Community Services Committee**DATE:** February 15, 2011**FILE CODE:** D26-01**SUBJECT: PROVINCIAL SOCIAL HOUSING RENOVATION AND RETROFIT PROGRAM –  
RENEWABLE ENERGY INITIATIVE (SHRRP-REI) UPDATE**

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**RECOMMENDATION:**

For information.

**SUMMARY:**

The Provincial and Federal governments have jointly invested more than \$1.2 billion into Community Housing. Of this amount, \$704 million has been invested in the Provincial Social Housing Renovation and Retrofit Program (SHRRP), with the majority of this funding already allocated to Service Managers. The Region of Waterloo's original allocation of \$18,515,461 (Report P-09-062), was increased to \$21,422,817 over the two year period, including an additional allocation of \$428,928 received December 4, 2010. The Region's allocations for Year 1 and Year 2 have been fully allocated to over 250 individual capital improvements. The Province advances funding to the Region on a project-by-project basis at prescribed construction milestones. The SHRRP funding has had a positive impact in Waterloo Region through the completion of necessary capital repairs and energy efficiencies. The successful delivery of this program was grounded in the funding commitment from the Ministry of Municipal Affairs and Housing (MMAH), and the spirit of collaboration with the Community Housing Providers, MMAH and the Region of Waterloo.

The Province retained \$70.4 million of the SHRRP funding for Renewal Energy Initiatives (REI). This funding is intended to support the implementation of renewable energy technologies, such as solar, wind and geothermal, for existing Community Housing Providers and new Affordable Housing Program developments. Service Managers were advised that the allocation of this funding would be based on the funding formula used to allocate the previous SHRRP funding and to submit a list of potential REI projects, within the potential funding envelope, for consideration by the Ministry of Municipal Affairs and Housing (MMAH). Accordingly, an invitation was sent to all eligible Community Housing Providers in Waterloo Region, inviting them to submit request for funding through the REI. All eligible projects were submitted to the MMAH for consideration by the deadline of September 30, 2010, and all 19 projects submitted (including 8 from Waterloo Region Housing) were given conditional approval to advance the project. The Region received a total of \$2.08 million in SHRRP REI funding (please see Attachment A). REI projects funded for Waterloo Region Housing (WRH) have been coordinated with the Region's Facilities Division.

REI projects will be enhanced by the ability to sell power back into the electrical grid through the "Feed In Tariff" (FIT) being developed by the Ontario Power Authority. This will allow the Housing Provider to collect revenue on an annual basis and to reduce its own electricity costs. The majority of the priority projects are 10 kW solar panel systems which can generate up to 10,000 kW/year. The FIT program provides funding at a rate of 80.2cents/kW, generating a potential revenue of \$8,020/year for a 10kW system. The Community Housing Providers' generated revenue may also have a benefit to the Region in reduced subsidies to the provider, realized through the surplus sharing of savings on reduced utility costs, reflected in the Provincially-prescribed funding model. Staff will provide an

update report to Council regarding the implementation of this program, including final costs and revenues generated, in fall 2012.

This report addresses the Community Housing Providers and is separate from the Region's other solar photovoltaic system programs (Operations Centre and other Regional Facilities).

## **REPORT:**

The Provincial and Federal governments have jointly invested more than \$1.2 billion in community housing. Of this amount, \$704 million has been invested in the Provincial Social Housing Renovation and Retrofit Program (SHRRP), of which \$70.4 million was committed to the Renewable Energy Initiative (SHRRP REI). The SHRRP REI is a new stream of SHRRP funding committed to improving the energy efficiency of affordable housing by providing funds to install renewable energy systems that are capable of generating energy and selling surplus energy back into the electrical grid.

The Region of Waterloo was allocated a total of \$21,422,817 million (including an additional allocation of \$428,928 received December 4, 2010) for capital repairs to all Prescribed Housing Providers, including Waterloo Region Housing (WRH), Region of Waterloo Community Housing Inc. (ROWCHI) and Community Housing Providers that are administered by the Region of Waterloo under the *Social Housing Reform Act*. In addition, the Region received \$2.4 million to provide funding for the regeneration of Kitchener Housing Inc's 16 units located on David Street in Kitchener and \$2.08 million in REI funding (including \$1.09 million for Prescribed Housing Providers and \$100,000 for Affordable Housing Program Providers).

### **Renewable Energy Initiative**

Report P-10-47 described the process completed by staff to review renewable energy projects that met the eligibility criteria as prescribed by the MMAH Program Guidelines. That report also authorized the Commissioner, Planning, Housing and Community Services to submit a list of proposed Renewable Energy Initiative projects, developed through the selection process described in the report, to the MMAH for consideration of funding under the SHRRP REI Program.

All Community Housing Providers (including WRH, ROWCHI and developments funded under the Canada-Ontario Affordable Housing Program Extension 2009) were invited to attend an information session that reviewed the SHRRP REI requirements on May 10, 2010. Community Housing Providers that were interested in participating in the SHRRP REI program were asked to submit a business case for installation of an eligible project by May 19, 2010.

An Evaluation Committee, comprised of Regional staff from Housing, Facilities, Legal and Finance, worked with two separate consulting firms to review each business case and prepare the proposed priority list of projects for funding. The MMAH prescribed guidelines defining eligible technologies, the follow-up consultation with the Community Housing Provider, and Regional guiding principles such distribution throughout Community Housing Providers, project feasibility, the need to address potential damage and overall program compliance formed the basis of the review.

The Evaluation Committee prepared a list of 19 proposed priority projects for SHRRP REI funding and a priority list of projects if any additional funding would be allocated to the Region. The list consisted of 17 10 kW solar panel systems and 2 solar wall systems. Eight (8) of the projects are managed by WRH, ten (10) for projects managed by Community Housing Providers and one funded under the Canada-Ontario Affordable Housing Program Extension 2009. The recommended list was submitted to the MMAH by the deadline of June 30, 2010. The recommended priority list of project allocations are estimates which may be amended and are subject to change to reflect changes in cost, project readiness to proceed, and changing priorities of the Community Housing Provider or Service Manager.

## **Current status of REI projects**

On August 9, 2010, the Region of Waterloo received a letter from the Province indicating that all 19 submitted projects were conditionally approved for funding under the REI with the understanding that Regional staff would resubmit these projects with actual project costs by November 15, 2010.

WRH and the Region's Corporate Energy staff retained a consultant to complete the work related to the 8 WRH REI projects. These WRH projects are part of the additional \$16 million approved in 2010 for solar photovoltaic systems.

The remaining Community Housing Providers, with the assistance of staff, facilitated a Request for Proposal for consultant services for the preparation of bid documents related to the installation of solar photovoltaic systems. From this process two consulting firms were awarded contracts; one consultant for six properties and another consultant for three properties. During the first week of November 2010, both consultants completed procurement processes to select contractors to complete the work. The final Priority List of Recommended Projects for REI Funding, including total approved funding for each project is attached as Attachment A.

All Community Housing Providers participating in the SHRRP REI entered into funding agreements with the Region of Waterloo. These funding agreements will require the payment of funds directly to the supplier of the solar photovoltaic equipment on the premises of the Community Housing Provider. Each Community Housing Provider must utilize the services and equipment supplied by a vendor pre-approved by the Ontario Power Authority ("OPA"). The funding for the purchase and installation of the renewable energy technology is structured as a grant which is not repayable provided that the recipient of the grant continues to operate as a Community Housing project for a period of twenty (20) years from the date of the funding agreement.

The Community housing providers' generated revenue may also have a benefit to the Region in reduced subsidies to the provider, realized through the surplus sharing of savings on reduced utility costs, reflected in the Provincially-prescribed funding model. The revenue generated by the REI project will vary based on the type of technology (e.g. solar panels, micro wind), the amount of generated energy that is fed back into the electrical grid, and the feed-in-tariff (FIT) rate determined by the Ontario Power Authority. Community Housing Providers may elect to enter into a FIT agreement with the Ontario Power Authority thereby making power generated by the project available to the electrical grid.

Alternatively, a Community Housing Provider may utilize the power generated by the project for its own operations. In the event that the Community Housing Provider chooses to enter into a FIT agreement with the Ontario Power Authority, it must record all revenues and expenses from such activity and its annual subsidy may be adjusted to reflect the savings. The Community Housing Providers are responsible for any tax impacts arising from the generation and/or sale of power.

Staff will advise Council of the potential financial implications to the funding model as projects are implemented. Any potential surplus net of costs will be reviewed with the housing providers on an annual basis.

## **Area Municipal Consultation and Coordination**

Area Municipal staff will be provided with a copy of this report and Regional staff will continue to notify eligible Community Housing Providers of the need to obtain all necessary permits and approvals from the Area Municipalities and agencies, as required.

**CORPORATE STRATEGIC PLAN:**

Council's Strategic Focus Five includes "Optimize the use of existing infrastructure and ensure it is adequately maintained." Although the Region does not own the Community Housing sites, they are considered an asset to the Region in providing safe affordable housing.

Focus Area Six includes actions to continue to ensure all Regional programs and services are responsive, efficient, effective and accountable to the public. This report seeks to both maintain and, where possible, enhance this focus area by ensuring that the Region of Waterloo and its Community Housing Providers operate sustainably. Focus Area One includes actions to effectively use and manage energy resources.

**FINANCIAL IMPLICATIONS:**

The Region of Waterloo received \$2.08 million funding from the Province under the Social Housing Renovation and Retrofit Program (SHRRP), Renewal Energy Initiatives funding stream. It is anticipated that there will not be any direct costs to the Region. Staff will work to allocate the current SHRRP-REI funding within the provincially prescribed timeframes and prepare to allocate any under spent allocations or additional funding. WRH and Community Housing providers have been advised that they will be required to contribute funds from their operating and/or existing capital reserves or surplus funds if the costs are in excess of the approved funding allocation in the Funding Agreements.

The funding model for Community Housing (prescribed by the Province) provides for annual increases to both revenues and operating costs for prescribed Community Providers. Normally, any operating increases incurred by the Provider can be accommodated within their established funding envelope. It should be noted that capital replacements and energy retrofit projects, once completed, may have a positive financial impact on the Housing Providers through realized savings on operating costs, capital reserve funds and/or revenue generated from the installed renewable technology. Staff will advise Council of the potential financial implications to the funding model as projects are implemented. Any potential surplus net of costs will be reviewed with the Housing Providers on an annual basis. The REI projects involving the Providers are separate and apart from the Region's own solar photovoltaic system projects at the Operations Centre and other Regional facilities.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

Finance and Legal Services have been consulted and concur with the recommendations contained in this report.

**ATTACHMENTS:**

Attachment A - Projects for Receiving REI Funding in Waterloo Region

**PREPARED BY:** *Lisa Seaward*, Co-ordinator, Community Housing Assessment  
*Jennifer Murdoch*, Manager, Housing Programs  
*Deb Schlichter*, Director, Housing

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

**ATTACHMENT A  
PROJECTS FOR RECEIVING REI FUNDING IN WATERLOO REGION**

<b>HOUSING PROVIDER</b>	<b>ADDRESS</b>	<b>ACTUAL TOTAL kW</b>	<b>ACTUAL PROJECT COSTS</b>
<b>SHRRP REI - SOLAR AIR</b>			
Willowside Housing Co-operative	241 Victoria Street	N/A	\$57,500
Willowside Housing Co-operative	243 Victoria Street	N/A	\$57,500
<b>OVERALL TOTALS</b>			<b>\$115,000.00</b>
<b>SHRRP REI - SOLAR PV NON-PROFIT/CO-OP</b>			
Housing Cambridge	263 St. Andrews Street	10	\$115,000.00
House of Friendship	50 Eby Street	10	\$125,000.00
Cypriot Homes	25 Country Hill Drive	10	\$115,000.00
Portuguese Centre of KW	181 Courtland Ave	10	\$115,000.00
Fairview Mennonite Homes	515 Langs Drive	10	\$115,000.00
Cypriot Homes	50 Holborn Drive	10	\$115,000.00
Housing Cambridge	650 Eagle Street	10	\$115,000.00
Willowside Housing Co-operative	241 Victoria Street	10	\$115,000.00
<b>OVERALL TOTALS</b>		<b>80</b>	<b>\$930,000.00</b>
<b>SHRRP REI - SOLAR PV WATERLOO REGION HOUSING</b>			
Waterloo Region Housing	339 Bishop Street	24	\$186,500.00
Waterloo Region Housing	84 Wilson Ave	8	\$60,463.00
Waterloo Region Housing	119 College Street	8	\$60,463.00
Waterloo Region Housing	70 Mulbery Street	9	\$68,020.00
Waterloo Region Housing	95 Concession Street	10	\$75,578.00
Waterloo Region Housing	168 Grand Ave	10	\$75,578.00
Waterloo Region Housing	215 Lorraine Ave	38	\$287,195.00
Waterloo Region Housing	74 Church Street	16	\$120,925.00
<b>OVERALL TOTALS</b>		<b>123</b>	<b>\$934,722.00</b>
<b>SHRRP - REI TOTALS</b>		<b>203</b>	<b>\$1,979,722.00</b>
<b>SOLAR PV - REI AFFORDABLE HOUSING PROGRAM</b>			
Newo Homes	364 Erb Street W	10	\$100,000.00
<b>OVERALL TOTALS</b>		<b>10</b>	<b>\$100,000.00</b>
<b>OVERALL REI TOTALS</b>		<b>213</b>	<b>\$2,079,722.00</b>



**REGION OF WATERLOO**

**PUBLIC HEALTH  
Healthy Living, Planning and Promotion**

**PLANNING, HOUSING AND COMMUNITY SERVICES  
Housing**

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

**DATE:** February 15, 2011 **FILE CODE:** P13-80

**SUBJECT: SMOKE-FREE POLICY FOR NEW LEASES AND TRANSFERS IN REGIONALLY OWNED COMMUNITY HOUSING - FOLLOW-UP REPORT**

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**RECOMMENDATION:**

For information.

**SUMMARY:**

As directed by Regional Council, this report outlines the progress made by Waterloo Region Housing (WRH), Region of Waterloo Community Housing Inc. (ROWCHI) and Region of Waterloo Public Health with respect to the implementation of the Smoke-free Policy for new leases and transfers in Regionally-owned community housing. The following motions were approved by Council on October 14, 2009:

THAT, effective April 1, 2010, all new leases signed with Waterloo Region Housing (WRH) in all buildings and properties be 100 per cent smoke-free and restrict smoking outdoors to a distance of five meters or more away from any windows, entrances or exits to the building/unit, as described in PH-09-046/P-09-073, dated October 6, 2010;

AND THAT the Board of Region of Waterloo Community Housing Incorporated (ROWCHI) and other Community Housing Providers be asked to consider implementing similar restrictions regarding smoking;

AND THAT Public Health investigate, develop and implement cessation support for tenants and those on the waiting list [PH-10-009/P-10-028];

AND THAT Public Health and Waterloo Region Housing staff work together to provide individualized support or other special arrangements to any tenants experiencing health conditions or other challenges that might complicate their ability to comply with the policy;

AND THAT staff report back on the implementation process and results in October 2010 [PH-09-046/P-09-073];

AND FURTHER THAT this policy would not apply to existing tenants unless they move to a new unit and that staff be authorized to exercise flexibility to deal with hardship cases in the event of a transfer [PH-09-046/P-09-073].

To date, policy implementation has run very smoothly as reflected within this report. Of the 21 complaints received, all were addressed without needing additional follow-up. As expected, there were minor costs for physical changes to the properties and maintenance repairs to units, as well as staff time spent addressing smoking issues. What was not anticipated was the little take-up on the

tobacco cessation options. The successful implementation is likely due to extensive communications with tenants to prepare them for this policy change and including tenants in the process prior to implementation. However, it will take a number of years to measure the full effect of the smoke-free policy. Council will be updated on the progress and evaluation of the policy on an annual basis. Specifically, a report outlining the pre-policy tenant survey and air quality results will be presented in March 2011.

## **REPORT:**

Smoke-free policies in multi-unit dwellings help to promote population health and health equity by reducing exposure to tobacco smoke (a known carcinogen), and providing supportive environments for decreasing cigarette consumption, increasing quitting, and discouraging smoking initiation<sup>1</sup>. The Region of Waterloo is the first municipality in Ontario and second in Canada to adopt a smoke-free community housing policy for regionally owned housing, a portfolio which includes 2,722 affordable housing units across Waterloo Region. This includes units in both WRH and ROWCHI as ROWCHI also approved the smoke free policy on November 27, 2009. In order to provide an update to Council regarding the implementation of the smoke-free housing policy as of December 31, 2010, this report gives an overview of the policy implementation process, tobacco cessation offered, promotion of the policy to other community housing providers, evaluation of the policy and next steps.

### **Policy Implementation Process in Waterloo Region Housing (WRH)/Region of Waterloo Community Housing Inc. (ROWCHI) October 2009 to December 31, 2010**

As of December 31, 2010, 10% of Waterloo Region Housing/Region of Waterloo Community Housing Inc. units have the smoke-free clause incorporated into their lease, as, there is an average 1% turn over of units per month. Grandfathered tenants were also given the option of signing a new lease which includes the smoke-free clause. To date there have been two inquiries, but no new leases have been signed by these tenants.

#### ***Physical changes to properties:***

- Metal signs reading “No smoking within 5 metres of building” were posted at WRH sites.
- Benches were moved beyond the 5 metre distance.
- Durable ashtrays were installed beyond the 5 metre distance at all sites.
- Lines were painted on common walkways showing the 5 metre smoke-free boundary.
- These physical changes to the properties cost approximately \$19,260.

#### ***Communication to tenants:***

- All annual lease renewals included an additional letter outlining the smoke-free changes.
- An insert was included with the Fall/Winter 2009 and 2010 WRH tenant’s newsletter - *What’s Up*. The *What’s Up* newsletter is delivered to each unit within WRH/ROWCHI.
- In December 2009, a letter was sent to all individuals on the Community Housing Access Centre (CHAC) waiting list who had chosen WRH as one of their housing choices. The letter gave the individual the option of de-selecting WRH from their housing choices and selecting another if they felt the smoke-free policy adversely affected them. To date, 5 individuals out of the 2,500 letters sent requested a change.
- Notices were posted inside the lobbies and common areas of all WRH buildings describing the smoke-free policy.
- The smoke-free policy was posted on the Region of Waterloo WRH webpage.

#### ***Complaints and enforcement:***

Since the inception of the policy, WRH staff have received, responded to and tracked complaints following the *Smoke Free Procedure for WRH and ROWCHI Staff*. As of December 31, 2010:

- 21 complaints have been received resulting in staff communication and follow-up with 5 initial letters to tenants being sent;

- No second letters have been sent to tenants;
- No tenants have requested an Internal Review;
- No tenant has been brought before the Landlord and Tenant Board for mediation/order;
- A total of 57 staff hours have been spent on smoking related complaints; and,
- WRH has spent approximately \$5,500 on maintenance costs to units related to smoking issues, such as painting and foam insulation. All of these expenses would have been spent whether the policy was implemented or not.

### **Tobacco Cessation**

Tenants were informed of the cessation services available from Public Health using multiple channels. A one-page cessation menu of services was included in a mail-out of the "What's Up" newsletter in the spring of 2010 and contact information for Public Health was included in all policy notices. Property Managers and Community Relations Workers discuss available cessation services with tenants at the annual subsidy renewal meeting, with offers of housing and at lease signing.

#### ***Individual counselling and group counselling:***

New tenants have the option of receiving either one-to-one or group cessation counselling. Public Health did not receive any requests from new tenants for individual counselling and no new tenants participated in a group cessation program.

Grandfathered tenants are offered group counselling only. Public Health offered two group cessation programs in 2010. The first program was offered in Cambridge in April/May, 2010. One tenant called to register and was offered one-to-one counselling instead of group due to low registration. The second group cessation program was offered in Kitchener in October/November, 2010.

In total, nine tenants registered to participate in a group cessation program; five tenants completed the program, with two tenants reporting they had quit at program completion. Two tenants received five weeks of free nicotine replacement therapy patches and two tenants received lozenges.

#### ***Tenants experiencing health conditions or other challenges that complicate their ability to comply with the policy:***

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

### **Promotion to Other Community Housing Providers**

All local community housing providers were invited to attend a presentation on the Waterloo Region Housing/Region of Waterloo Community Housing Inc. policy process and lessons learned on June 24, 2010. Nine community housing providers attended the presentation. A small number of local community housing providers have adopted smoke-free policies, such as the regionally owned Sunnyside Supportive Housing and three projects under construction: Housing Cambridge, Newo (My Owen Place) and Commercial Housing. Public Health and Housing staff have responded to six in-depth consultation requests via telephone and e-mail from housing providers in Ontario and across Canada to share knowledge and policy experiences. For example, Kitchener Housing had communication with Housing staff regarding the policy for their own consideration.

Public Health and Housing staff was invited by the Ontario Non-Profit Housing Association to present at their conference on November 21, 2010. There were more than 80 participants in attendance. Public Health was also invited to Ottawa to present to more than 25 staff from the

public health and community housing sectors in April 2010. The smoke-free policy was referenced in 15 media communications, garnering recognition for the Regional Municipality of Waterloo's history of progressive smoke-free policy decision-making.

### **Evaluation**

The Region of Waterloo has partnered with the University of Waterloo and Propel Centre for Population Health Impact to complete a comprehensive evaluation of the smoke-free policy to track the progress and measure the impact and effectiveness of the policy. To date, this evaluation includes a survey that was distributed to every household in WRH and ROWCHI in March 2010 prior to the policy coming into effect and an air quality study measuring second-hand smoke in common spaces. A report to council will follow in March 2011 outlining the results of these studies.

### **Next Steps**

Housing and Public Health staff will continue to enforce and monitor the policy and respond to any inquiries and complaints. Cessation services will continue to be offered and promoted to tenants and presentations and consultations will occur with other community housing providers. In terms of evaluation of the policy, it is anticipated that many changes in attitudes and behaviours will take a number of years, so tenants will be surveyed and air quality will be measured approximately annually until 2013.

### **CORPORATE STRATEGIC PLAN:**

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

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

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

### **FINANCIAL IMPLICATIONS:**

NIL

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

NIL

### **ATTACHMENTS:**

NIL

**PREPARED BY:** *Stephanie Ellens-Clark*, Public Health Planner  
*Ryan Kennedy*, PhD., Scientist, Propel Centre for Population Health Impact  
*Laurie Nagge*, R.N., Public Health Nurse  
*Irwin Peters*, Manager, Waterloo Region Housing  
*Bob Theisz*, Supervisor Area Operations, Waterloo Region Housing

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

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<sup>i</sup> Kaufman, P. Promoting Health and Health Equity through Understanding Compliance within Smoke-Free Community Housing. CIHR Grant Submission 2010.

Housing. CIHR Grant Submission 2010.

**REGION OF WATERLOO****PUBLIC HEALTH  
Health Protection & Investigation**

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**TO:** Chair Sean Strickland and Members of the Community Services Committee**DATE:** February 15, 2011**FILE CODE:** P07-80**SUBJECT: 2010 VECTOR-BORNE DISEASE PROGRAM SUMMARY**

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**RECOMMENDATION:**

For information.

**SUMMARY:**

The objective of the Public Health Vector-Borne Disease Program is to protect residents of Waterloo Region from exposure to West Nile Virus and Lyme disease. Public Health works to accomplish this objective by investigating human cases, routinely monitoring factors involved in vector-borne disease transmission, conducting vector control activities, and by delivering a public education campaign. In the 2010 season, Region of Public Health performed preventive larviciding control measures. This decision was informed by the abundance of West Nile Virus mosquito vector species observed during larval surveillance, and by the historical incidence of “positive pools” (groups of mosquito specimens testing positive for West Nile Virus), bird specimens and human cases. During routine surveillance of mosquito habitat throughout the 2010 season, three pools sampled in September tested positive for West Nile Virus indicating that transmission of West Nile Virus was able to occur between the bird and mosquito population this season. Although positive pools have not been identified in the Region since 2006, their occurrence later in the season this year is not very surprising given that temperatures were warmer than usual. At the end of the season, no human cases of West Nile Virus were reported for residents of Waterloo Region. With respect to Lyme disease, there were no human cases reported by residents of the Region during the 2010 season. Black-legged ticks, the primary vector of Lyme disease in Ontario, are not currently established in Waterloo Region.

**REPORT:****Introduction**

In the Region of Waterloo, West Nile Virus and Lyme disease are two diseases that can be transmitted to humans through the bite of a “vector species” (insects that can carry an infectious pathogen from one organism to another). Certain mosquito species and black-legged ticks (*Ixodes scapularis*) are capable of transmitting West Nile Virus and Lyme disease, respectively, to humans, and are thus the focus of the Region’s Vector-Borne Disease Program.

West Nile Virus is primarily a disease of birds, but can be spread to humans through the bite of an infected mosquito. The ability for a mosquito to transmit West Nile Virus to humans is largely influenced by the feeding preferences of its species. In addition, warmer temperatures are known to accelerate mosquito development and increase the probability of West Nile Virus transmission. West Nile Virus was first confirmed in Ontario in 2001 and first identified in Waterloo Region in 2002. Since its introduction, West Nile Virus has become well-established in the Region’s bird population. The majority of people infected with West Nile Virus show no symptoms, however 1 in 5 develop flu-like symptoms and 1 in 150 can develop serious neurological symptoms. While more serious symptoms can occur at any age, those persons over the age of 50 and those persons with compromised immune systems face greater risks.

Lyme disease is caused by the bacterium *Borrelia burgdorferi*, which can be transmitted to humans through the bite of a black-legged tick (*Ixodes scapularis* or “deer tick”). Ticks feed on blood by inserting their mouth into the skin or a person or animal; their body slowly enlarging as it feeds. While this particular species of tick is not established in Waterloo Region, there are certain areas of Ontario which have significant populations of this species. For example, residents could be exposed during travel to nearby Wainfleet Bog Conservation Area, Point Pelee National Park, or Long Point, Rondeau, or Turkey Point Provincial Parks. Lyme disease is characterized by a distinctive “bull’s-eye” skin lesion and flu-like symptoms. If left untreated, Lyme disease can cause long-term neurological, rheumatological, and cardiac complications.

The objective of the Region’s Vector-Borne Disease Program is to protect residents from exposure to West Nile Virus and Lyme disease. Public Health works in a number of ways to achieve this objective, including investigation of any human cases of West Nile Virus and Lyme disease, routine monitoring of factors involved in disease transmission, and through the delivery of a public education program. As necessary, preventive larviciding measures are employed to reduce vector populations, thereby reducing the risk of human exposure in our region.

### **Human Infection**

There were zero laboratory-confirmed cases of West Nile Virus reported to Public Health in 2010. A single case of West Nile Virus was documented among all Ontarians in 2010. The last human case in Waterloo Region occurred in 2005. There were no confirmed cases of Lyme disease reported to Public Health in 2010, compared to 3 cases in 2009. Sixty cases of Lyme disease were reported among Ontarians in 2010<sup>i</sup>.

### **Weather Patterns**

The life-cycle and behaviour of mosquitoes and the West Nile Virus transmission cycle are highly influenced by temperature and rainfall events. Warmer temperatures are known to accelerate mosquito development, towards the developmental stage when the mosquito is capable of transmitting the virus, which increases the risk of West Nile Virus infection for humans. During the 2010 season, temperatures were warmer than usual and the highest temperatures were reached earlier in the season (July 15<sup>th</sup> to 20<sup>th</sup>) than is typical. Overall precipitation rates were normal (525 mm) compared to 2009 (531 mm) and previous years (for 1970-2000, average precipitation was 500 mm). Weather conditions in 2010 were moderately favourable for West Nile Virus transmission, and explain why it was possible to observe 3 “positive pools” (groups of mosquito specimens testing positive for West Nile Virus) during vector surveillance in September. Temperature and precipitation are not monitored in relation to Lyme disease transmission.

### **Wildlife Surveillance**

Collection and testing of bird specimens for West Nile Virus was not conducted by Region of Waterloo Public Health during the 2010 season, as directed by the Ministry of Health and Long-Term Care, Vector Surveillance Branch. Bird surveillance acts as an early-warning system for detecting West Nile Virus in new years. Seven years (2002-2008) of regional data have confirmed the presence of West Nile Virus in avian specimens, and as such, the virus is considered established in the Region’s bird population. This trend has also been documented across many other regions of Ontario. Since black-legged tick populations are not currently established in Waterloo Region, wildlife surveillance as it relates to Lyme disease is not warranted and is not performed by Public Health at this time.

### **Vector Surveillance**

As in previous years, adult mosquitoes were routinely trapped and tested through the 2010 West Nile Virus season at 16 locations. Mosquito specimens collected were submitted for species identification, pooling, and viral testing. In 2010, approximately 68% of mosquitoes collected were species that can be vectors of West Nile Virus. Of 599 pools of mosquito specimens tested, three

tested positive for West Nile Virus. With West Nile Virus well-established in the Region's bird population, and with warmer temperatures observed throughout the season, the conditions were favourable for West Nile Virus transmission between birds and mosquitoes. Therefore it was not surprising to document three positive pools towards the end of the season. Only one of the collected mosquito specimens collected was identified as *Culiseta melanura*, a species known to be a vector of Eastern Equine Encephalitis, a rare mosquito-borne viral disease. The single specimen isolated in the 2010 season was tested and was not found to carry the Eastern Equine Encephalitis virus.

As ticks are not native to Waterloo Region, they are not actively monitored as part of the Vector-Borne Disease Program. In 2010, Public Health collected tick specimens from the public and submitted them for laboratory testing when there was known human exposure (i.e. passive surveillance). Species identification and bacterial testing of the tick specimens are used to support diagnosis of Lyme disease. In 2010, of the 15 specimens submitted for laboratory testing, two were identified as *Ixodes scapularis*, the black-legged tick, and neither tested positive for the *Borrelia burgdorferi* bacterium that causes Lyme disease.

### Vector Control Measures

To determine the risk of West Nile Virus infection for humans, Public Health considers a number of factors, including weather patterns, larval and adult mosquito populations, and the historical incidence of West Nile Virus-positive mosquito pools and human infections. The Medical Officer of health uses these data in weighing the expected benefits against the risks of pesticide use for mosquito control (as outlined in the Control of West Nile Virus Regulation – O.R. 199/03). Since larval surveillance revealed abundant populations of vector mosquito species, with the establishment of West Nile Virus in the bird population, and with the historical incidence of positive pools and human cases, the Region decided to perform a preventive larviciding control program. Preventive mosquito control reduces vector populations, thereby reducing the risk of infection by the human population.

Three catch basin treatment rounds were conducted on behalf of Public Health by GDG Environment in June, July, and August. All known catch basins (i.e. 142,911) in Waterloo Region were treated. Of these, ordinary catch basins (i.e. 142,322) were treated with Altosid (active ingredient: methoprene) and those flowing into or neighbouring environmentally-sensitive areas (i.e. 589) were treated with Vectolex WSP (active ingredient: *Bacillus sphaericus*). In addition to the catch basin treatment program, other mosquito habitats were investigated based on public complaints and the program's routine surveillance. One hundred and forty-seven natural breeding sites and fifteen storm water management ponds were treated with Vectolex CG (active ingredient: *Bacillus sphaericus*). As per the requirements of the Ontario Ministry of Environment, notification was made to the public via advertisements in seven local newspapers.

In addition, the program also endeavoured to reduce the incidence of standing water to suppress mosquito populations in the Region. This was done by promoting public awareness and action through the "Fight the Bite" campaign, and through our program stakeholders. When Public Health received complaints from the public regarding standing water, these were managed with referrals to area municipalities having standing water by-laws (i.e. Kitchener, Waterloo, Wilmot, Woolwich, and North Dumfries). In addition, a total of 14 letters were sent by Public Health to private property owners indicating that the standing water should be removed to reduce risk of exposure to West Nile Virus. GDG investigated standing water complaints on public sites and control measures were applied as required.

At this time, vector control as it relates to Lyme disease is not performed in Waterloo Region, or elsewhere in Ontario.

**Public Education**

“Fight the Bite” is Public Health’s public education campaign on vector-borne disease, including West Nile Virus, Lyme disease and rabies. It was updated and redesigned in 2009 and continued through the 2010 season. In 2010, the campaign provided general information on the diseases, their risk factors, and recommended personal protective measures to minimize risk of exposure. The campaign also continued to emphasize that dead birds would no longer be collected by Public Health for West Nile Virus testing. In 2010, public education was facilitated using “Fight the Bite” print materials distributed with the help of program stakeholders, bus advertising for 22 weeks on 30 buses, an article in Regionews, a special information session for seniors delivered by Public Health Inspectors at Wellesley Community Health Centre, and a special section on the Public Health website which was updated throughout the season ([www.region.waterloo.on.ca/fightthebite](http://www.region.waterloo.on.ca/fightthebite)). The campaign was also promoted with a media release in May and before the August long weekend.

**Collaboration**

Public Health’s West Nile Virus program is the product of collaboration with a number of provincial ministries, area municipalities, school boards, colleges and universities and other community stakeholders. We gratefully acknowledge our partners and for their important contributions to our vector-borne disease program, including: human case surveillance among blood donors, granting access to their lands for mosquito control programs, assisting with coordination and implementation of catch basin larviciding programs and standing water investigations, participating in public education campaigns, and providing laboratory and vector surveillance and control services.

**Continuous Improvement**

A focus of Region of Waterloo Public Health’s Vector-borne Disease Program has been to continually seek improvements in efficiency and value where possible. For example, West Nile Virus adult mosquito trapping has traditionally been conducted by certified public health inspectors. In 2009, a summer student was hired and trained to conduct adult mosquito trapping across the region, which resulted in a significant cost savings and enhanced human resource capacity for health inspection services. A cost-effective service provider was hired in 2008 for larval surveillance and control which translated to a significant cost reduction for this pillar of the program. Finally, the “Fight the Bite” public education campaign was expanded in 2009 from a previous exclusive focus on West Nile Virus to also include information on Lyme disease and rabies, resulting in a more streamlined and cost-effective approach to public communication. As of 2010, resources equal to 1.0 Full Time Equivalent Public Health Inspector are allocated to the vector-borne diseases program.

**CORPORATE STRATEGIC PLAN:**

The Vector-Borne Disease Program addresses a number of Strategic Focus Areas including:

- Healthy and Safe Communities: Support safe and caring communities that enhance all aspects of health
- Environmental Sustainability: Protect and enhance the environment
- Service Excellence: Foster a culture of citizen/customer service that is responsive to community needs

**FINANCIAL IMPLICATIONS:**

The Vector-Borne Disease Program is 75% funded by the Ministry of Health and Long-Term Care and 25% funded by the Region of Waterloo. A total of \$477,540.00 was allocated to Region of Waterloo Public Health to deliver the program in 2010. Total expenditures of \$317,653.72 were incurred including \$132,408.74 for adult mosquito surveillance, \$165,577.51 for mosquito control services, and \$19,667.47 for a vector-borne disease public education campaign. Surplus funds will be recovered by the Ministry as part of the year end settlement process. The 2010 under

expenditure for Vector Borne Disease will result in savings to the Regional Levy of \$39,971.57. The 2011 Base Budget has been reduced to reflect sustainable savings in this program.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCES:**

N/A

**ATTACHMENTS:**

To view the full Vector-Borne Disease Program Summary on-line, visit:

[www.region.waterloo.on.ca/ph](http://www.region.waterloo.on.ca/ph)

> Click on Resources

> Click on Reports and Fact Sheets

> Click on 2010 Vector Borne Disease Summary Report

**PREPARED BY:**     *Ashley Raeside*, Public Health Planner  
                          *Brenda Miller*, Manager, Health Protection & Investigation

**APPROVED BY:**    *Dr. Liana Nolan*, Commissioner/Medical Officer of Health

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<sup>i</sup> According to figures in the Monthly Provincial Infectious Disease Activity Report published by the Ministry of Health and Long-Term Care. These data only include cases recorded up to October 2010, and do not include any cases which may have been reported during November or December of 2010.



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

**DATE:** February 15, 2011

**FILE CODE:** S06-80

**SUBJECT: QUALITY AND COMPLIANCE MONITORING – SUNNYSIDE HOME**

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**RECOMMENDATION:**

For information only

**SUMMARY:**

The Long-Term Care Homes Act, 2007 (LTCHA) came into effect in July 1, 2010, repealing three Acts that previously governed Ontario long-term care homes. The Act is the cornerstone of the Ontario government's commitment to improving the quality and safety of care provided for residents in long-term care homes. The Act, its regulations and the implications for Sunnyside Home have been the subject of a number of reports to Committee over the past few years, most recently in August 2010 (SS-10-042).

This report details the new provincial inspection system and the recently mandated provincial quality improvement initiative, "Residents First." An update on Sunnyside Home's progress with respect to the introduction of these significant initiatives is provided. This report also highlights the key governance requirements under the new Act and its Implications for the Region of Waterloo. Finally, an overview and comment on the findings of the December 2010 provincial Ombudsman's Report long-term care is provided.

**REPORT:**

The introduction of the LTCHA on July 1, 2010 is a central part of the transformation agenda for long-term care in Ontario. For the Region of Waterloo, this Act replaces the Homes for the Aged and Rest Home Act. In addition, the Ministry of Health and Long-Term Care (MOHLTC) has introduced a new inspection program and a quality improvement initiative entitled 'Residents First.' Ensuring compliance with respect to these initiatives is a major focus of the Seniors' Services Division this year.

**1.0 The Long-Term Care Quality Inspection Program (LQIP)**

The former Ministry of Health and Long-Term Care Compliance Management Program has been replaced by the Long-Term Care Quality Inspection Program (LQIP), which is based on the operational requirements of Homes as defined by the LTCHA and the Regulation thereunder. As such, compliance with the LTCHA is regulated and the LQIP is a more detailed, standardized and prescriptive operational audit system than the previous compliance system. Supporting a high quality of life for residents, the inspection process includes a review of the Homes' continuous quality improvement system and focuses on enforcement of the requirements of the LTCHA, regulation and associated agreements, risk management, quality of care and quality of life for residents. There is an increased expectation for residents and families to be involved in the quality improvement process. Appendix 1 outlines the significant scope and key requirements of the LTCHA that will be evaluated through the inspection process.

A recent webinar offered by the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS), indicated that Homes can expect to receive between 10 and 50 non-compliances this year. This significant increase is attributed to the requirement of inspectors to cite all findings of non-compliance and the sector's lack of experience with the new inspection tools and protocols. Where non-compliance is found, the inspectors will use a judgement matrix tool to determine the most appropriate action or order to issue. The matrix tool addresses the severity and scope of the non-compliant finding and the compliance history of the home. Sanctions range in severity and may include a compliance order, a work or activity order, financial sanctions, a mandatory management order to revocation of license. As in the past, all reports must be posted in the Home and will be displayed on the Ministry's public website.

The Ministry of Health and Long-Term Care has just initiated their 2011 inspections. At Sunnyside Home, the annual inspection is expected to involve a team of 4-5 inspectors who will visit the home for 5-10 consecutive days. They will interview 40 residents or families, make observations of residents, and complete clinical records reviews. The new process is a two stage process – the first stage being mandatory and the second stage involving more focussed and intensive investigation of any concerns triggered in stage one.

In preparation for the 2011 inspection, staff developed a comprehensive work plan based on the new requirements of the long-term homes legislation. The Home's quality and risk-management program policies, procedures, contracts and consents have been reviewed and revisions are being completed with the support of Legal Services. Some realignment of staffing has been undertaken to accomplish the work and maintain the accountability requirements. Extensive training and education is being provided for all staff and information is being shared with residents, families and other stakeholders. The approval of a 0.4 FTE for Quality Coordination and one-time funding for staff training in August 2010 (SS-10-042) has been instrumental in enabling the Home to address the legislative and mandated requirements.

## **2.0 Residents First – Advancing Quality in Ontario Long-Term Care Homes**

"Residents First" is a comprehensive and innovative quality improvement initiative for long-term care. The program is partnership driven and supported by the Ontario Ministry of Health and Long-Term Care with a vision of ensuring that each resident enjoys safe, effective and responsive care to help them achieve the highest potential quality of life. The Local Health Integration Networks (LHINs) are leading implementation at the local level by facilitating training for staff through the Ontario Health Quality Council. Three senior staff members from Sunnyside Home have attended the mandatory training sessions which focused on four learning streams: leading quality; facilitating improvement; learning collaboratively; and becoming "lean" through process improvement. Staff are ensuring that these concepts are reflected in both the Home's strategic plan and its quality and risk-management program.

## **3.0 Governance Implications for the Long-Term Homes Act, 2007 and Regulations**

The LTCHA sets out in section 69 that every director and officer of the corporation must meet a standard of care in discharging their duties. Directors and officers must "exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances." In addition, directors and officers must, "take such measures as necessary to ensure the corporation complies with all requirements" in the LTCHA. In the context of municipal homes, if there is a committee of management for the home, the obligation set out above is an obligation on every member of that committee, that being the Community Services Committee of Regional Council (CSC).

The LTCHA holds directors and officers to an objective standard of care. In other words, it requires directors to exercise the care of a reasonably prudent person. This is similar to the standard of care in the Ontario Business Corporations Act, the Occupational Health and Safety Act, and other statutes.

Section 69, and more specifically clause 69(1) (a), does not impose a higher standard of care on non-profit directors than what these directors faced before the LTCHA came into force. However, section 69 does link a standard of care to the specific requirement of ensuring compliance with the LTCHA. This was not the case with the three previous acts governing long term care homes.

Section 69 requires directors to act reasonably and prudently, and “take such measures as necessary” to ensure compliance with the LTCHA. These measures would include establishing governance processes and structures to oversee and monitor compliance. In addition, boards should follow a reasonable and informed decision making process, and each director should act prudently and diligently (ask questions, seek additional information and expert advice where necessary, encourage dialogue and independent judgment, and ensure the board adopts other ‘good governance’ principles and procedures).

The foregoing responsibilities detailed in the LTCHA are not expected to require significant changes for CSC. It has been the practice of staff to report the results of the Annual Compliance Review, now to be replaced by the Long Term Care Quality Inspection Program (LQIP). In addition, CSC receives an annual update from the Medical Director of Sunnyside Home and other relevant reports related to compliance requirements, accountability measures and practices. Examples include budget, Accreditation and OMBI reporting. It is recommended that CSC receive an annual report of quality activities and indicators that will summarize quality reports that are currently reviewed by the Commissioner of Social Services on a quarterly basis. It is anticipated that a Seniors’ Advisory body will be established later this year; the terms of reference will be provided to CSC this spring. One of the functions of this Advisory Board could be to monitor and advise on quality outcomes and initiatives of the Seniors’ Services division, providing recommendations to CSC as required.

#### **4.0 Ombudsman Report**

The findings of the investigation by Ontario’s Ombudsman, André Marin into long term care that was launched in 2008 were released in December 2010. The investigation revealed a number of systemic problems that the MOHLTC is addressing including inconsistent standards, inconsistency in application of the standards, failure to complete timely inspections, lack of rigour and transparency with respect to complaint inspections and inadequate public reporting. Given the new legislation and the transformation in the long-term care sector, the Ombudsman advised that he is optimistic that the Ministry is taking his concerns seriously and is working to address them.

It is of note that not-for-profit homes, including Sunnyside Home, are well positioned to deliver quality care. A new study released by the Institute for Research on Public Policy (IRPP), Residential Long-Term Care for Canada’s Seniors; Nonprofit, For-Profit or Does it Matter? concluded that ownership is a determinant of the quality of care provided in long-term care homes and that for-profit facilities are less likely to provide quality care than non-profit homes. The report includes several recommendations to ensure quality of service including those designed to reverse the trend of increasing private sector involvement in long-term care. Some of the recommendations are consistent with the accountability measures that have been recently introduced in Ontario through the LTCHA. The report was profiled in the media last month, including coverage in the Toronto Star and the Globe and Mail. Perhaps what speaks most to the strength of the not-for-profit (NFP) sector is consumer preference: a recent OANHSS analysis of the Ministry’s waitlist data revealed that two of every three seniors on the list identified NFP homes as their number one choice. This is in despite of the fact that NFP homes account for just over 40% of all homes in the province.

It is evident that the new regulatory and enforcement regime, while still in the implementation phase, is focused on the appropriate issues (such as significant areas of risk, consistency, and transparency) and it is expected to lead to more effective, comprehensive and consistent monitoring across the sector. The sector is pleased that the Ministry is leading this reform and is positively engaged in ongoing consultation and collaboration with key stakeholders. It remains a concern, however, that the government is not fully reimbursing long term care homes for the incremental costs of implementing the new regulatory framework, despite the need to direct significant resources to fulfill the accountability requirements. Implementation of the legislated and regulatory requirements is a significant and challenging focus for the Seniors' Services division this year.

**CORPORATE STRATEGIC PLAN:**

This report responds to the Region's corporate strategic plan focus area of enhancing community and social well being.

**FINANCIAL IMPLICATIONS:**

NIL

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

Legal Services has supported the division in the interpretation of the new legislation and in reviewing and revising documents to ensure compliance and were also consulted in the development of this report.

**ATTACHMENTS**

Appendix A: "LTCHA Scope and Key Requirements"

**PREPARED BY:** *Gail Kaufman Carlin*, Director, Seniors' Services

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

## Appendix A

### LTCHA Scope and Key Requirements

#### Residents' Bill of Rights

The *LTCHA* contains 27 residents' rights, expanded from 19 in the previous legislation.

#### Mission Statement

Each home must develop a mission statement which sets out the principles, purpose and philosophy of care of the home and ensure that they are put into practice in the day-to-day operation of the home. The Home must also ensure that the mission statement is consistent with the fundamental principle of the Act and the Residents' Bill of Rights

#### Safe and Secure Environment

The regulations set out specific requirements about the following aspects of safety in the home:

- Doors;
- Elevators;
- Floor space;
- Furnishings;
- Privacy curtains;
- Grab bars;
- Bed rails;
- Windows;
- Communication and response systems;
- Lighting;
- Generators;
- Cooling requirements;
- Air temperature
- Plumbing

#### Specific Services

Long-term care homes are required to provide the following services:

- Nursing and personal support services;
- Restorative care, including for those residents with cognitive impairments or who are unable to leave their rooms
- Recreational and social activities, including for those residents with cognitive impairments or who are unable to leave their rooms
- Dietary services and hydration;
- Medical services;
- Organized programs to ensure a reasonable opportunity for residents to pursue their religious and spiritual practices
- Accommodation services, including housekeeping, laundry and maintenance
- Volunteer programs

In general, each program must comply with the following requirements:

- Include a written description of the program, including goals, objectives and relevant policies, procedures and protocols providing methods to reduce risk and monitor outcomes, including protocols regarding referrals of residents to specialized resources where required;

#### Homes must develop and implement interdisciplinary programs in the following areas:

- Falls prevention and management to reduce the incidence of falls and risks of injury;
- Skin and wound care to promote skin integrity, prevent the development of wounds and

- pressure ulcers, and provide effective skin and wound care interventions;
- Contenance and bowel program to promote continence and to ensure that residents are clean, dry and comfortable; and
- Pain and wound management to identify and manage pain in residents.

### **Screening and Training of Staff and Volunteers**

All staff and volunteers in a long-term care home must be screened upon hire, which includes the completion of a criminal reference check. Staff, must receive orientation training before starting work.

The orientation, as well as re-training, must include the following topics:

- The Residents' Bill of Rights;
- The Home's mission statement;
- The home's policy to promote zero tolerance of abuse and neglect of residents;
- The duty under section 24 to make mandatory reports about suspected abuse, neglect or misuse of money;
- The protections afforded by the whistle-blowing provisions
- The policy of the home to minimize the restraining of residents;
- Fire prevention and safety;
- Emergency and evacuation procedures;
- Infection prevention and control;

### **Staff providing direct care to residents must also receive training and re-training in the following areas:**

- Abuse recognition and prevention;
- Mental health issues, including care for persons with dementia;
- Behaviour management;
- The minimization of restraint, where necessary, and the application of restraint in accordance with the legislation;
- Palliative care;
- Fall prevention and management;
- Skin and wound care;
- Contenance care and bowel management;
- Pain management, including recognition of specific and non-specific signs of pain;
- Training in the application, use and potential dangers of physical devices for staff who apply or monitor residents restrained by physical devices;

### **Prevention of Abuse and Neglect**

All homes are required to protect residents from abuse by anyone and neglect by staff. Abuse includes emotional, financial, physical, sexual and verbal abuse. Licensees must promote zero tolerance of abuse and neglect, ensure compliance with their abuse and neglect policy and communicate their policy to both residents and their substitute decision makers.

### **Reporting and Complaints**

Homes must have written procedures about initiating complaints and how the licensee will deal with those complaints. When a written complaint is made, licensees must forward them to the Ministry of Health and Long-Term Care.



## REGION OF WATERLOO

### SOCIAL SERVICES Seniors' Services

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

**DATE:** February 15, 2011

**FILE CODE:** F03-21

**SUBJECT: WRITE-OFF OF UNCOLLECTIBLE ACCOUNTS SENIORS' SERVICES  
(SUNNYSIDE HOME)**

#### **RECOMMENDATION:**

THAT the Regional Municipality of Waterloo approve a write-off of \$95,882.53 in Accounts Receivable for the year ended December 31, 2010, as outlined in Report SS-11-009, dated February 15, 2011.

#### **REPORT:**

Accounts receivable writes off uncollectible accounts as a cost of providing Regional services. Staff of Seniors' Services, Finance and Legal Services has conducted an extensive review of all outstanding accounts as of December 31, 2010 to determine which accounts should be written off in 2010.

As a result of this review, it was determined that 16 accounts have been deemed uncollectable and should be written off. Of these accounts, 9 are less than \$2,500 each and have been authorized for write off by the Chief Financial Officer. The remaining 7 accounts, totaling \$95,882.53, exceed \$2,500 and require Council approval for the write off.

The amounts owed to the Region are a result of accommodation charges to residents while the resident resided at Sunnyside Home. All accounts recommended for write off are for individuals who have passed away. The accounts have been outstanding for as long as nine years. Current accounts receivables are up to date and are monitored monthly. Staff of Finance and Seniors' Services formally review outstanding accounts on a semi-annual basis to continue to ensure any issues are addressed on a timely basis.

Monthly accommodation charges are required under provincial legislation. The maximum amount charged is determined by the Province and invoiced to the resident monthly. In the event that the resident's income is not sufficient to pay the accommodation charges, the resident can apply for a reduction in the accommodation charges. The Home cannot reduce the monthly charge without formal approval from the Province of Ontario, which will subsidize the difference between the total charge and the resident's actual payment. The Region can not withhold service from a resident because of non payment of accommodation charges.

#### **Accounts Receivable Policies and Procedures**

Effective management of receivables requires that procedures are in place to ensure timely receipt of funds due to the Region. A number of procedures are in place to ensure that funds due to the Region are received on a timely basis.

- Currently all payments are made through a pre-authorized payment plan and the resident/resident family member has the monthly accommodation charge directly debited from their bank account.

- Monthly statements are mailed to each resident/resident family member at the end of each month.
- In instances where the account has non-sufficient funds to cover the pre-authorized payment the bank account holder is contacted immediately by phone for funds to cover the non sufficient funds.
- All accounts are reviewed monthly. When collection does not occur through telephone contact, the Manager of Administration Services contacts the resident/resident family by phone and follows up with a letter. In the event when payment is not made the file is sent to legal for collection with all documentation that is available.

In the event that funds are not received through these procedures, the account is forwarded to Legal Services for follow- up and further collection activities.

The accounts recommended for write off have been followed up by Home staff who have worked closely with Legal Services. All avenues of collection have been exhausted.

Current accounts receivables are up-to-date and are monitored monthly. Staff of Finance and Seniors' Services formally review outstanding accounts on a semi-annual basis to continue to ensure any issues are addressed on a timely basis.

Writing off these accounts does not extinguish the debt owed to the Region, if funds can be collected in the future the Region will make all efforts to secure the amounts owing.

#### **CORPORATE STRATEGIC PLAN:**

Focus area Six of the Corporate Strategic Plan is Service Excellence. The objective of the focus area is to ensure all Regional Programs and services are responsive, efficient, effective and accountable to the public.

#### **FINANCIAL IMPLICATIONS:**

Under the Ministry of Health and Long Term Care's directives, the Region is required to invoice the resident for accommodation charges and recognize the revenue in the year the charge is levied. In the event the charges are written off, the Ministry will provide 50% subsidy.

The total amount recommended for write off is \$95,882.53. The net cost to the Region, after provincial subsidy, is \$47,941.27. If approved, this amount will be included in the Region's 2010 year end accounts.

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

Legal Services Division staff has assisted on the legal aspects of the collection of delinquent accounts. Seniors' Services and Finance staff, have assisted in the review of over-due accounts and in the collection activities.

#### **ATTACHMENTS:**

None

**PREPARED BY:** *Carol Watson*, Manager, Administrative Services

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

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



Region of Waterloo

PLANNING, HOUSING AND COMMUNITY SERVICES  
Community Services

Date: February 15, 2011

## MEMORANDUM

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

From: Susan Burke, Manager/Curator, Joseph Schneider Haus

Subject: **JOSEPH SCHNEIDER HAUS OPENS FOR THE 2011 SEASON**

File No: R12-90

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Contemporary Book Artist, Marlene Pomeroy of Kitchener is the 2011 Friends of Joseph Schneider Haus Folk-Artist-in-Residence. Marlene's year will be officially launched as Joseph Schneider Haus opens for the 2011 season on the weekend of February 19 and 20. There will be demonstrations of calligraphy on Saturday, and a special reception on Sunday afternoon. The artist's solo exhibition, *Between the Covers: The Art of the Book*, which is the centrepiece of her spring activities, will also open that weekend.

Marlene Pomeroy has worked for over 25 years as a visual artist, beginning with intensive studies in calligraphy. Her long-time fascination with books, the written word and paper has fuelled a deep passion for the contemporary book arts. Merging pigments, textiles, paper and text into a continually changing and responsive art form, she takes great joy in creating high quality hand bound books, journals, boxes and unique housing for treasures that all reflect the colours and shapes around her and are interpreted from her own life experiences and those of her students and clients.

A founding member of the Royal City Calligraphy Guild, Marlene has worked on its executive in many capacities over the last 25 years. She is also a member of the Canadian Bookbinders and Book Artists Guild, the Guild of BookWorkers, The Hamilton Calligraphy Guild and Globe Studios. She has done intensive study in Canada, the United States and Italy under many gifted master artists.

Marlene's studio time is divided between teaching and commissioned work, and she creates from her studio at Globe Studios in Kitchener where she continues to teach, explore new materials and experiment with new structures.

She is planning an exciting year of programming relating to the book arts for her residency and she has invited a number of skilled professionals from her network to participate as guest artists. For more information please connect with [www.region.waterloo.on.ca/jsh](http://www.region.waterloo.on.ca/jsh), with the Friends of Joseph Schneider Haus facebook page, or phone 519-742-7752 for a brochure.

The Edna Staebler Research Fellow Award is also supported by the Friends of Joseph Schneider Haus. On Thursday February 24, 2011, the Annual Edna Staebler Research

Fellow's Lecture will be presented by historian, Karl Kessler. Karl's presentation will highlight his recent work documenting local artisans who may be the last to be practising their particular craft or trade. The lecture will take place at the Museum at 7:30 p.m. and admission is by donation.

**Joanna Rickert-Hall is the Edna Staebler Research Fellow for 2011.** Joanna will be focusing her research on heritage preservation, and is planning to examine the log school house currently located in Waterloo Park, analyze historical data, recent opinions and perceptions, and ultimately develop a Statement of Significance that supports Heritage Designation. Her research results will be presented in 2012.



Region of Waterloo

SOCIAL SERVICES  
Employment & Income Support

February 15, 2011

## MEMORANDUM

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

From: Don Beitz, Manager, Income Support Services

Copies: Michael Schuster, Commissioner, Social Services

File No.: D29-30

Subject: **FIRST RESPONSE PROTOCOL 2010 UPDATE**

As a component of the Social Services Emergency Response Plan, the First Response Protocol assists with the immediate needs of food, shelter and clothing in the event of an emergency (eg. fire, unsafe premises) involving fewer than 50 individuals. This is an annual update reporting the Region's response to such incidents in the year 2010.

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

At the emergency site the Red Cross assesses the needs of the individuals and arranges temporary lodging in local motels. In large incidents and as necessary the GRT is called upon to provide a bus for shelter or transportation. In addition, the Red Cross provides each individual with a personal Comfort Kit (toothbrush, toothpaste, socks and underwear) as well as certificates for food. Depending upon the time and day of the event, the Red Cross contacts Employment & Income Support, Social Services during regular business hours or the After Hours On Call Service to advise that individuals have been placed in temporary accommodation. The cost of the temporary lodging and food is cost-shared with the Province (81.2% Province/18.8% Region).

On the next business day, staff of Employment and Income Support meet with individuals to assess them for emergency or ongoing financial assistance. The Red Cross also initiates contact with a Housing Help Centre (Lutherwood in Kitchener, John Howard Society in Cambridge) for assistance in obtaining alternate permanent accommodation for those who will not be able to return to their previous residence.

The First Response Protocol was activated for 30 housing units in 2010. These events consisted of 15 fires and 2 evacuations, due to flooding/water damage, affecting 7 units. In total 38 adults and 16 children were assisted. There were virtually the same number of impacted units when compared

to the previous year in which there were 32 units assisted due to fire and an eviction event (condemned building). Of the impacted housing units in 2010, there were 26 in Kitchener-Waterloo and 4 in Cambridge. Individuals and families were accommodated in motels for a total of 149 days, slightly less than half the 316 emergency housing days for 2009. The source of income for the individuals affected was a mix of Ontario Works (OW), Ontario Disability Support Program (ODSP) and low income through other sources (not in receipt of OW or ODSP).

As appropriate, individuals also received financial assistance to secure alternate permanent accommodation, temporary storage of possessions, household goods (eg. furniture) and personal items. Individuals assisted through the First Response Protocol remained in a motel for an average of 5 days prior to arranging interim accommodation with family, friends, returning to their previous residence or acquiring a new residence. The longest stay in 2010 was 14 days.

To address the immediate emotional and psychological needs of persons affected by a catastrophe the Region has developed the Waterloo Region Emergency Support Team (WREST). The WREST volunteers, trained in crisis intervention, are available to provide emotional support to persons traumatized by an emergency. WREST was activated on one occasion in 2010, volunteering approximately 15 hours in total to provide support to teens and community members in Elmira after a tragic graduation night accident. WREST team leaders and managers also donated a total of approximately 30 hours a month in on-call and administrative duties. WREST once again offered Crisis Response Training in October 2010. Of the 60 participants who attended, one-quarter (15) are interested in volunteering with WREST and a new member orientation meeting was held on January 24, 2011.

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

The First Response Protocol supports Focus Area Three of the Region's Strategic Focus: Healthy and Safe Communities; Strategic Objective Four: (to) coordinate and implement emergency management initiatives.

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



**MEMORANDUM**

To: Chair Sean Strickland and Members of Community Services Committee

From: David Dirks, Director, Employment and Income Support

Copies: Michael Schuster, Commissioner, Social Services

File No.: S09-80

Subject: **ONTARIO WORKS CASELOAD: JANUARY 2011**

This memorandum is provided as information for members of Council. Employment & Income Support, Social Services with Finance monitors the Ontario Works (OW) caseload and expenditures on a monthly basis. Below is a chart summarizing the caseload at the end of January 2011 with comparisons to the months of December 2010 and January 2010 as well as September 2008.

Very briefly,

- The OW caseload at January 2011 was: 8,560
- The increase from December 2010 was: 32 (0.4%)
- The increase from January 2010 was: 87 (1.0%)
- The increase from September 2008 was: 2,267 (36%)
  
- Waterloo Region unemployment rate for January 2011 was: 7.0
- Waterloo Region unemployment rate for January 2010 was: 9.9

Ontario Works Caseload and Unemployment Rate

December 2010  
Ontario Works Caseload

January 2011	December 2010	January 2010	% Change December to January	% Change Year to Year
8,560	8,528	8,473	0.4%	1.0%

Unemployment Rates – Seasonally Adjusted

	<b>January 2011</b>	<b>December 2010</b>	<b>January 2010</b>	<b>% Change December to January</b>	<b>% Change Year to Year</b>
Province	8.1	8.1	9.2	0%	(12%)
Waterloo Region	7.0	7.3*	9.9	(4.0%)	(29%)

\*As revised by Statistics Canada.

A review of the caseload with potential scenarios for 2011 will be provided as part of the 2011 Budget process.

The provision of social assistance supports Focus Area Three of the Corporate Strategic Plan, Healthy and Safe Communities; Strategic Objective One: (to) improve health by reducing or preventing the environmental and social conditions that lead to poor health and/or poverty.

If you have any questions or comments or for further information, please contact David Dirks at Phone: 519-883-2179 or [dirksdav@region.waterloo.on.ca](mailto:dirksdav@region.waterloo.on.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>
07-Sep-10	S. Strickland	Staff report regarding the impact of the Public Health Needle Exchange Program on the incidence of blood-borne infections	Public Health	As part of Harm Reduction program report due in March 2011
28-Sep-10	Committee	Staff report regarding the impact of revised technology for Delivery of Social Assistance on applicants. Social	Services	early 2011