



REGIONAL MUNICIPALITY OF WATERLOO COMMUNITY SERVICES COMMITTEE AGENDA

Tuesday, June 21, 2011
1:00 p.m.
Regional Council Chamber
150 Frederick Street, Kitchener, Ontario

1. **DECLARATIONS OF PECUNIARY INTEREST UNDER *THE MUNICIPAL CONFLICT OF INTEREST ACT***
2. **DELEGATIONS**
3. **PRESENTATIONS**
 - a) 2011 Senior of the Year Award to Mrinalini Ramachandran
 - b) Shayne Turner, Director of Bylaw & Enforcement, City of Kitchener, Re: Graffiti Task Force
 - c) Joan Fisk, Chair & Bruce Lauckner, CEO, Waterloo Wellington Local Health Integration Network Re: WWLHIN Update
4. **REPORTS – Social Services**
 - a) [SS-11-026](#), Release of Updated *Inventory of Housing Stability Programs in Waterloo Region* (2011) 1
 - b) [SS-11-027](#), Release of Seven New Local Housing Stability Reports 4
 - c) [SS-11-028](#), Children's Services Division Service Contract Policy Implementation (*Staff Presentation*) 8
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REPORTS – Public Health

 - e) [PH-11-034](#), 2010 Food Safety Annual Report 18

REPORTS – Planning, Housing and Community Services

 - f) [P-11-066](#), Joseph Schneider Haus and McDougall Cottage – 2010 Operations and 2011 Planned Initiatives 25
5. **INFORMATION/CORRESPONDENCE**
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- c) Employment and Income Support Community Advisory Committee 2010 [Annual Report](#) 64
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 - e) Statistics Canada, [2011 Census: The National Household Survey](#) 68
 - 6. OTHER BUSINESS**
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 - 7. NEXT MEETING – August 16, 2011**
 - 8. ADJOURN**



REGION OF WATERLOO

SOCIAL SERVICES

Social Planning, Policy and Program Administration

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

DATE: June 21, 2011 **FILE CODE:** S13-40

SUBJECT: **RELEASE OF UPDATED *INVENTORY OF HOUSING STABILITY PROGRAMS IN WATERLOO REGION (2011)***

RECOMMENDATION:

For information.

SUMMARY:

This report provides an overview of the updated Inventory of Housing Stability Programs in Waterloo Region (Inventory). The Inventory is a community resource that catalogues information (history, services, data) for 94 housing stability programs in Waterloo Region. Recent housing stability trends indicate:

- Emergency shelter bed use and the number of people accessing emergency shelter has stabilized.
- The majority of shelter stays are for short periods of time and most people do not access emergency shelter more than once during the year.
- Waiting lists for longer term housing with support have increased.

The Inventory will help to inform the development of the updated Homelessness to Housing Stability Strategy anticipated to be released in October 2011.

REPORT:

1.0 Overview of the Inventory of Housing Stability Programs in Waterloo Region

The Inventory of Housing Stability Programs in Waterloo Region (Inventory) was first produced in 2006 (SS-06-030) to support the process of mapping and gathering information about the housing stability system for the first Homelessness to Housing Stability Strategy (Strategy; 2007-2010; SS-07-027.1/P-07-105.1). One of Strategy actions recommended that the Inventory be updated on a regular basis. As a result, new versions were released in 2008 (SS-08-028) and 2009 (SS-09-045). The 2011 Inventory is the fourth edition containing data from 2010. The Inventory will help inform the development of the updated Homelessness to Housing Stability Strategy anticipated to be released October 2011.

The Inventory catalogues the 94 housing stability programs in Waterloo Region that serve people ages 16¹ and over who are experiencing homelessness or at-risk of losing their housing. At least 50% of the activities within these programs are related to finding and/or maintaining housing. More specifically, these programs help people by providing one or more of the following:

¹ Lutherwood's Safe Haven program (serving children ages 12-15) and Family and Children's Services of Waterloo Region (serving youth ages 0-21) are the only exceptions.

- emergency/time-limited residential services or affordable housing options,
- financial assistance to find housing or prevent housing loss; and/or
- support to find adequate housing, to prevent housing loss, to maintain housing, or to improve quality of life.

The Inventory includes profiles for every housing stability program in Waterloo Region, organized by the five parts of the housing stability system:

1. Emergency Shelter
2. Street Outreach (Fixed and Mobile)
3. Shorter Term Housing Stability Programs
4. Time-Limited Residential Programs
5. Longer Term Housing Stability Programs

Each section includes a brief summary and overview table, followed by detailed program profiles as well as an Appendix containing full contact information for the organization and/or program.

In general, this document serves as a useful resource to anyone seeking to learn about the local housing stability system. The Inventory has been used by groups working to address housing stability issues, members of the general public, the media, students, and local organizations (e.g., to support staff orientation and training). Not only does it identify all the programs in the housing stability system, it also provides data to show trends over time (e.g., demographics of program participants, capacity to meet demand). These data are often referenced in reports to the community, Province and Federal Government. Inventory data was featured in the first Strategy and will be incorporated in the updated Strategy (to be released October 2011).

The updated Inventory will be posted to the Region's website by the end of June 2011 and distributed to key organizations. Other stakeholders will receive the website link through various list-serves and newsletters. The Inventory will also be posted to the Homeless Hub (a Canadian research clearinghouse).

2.0 Housing Stability Trends

In the last five years, data collection has improved in the housing stability system, partly due to the Inventory and the Region's role as the Community Coordinator for the Homeless Individuals and Families Information System (HIFIS). As a result of the Inventory and greater access to data through HIFIS, information about local trends, particularly with respect to emergency shelter usage, is now more readily available.

Evidence continues to support the following facts:

- **Emergency shelter bed use has stabilized.** In 2010, 67,943 bed nights were recorded across the region, a 0.1% decrease from 2009 and a 1.7% increase since 2006.
- **The number of people accessing emergency shelter has stabilized.** In 2010, 2,858 people accessed emergency shelter services in Waterloo Region, essentially the same number from 2009 (at 2,859) and a 0.4% decrease from 2006.
- **The majority of shelter stays are for short periods of time.** Most people accessing emergency shelter stay for about three weeks. Length of stay has remained relatively stable over the past five years, with youth and families continuing to use services for longer periods of time.
- **Most people do not access emergency shelter more than once during the year.** This trend is also found over a five year period of time, where approximately 75% of former emergency shelter residents do not return for service. Programs to address persistent homelessness in Waterloo Region are designed to reduce the number of people returning for service over time.
- **Waiting lists for longer term housing with support have increased.** In 2010, 1,378 households were on wait lists for longer term support to maintain housing, up 31% from 2006. At last count in early 2011, there were nearly 650 applications for a space in one of the general

longer term support programs that serve people with a mix of issues where eligibility is not tied to a specific, diagnosed disability.

While it is concerning that waitlists appear to be increasing for longer term housing with supports, efforts within the housing stability system (new affordable housing and support options) appear to be having an impact in stabilizing demand for shelter services, despite increasing population and ongoing economic pressures (e.g., such as changes in the labour market and Ontario Works caseloads increasing over 2009 and not yet decreasing). These trends will continue to be monitored.

CORPORATE STRATEGIC PLAN:

Working to strengthen the housing stability system and build the community's capacity to address issues of homelessness is consistent with the Region's Corporate Strategic Plan, Focus Area 4: Human Services: to "promote quality of life and create opportunities for residents to develop to their full potential"; and specifically, Strategic Objective 4.2 to "enhance services to people experiencing or at-risk of homelessness" through "implementation of the Homelessness to Housing Stability Strategy".

FINANCIAL IMPLICATIONS:

NIL

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

Planning, Housing and Community Services contributed two program profiles to the Inventory.

ATTACHMENTS

NIL

PREPARED BY: *Angela Pye, Social Planning Associate*
Marie Morrison, Manager, Social Planning

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



REGION OF WATERLOO

SOCIAL SERVICES

Social Planning, Policy and Program Administration

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

DATE: June 21, 2011

FILE CODE: S13-40

SUBJECT: RELEASE OF SEVEN NEW LOCAL HOUSING STABILITY REPORTS

RECOMMENDATION:

For information.

SUMMARY:

The report provides an overview of seven housing stability reports planned to be completed and made publically available by the end of June 2011. These reports will serve as background documents informing both the STEP Home (support to end persistent homelessness) Year Three Evaluation (anticipated to be completed September 2011) and the development of the updated Homelessness to Housing Stability Strategy (anticipated to be completed October 2011). Together these seven reports include over 500 pages of local community research.

REPORT:

1.0 Background

The first Homelessness to Housing Stability Strategy completed in 2007 was informed by ten background reports (report topics included: rural, youth, older adults, urban adults, persistent homelessness, Region's role in homelessness, economic-based homelessness, a business case for housing with supports, an inventory of services, and input from people with lived experience and service providers). Since the first Homelessness to Housing Stability Strategy was completed, local learning and research in the area of housing stability has continued. Reports previously released since 2007 (by the Region or in partnership with the Region) include:

- Lesbian, Gay, Bisexual, Transgendered and Questioning (LGBTQ) Populations and the Shelter System (2008);
- Promising Principles and Practices in Housing Options for Youth Experiencing Homelessness in Waterloo Region (2010);
- Homelessness and Global Climate Change in Waterloo Region: Are We Ready? (2010);
- Waterloo Region Energy Assistance Program (WREAP) Annual Report (2010);
- Federal Homelessness Partnering Strategy Community Plan for 2011-2014 (2011);
- Updated Inventory of Housing Stability Programs in Waterloo Region (2008, 2009, 2011); (the 2011 version will also be released by the end of June 2011 and is the subject of the June 21, 2011 report SS-11-26).

Eight additional reports have been in development since 2009. Highlighted here are seven reports to be released by the end of June 2011. The eighth and final report is the STEP Home Year Three Evaluation planned to be released in September 2011, prior to the finalization of the updated Homelessness to Housing Stability Strategy (anticipated to be completed October 2011).

2.0 Summary of Reports

This section will provide a brief description of each of the seven reports which together include over 500 pages of local community research.

STEP Home Housing Report

This report was created to capture the learning of the STEP Home program as it relates to supporting people experiencing or approaching persistent homelessness to find and maintain housing stability. Seven promising practices are highlighted including: build relationships with landlords, coordination of landlord and vacancy information, address issues of housing affordability, address issues of support for maintaining housing stability, Make It Home model, support community inclusion and support less conventional housing options. A number of recommendations are presented to support moving forward in these areas.

STEP Home Services Report

This report was created to capture the learning of the STEP Home program as it relates to supporting people experiencing or approaching persistent homelessness to secure access and connections to community services. Highlighted are the types of services frequently accessed by STEP Home participants as well as success strategies and challenges in accessing services. Based on information gathered through interviews with 15 STEP Home staff in six agencies, recommendations were drafted in the areas of: promoting accessible services, building relationships, strengthening collaboration and partnerships, formalizing flexible services, and creating opportunities for social inclusion.

STEP Home Flex Fund Report

This report was created to capture the learning of the STEP Home program as it relates to the creation and use of “flex funds” in order support people experiencing or approaching persistent homelessness towards housing stability. Highlighted are flex fund expenditures, for what purposes flex funds were used and why flex funds were needed. The report recognizes flex funds as an effective program tool and includes a number of recommendations in the on-going development and usage of flex funds.

The Story of SHOW: The Development and Early Impact of Supportive Housing of Waterloo

This report was created to capture the development and early impact of Supportive Housing of Waterloo (SHOW). SHOW is a five story apartment complex with 30 self-contained one-bedroom units located in Waterloo. The project opened in June 2010 to serve people experiencing persistent homelessness. The report provides information and insights from three focus groups (SHOW staff, Region staff, STEP Home staff – 23 people total), eight individual stakeholder interviews and tenant surveys collected through the Centre of Community Based Research. Region staff gathered additional information through SHOW documents, various meetings with SHOW staff, members of the SHOW Board and other community partners. The report outlines SHOW’s historical development, funding, construction, tenant selection, community connections and support, move-in day and support services. SHOW’s early impact on tenants and the community are explored followed by key insights, including facilitating factors, challenges and lessons learned.

Hearing the Voices: Learning’s from Kitchener-Waterloo Out of the Cold

This report was developed through a partnership between the Kitchener-Waterloo Out of the Cold (K-W OOTC) Steering Committee, the Kitchener Downtown Community Health Centre (KDCHC) Peer Health Worker program and Region Social Planning, Policy and Program Administration. The purpose of the report was to understand who is staying at K-W OOTC and to collect feedback regarding strengths and gaps related to local shelter, health, community, and housing services. The report: outlines the historical development of K-W OOTC and other housing stability services between 1999 and 2010; provides a description of services offered through the seven primary K-W OOTC sites; highlights the results of interviews with 23 guests staying overnight at K-W OOTC as

well as interviews with Site Coordinators and volunteers at each of the seven primary sites; and compares K-W OOTC data with other local emergency shelter data. The discussion section includes observations and learnings and identifies considerations related to delivery of housing stability, health and community services.

We'll Leave the Lights On For You: Housing Options For People Experiencing Persistent Homelessness Who Use Substances (Drugs and/or Alcohol)

This report was completed with funding support through the Waterloo-Wellington Local Health Integration Network (WW-LHIN) as part of their Aging at Home Strategy in partnership with The Working Centre (SS-08-005). This report was originally intended to explore housing options and promising practices both locally and in other communities related to housing options for people experiencing persistent homelessness. However, the scope of the report was subsequently narrowed to focus on the community's most pressing need related to housing options for people experiencing persistent homelessness who are active in their substance use.

Over 2009-2010, a variety of approaches informed the development of this report including: a literature review; data compiled through STEP Home; community input received through two sessions of In the Mind's Eye (November 2010, October 2010); one open community forum seeking input on the draft findings of the report (September 2010); survey research conducted with people with lived experience of persistent homelessness; nine site visits at local general longer term housing stability programs in Waterloo Region and ten site visits at other select supportive housing programs serving people experiencing persistent homelessness in Toronto, Hamilton and Ottawa.

The final report explores approaches to services and introduces a substance use and medical services continuum in the context of housing. It provides an overview of select supportive housing and community support services for people experiencing persistent homelessness both locally and across Ontario. Promising practices and recommendations for moving forward are included.

Program Review Resource Guide: Selected Longer Term Housing Stability Program Options for People Experiencing Homelessness in Hamilton, Toronto and Ottawa

This Guide serves as a companion document to the Lights On Report in order to support local planning and program development. It includes detailed information with respect to features of programs designed to serve people experiencing persistent homelessness at select supportive housing programs and information exploring innovative community support programs. This Guide was informed through site visits conducted in 2009 at various supportive housing programs in Hamilton, Toronto and Ottawa as well as a program/document review.

3.0 Report Dissemination and Next Steps

Once the reports are published, copies will be provided to the Council library, and the documents will be posted to both the Region's website and the Homeless Hub website (a national clearing house for all Canadian research and materials related to homelessness and housing stability). In addition, an e-mail will be sent to the Homelessness and Housing Umbrella Group (HHUG) list-serve and reports may also be highlighted in future newsletters, at conferences etc.

These reports will be fully reviewed and considered within the STEP Home Year Three Evaluation (anticipated September 2011) and within the update to the Homelessness to Housing Stability Strategy (anticipated to be completed October 2011). In general, these documents serve as a resource to anyone seeking to learn about STEP Home and the local housing stability system. The reports may be used by groups working to address housing stability issues, members of the general public, the media, students, local organizations (e.g., to support staff orientation and training), as well as other communities.

CORPORATE STRATEGIC PLAN:

Working to strengthen the housing stability system and build the community's capacity to address issues of homelessness is consistent with the Region's Corporate Strategic Plan, Focus Area 4: Human Services: to "promote quality of life and create opportunities for residents to develop to their full potential"; and specifically, Strategic Objective 4.2 to "enhance services to people experiencing or at-risk of homelessness.

FINANCIAL IMPLICATIONS:

The Waterloo-Wellington LHIN provided \$52,380 in partnership with The Working Centre between April 2008 and March 2011 to support research related to developing housing options for people experiencing persistent homelessness resulting in the Lights On Report and the Program Review Resource Guide. All other reports were developed through existing resources within the Social Planning, Policy and Program Administration approved annual budget.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

Planning, Housing and Community Services participated in interviews related to the SHOW Report and participated in the consultation related to the Lights On Report.

ATTACHMENTS

NIL

PREPARED BY: *Angela Pye, Social Planning Associate*
Marie Morrison, Manager, Social Planning

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



**SOCIAL SERVICES
Children's Services**

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

DATE: June 21, 2011

FILE CODE: S04-20

**SUBJECT: CHILDREN'S SERVICES DIVISION SERVICE CONTRACT POLICY
IMPLEMENTATION**

RECOMMENDATION:

For Information.

SUMMARY:

This report provides an update on the progress made to date on the implementation of new service contract policies for licensed early learning and child care programs. The policy came into effect in June 2011. All licensed early learning and child care programs and special needs resourcing agencies who receive funding from The Regional Municipality of Waterloo (the "Region"), are now required to fully participate in our local quality initiative and to enrol children with special needs and children of subsidy eligible families.

REPORT:

1.0 Background

In 2008, Council endorsed a recommendation to amend the service contract policies for all licensed early learning and child care (ELCC) operators. The purpose of the changes was to support a quality, inclusive ELCC system as well as ensure a high degree of financial accountability in the use of public funds. The service contract amendments approved in 2009 allowed for a transitional approach to engaging all ELCC operators over a three year period which ended in June 2011. The recommendations approved in SS-09-006 were:

- all new licensed child care programs requesting service contracts participate in 'Raising the Bar on Quality' program and provide inclusive child care settings for the enrollment of children with special needs;
- all licensed child care programs with current service contracts were required to begin participation in the 'Raising the Bar on Quality' program and the provision of inclusive child care settings for the enrollment of children with special needs by June 2011;
- all Special Needs Resourcing Agencies with service contracts begin participation in the 'Raising the Bar on Quality' program by June 2011;
- service contracts between the Region and child care service providers be amended to include funding schedules for annual budgets, fee subsidy rates, wage subsidy allocations and funding for special needs resourcing agencies;
- staff develop a funding model for all licensed child care programs and special needs agencies with service contracts that will increase financial accountability across the child care system.

Since 2009 significant progress has been made in engaging licensed ELCC operators to meet the new requirements on a voluntary basis.

The Region's ELCC system is comprised of 129 public, non-profit and for-profit child care programs and 7 Special Needs Resourcing agencies. In 2009 there were 40 programs who did not meet one or more of the new service contract requirements. Over the past three years, staff have worked collaboratively with these programs to ensure ongoing communication and support. In 2009 all ELCC operators were surveyed to better understand the barriers and challenges. As a result, engagement strategies have focused on reducing barriers. Over the past three years operators have had opportunities to be involved in training and information sessions including: one to one meetings; mentoring support; as well as providing input into streamlining of forms and processes.

2.0 Quality Assurance – Raising the Bar on Quality (RTB)

The RTB program is the quality assurance tool used in Waterloo Region. 'Raising the Bar on Quality' (RTB) is a community based peer accreditation process that supports and promotes quality standards in licensed child care settings. The RTB program builds upon community capacity to apply consistent quality standards for all licensed early learning and child care settings. This initiative was originally developed in Hamilton by Affiliated Services for Children and Youth (ASCY) and was brought to Waterloo Region with the support of the Child Care Network of Waterloo Region.

The RTB program has had a positive impact on the early childhood education profession and the quality of services and programs for young children and their families in this Region. Annual evaluations indicate a strong connection between program participation and increased staff attendance to professional development, one of the primary elements of a high quality system. RTB has brought the child care community together, attending monthly networking meetings, creating mentorship programs, sharing resources and best practices that support quality services.

Table 1 below outlines the participation rates in RTB over the past seven years.

Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
50%	55%	55%	64%	67%	83%	89%

Implementation of the new service contract/policy amendments was timed for June 1 to coincide with the beginning of Year 8 of the RTB process. In the service contract amendments, all ELCC programs are required to register to participate in RTB by the end of June 2011 and will be required to submit their documentation for peer accreditation 12 to align with the RTB yearly cycle.

Of the 15 programs who did not participate in RTB for year 7, nine registered to participate but did not submit a profile binder due to unexpected operational challenges and one announced a decision to close. The remaining two operators (5 sites) who did not register to participate in 2010/2011 have all registered to participate in Year 8.

The seven agencies who provide expertise and support to ELCC programs to include children with special needs are also required to participate in RTB. In 2009 a new version of RTB was developed to address quality assurance measures for special needs resourcing agencies. All seven Special Needs Resourcing agencies currently meet the requirement to participate in the RTB program.

3.0 Inclusive ELCC Settings

Children's Services staff and local agencies that support children with special needs have worked together to support an inclusive child care system. The Child Care Special Needs Resourcing Partnership (CCSNRP) provides services and supports to children attending ELCC programs. The partnership was developed in 2002 and includes seven agencies with a common vision - "All

children and their families can participate in quality inclusive child care.”

Special needs services and supports include:

- education and training for child care staff and parents;
- consultation and mentoring by a visiting resource consultant or other specialized profession;
- additional classroom support for children with complex needs; and
- developmental assessments to support planning in the child care program.

The partnership began development of a single point of access to services and supports in 2003. Child care centres, parents with children attending child care and other service providers can call the Special Needs Access Point (SNAP) telephone line and initiate a process that will provide support to the child, the family and the child care setting. The development of SNAP has provided easy access for ELCC programs wishing to obtain support for children with special needs in their programs. Most ELCC programs access the services of the CCSNRP. Over the past three years, programs who have not used these services have had contact from Children’s Services staff as well as the SNAP coordinator to ensure they are familiar with the services available. **All** programs have expressed an interest in providing an inclusive setting.

Table 2 provides an overview of the number of referrals to SNAP over the past 7 years.

2004	2005	2006	2007	2008	2009	2010
432	554	584	634	586	645	729

Referrals to SNAP are monitored and programs who are not requesting services receive contact on an ongoing basis to ensure they are accessing supports needed to include children in their programs. In 2010 **all** ELCC programs indicated they enrol children with special needs in their programs. A review of the 2010 referrals to SNAP indicated six programs did not request any additional support services in their program. It is important to note that referrals to SNAP may not be the sole indicator of whether a program is enrolling children with special needs.

4.0 Service Contracts and Financial Accountability Measures

As the consolidated municipal service manager, Children’s Service has responsibility for administration of funding for the ELCC system. There are several different types of funding available to ELCC programs including:

- Wage subsidy – used to improve wages of early childhood educators;
- Fee subsidy – payment of child care costs on behalf of subsidy eligible families to ELCC programs; and
- One time funding – (when available) funds to support renovations to meet health and safety standards, start up costs or minor capital renovations.

Under previous practice, ELCC programs could have separate contracts for each of these funding areas based on their preference. For example an ELCC program in the past may not have had a purchase of service agreement to enrol children of subsidy eligible families but still had an agreement to receive wage subsidy funding. In 2010 service contracts were consolidated into one document to reduce paper and improve business processes. In January 2011, all ELCC programs received a new service contract with requirements clearly identified. All operators have signed the updated agreement. Staff have worked to engage all ELCC operators in the fulsome practice of the new requirements. There are currently six ELCC programs out of 129 who are not in compliance with the new service agreement requirements. More detail concerning this is provided in section 7.0 of this report.

5.0 Amended Service Contracts

With the assistance of legal services, staff has developed and implemented an amended service contract as of January 2009, (Note: Reference date of development) that I included fee subsidy, wage subsidy and funding for special needs agencies. The new consolidated service contract incorporates funding schedules, service descriptions and budgets into a single document. This allows for amendments to specific sections versus a new contract. The consolidated service contract streamlines funding agreements and links funding to participation in Raising the Bar on Quality and the provision of inclusive child care for children with special needs.

The new service contract has been distributed to all ELCC operators and outlines the changes in the terms and conditions effective, June 2011. All operators have signed off on the new service contract and are aware of the new contractual requirements. In addition, the new contract includes additional provisions intended to ensure that the ELCC program is meeting the new requirements and accountability measures, and outlines potential implications if the ELCC program is not meeting the same. Such provisions include:

- Enhanced termination provisions;
- Required consent to transfer funds between budget lines;
- Notice that funds will be withheld if the service provider is in breach of the service contract;
- Notice that a reduction in funding may occur if service targets are not met;
- Clarity that service providers cannot charge parents additional child care fees when the parent is in receipt of a fee subsidy; and
- Clarity that operators meet minimum wage obligations and use wage subsidy to exceed their minimum wage requirements.

6.0 Enhanced Financial Policies and Procedures

To ensure changes to funding policies maintain and build upon financial integrity and best practice, staff revised the annual budget submission process for ELCC programs. Staff consulted with other municipalities, ELCC program operators, Finance, Internal audit and the Province prior to any changes to the policies and procedures. The changes were reviewed by Committee in 2009 and implemented in the 2009/2010 business cycle. Staff continue to work with operators to refine the process and explore options to streamline documentation and tracking.

In 2010, with the assistance of internal audit staff, a format for financial integrity reviews was completed. On an annual basis, two ELCC programs are randomly selected for a financial integrity review to ensure all funding is being used for the intended purposes. A report outlining the findings of the 2010/2011 reviews will be provided for Committee in the fall.

7.0 Next Steps

As outlined earlier in this report, all ELCC programs have received the new service contract agreement which outlines the requirements for funding from the Region. It also outlines the process that will occur if the program does not meet these requirements.

As noted, there are currently six ELCC programs who do not currently enroll children of subsidy eligible families. There are six ELCC programs who have never participated in the RTB quality initiative, and six ELCC programs have not utilized community supports for children with special needs in 2010, (though five of the six have requested supports in previous years which would indicate intent to enrol children with special needs). Of these one has announced closure in 2011 and the remaining five operate half day programs which have limited demand for fee subsidy.

Ongoing contact and discussion with these operators has occurred in the past three years. All of these operators have signed their amended service contract which would indicate awareness of the new requirements for 2011. Staff will continue discussions with these operators to provide support and guidance to meet the requirements. Staff are confident that the remaining operators will be able to meet their service contract obligations by May 2012.

8.0 Enhanced Policy Framework

In light of the Provincial directives with the Early Learning framework, implementation of full day kindergarten and financial uncertainty for some operators, staff are recommending a one-time approach to engage the remaining operators to achieve the required standards by May 2012.

The full impact of full day kindergarten and before and after school care on ELCC operators will be significant as the final phases are implemented over the next three years. As the ELCC emerges from this change it will be important to ensure that the policies and practices to guide stabilization and growth of the ELCC sector are strong and speak to evidence based practice. Over the next year, staff are recommending a strategic approach to growth management and sustainability of the current system. A review of the current policies and practices will be necessary and will be conducted in consultation with the ELCC community and other municipalities. The goal would be to develop robust policies and guidelines to ensure the development and delivery of services for young children that incorporates principles of quality, inclusivity and accountability in the ELCC service system.

CORPORATE STRATEGIC PLAN:

This report supports the Region's Strategic Focus Area, Human Services: (to) Promote quality of life and create opportunities for residents to develop to their full potential by investing in the development and expansion of quality child care services.

FINANCIAL IMPLICATIONS:

The 2011 Children's Services budget totals approximately \$37.5 M. Approximately \$24 M is cost shared with the Province on an 80/20 basis (80% Provincial). Up to \$9M is funded 100% by the Province; \$3.8 M funded 100% through the Regional tax levy and approximately \$.7M funded through revenues.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

The continued implementation of the policies requires the assistance of Legal Services and Finance staff.

ATTACHMENTS

NIL

PREPARED BY: *Nancy Dickieson*, Director, Children's Services

APPROVED BY: *Michael Schuster*, Commissioner Social Services



REGION OF WATERLOO

SOCIAL SERVICES Children's Services

Report: SS-11-029

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

DATE: June 21, 2011

FILE CODE: A16-40

SUBJECT: CHILDREN'S SERVICES 2011 PROVINCIAL BUDGET APPROVAL

RECOMMENDATION:

THAT the Regional Municipality of Waterloo increase the 2011 operating budget for Children's Services budget by \$27,500 gross and \$0 net Regional Levy as outlined in report SS-11-029;

AND THAT the Regional Municipality of Waterloo approve the use of up to \$400,000 from the Best Start Unconditional Grant as part of the 2011 stabilization strategy, as outlined in report SS-11-029, dated June 21, 2011.

SUMMARY:

This report provides an overview of the Provincial funding approval received for the 2011 Children's Services operating budget. Two significant pressures exist in relation to child care fee subsidy and stabilization of the Early Learning and Child Care community. To address ongoing demands in the child care fee subsidy program a plan of action is outlined to avoid further service reductions using Provincial and Regional funding. This report also provides an overview of Phase 2 stabilization plans to support the transition of Early Learning and Child Care operators to alternate programs as a result of full day kindergarten.

REPORT:

1.0 Background

The 2011 Children's Services budget totals approximately \$37.5 M. Approximately \$24 M is cost shared with the Province on an 80/20 basis (80% Provincial). Up to \$9M is funded 100% by the Province; \$3.8 M funded 100% through the Regional tax levy and approximately \$.7M funded through revenues.

In 2010 funding and policy responsibility for Early Learning and Child Care was transferred to the Early Learning and Care Branch of the Ministry of Education. This was an important step in positioning early learning and child care on the continuum of early education along with full day kindergarten. A new funding approval process has been under development with the Ministry of Education to streamline funding envelopes and allow municipalities greater flexibility in the administration of funding. Reporting formats and service target criteria are all being reviewed in 2011 to look for opportunities to streamline processes.

In 2010 two new funding envelopes were introduced to address the impact of full day kindergarten on the licensed Early Learning and Child Care sector. This funding is expected to increase annually as full day kindergarten is phased in.

The Children's Services Provincial budget approval totals \$27,615,440 a net increase \$317,403 for 2011. The increased funding relates to two specific areas; fee subsidy for extended day full day kindergarten programs and transitional or stabilization funding. The increase in Provincial funding has been included in the total allocation of the Children's Services 2011 budget with the exception of \$27,500 in minor capital.

2.0 Child Care Stabilization – Transitional Funding

The Child Care Stabilization or transitional funding was initiated in 2010 for municipalities to support ELCC operators impacted by phase one of full day kindergarten. In 2011 the funding must be used to support operators impacted by phase 2 or 3 full day kindergarten schools. The transitional funding can be used for; child care fee subsidies, special needs resourcing and one time start up grants for operators to convert to younger age groupings.

In 2010 a community consultation process was initiated to determine best ways to allocate the funding. In 2010 restrictions required municipalities (such as Waterloo Region) with fee subsidy waiting lists to dedicate the funding on a one time basis to fee subsidy pressures. So, in 2010 \$107,000 was used from the Best Start Unconditional grant to support the top priorities identified by community operators. This 2010 stabilization strategy received positive feedback from the ELCC community. The plan for 2011 supports the continuation of this proactive approach and builds upon the existing framework with three key areas of focus:

- Supporting Best Practice (Service System Quality)
- Funding Sustainability (fee subsidy, start up and minor capital)
- Staff Resources/Planning Support

The Child Care Stabilization funding, (100% Provincial) consists of two allocations; \$370,244 to support transitional funding and \$27,500 for minor capital. To meet Provincial requirements staff are recommending that the 2011 stabilization funding be allocated as follows;

- \$200,000 to address fee subsidy funding pressures,
- \$170,244 be used to fund start up grants for operators converting to younger age populations.
- \$27,500 for minor capital renovations.

Preliminary estimates indicate that minor capital renovations for operators far exceed the \$27,500 provided this year. Few operators have the financial reserves to support significant costs related to renovations. Staff are recommending the use of up to \$400,000 from the Best Start Unconditional grant be dedicated to minor capital and service quality over the next two years. This funding will be used to enhance the minor capital fund for operators to complete renovations and support ongoing education and training on best practice models.

The Best Start unconditional grant was originally designed to support capital and start up costs to encourage growth of the ELCC system. Given the impact of full day kindergarten stabilization of existing spaces may be a more prudent strategy than promoting other growth. Use of the \$400,000 would leave a remaining balance of \$50,000 uncommitted funding in the unconditional grant.

3.0 Child Care Fee Subsidy Funding Pressures

A new funding allocation \$67,033 in ongoing 100% Provincial dollars has been provided. This funding must be used specifically for fee subsidy for four and five year olds attending the before and after school portion of full day early learning kindergarten sites.

The child care fee subsidy program continues to experience high demand for fee subsidy. High demand and lower than usual termination rates have resulted in a growing waiting list for service. The program currently has 2,860 children in receipt of fee subsidy and funding for an average of 2,700 children per month. The new wait list management strategy put into place in February 2011 places those who are most vulnerable as the highest priority for placement from the waiting list. Since that time, children from the top two priority areas have been placed only on an attrition basis due to high numbers.

There are currently 328 subsidy eligible children on the waiting list for placement, this is expected to grow significantly over the coming months. Careful monitoring of monthly expenditures and implementation of the waiting list has reduced budget over expenditures but not to the level anticipated. There are currently close to 150 too many children currently active in the fee subsidy program, projected expenditures to June 30th show costs exceed the budget by approximately \$200,000. As part of the 2011 budget process, up to \$270,000 in 2011 and \$230,000 in 2012 in Regional funding was approved conditional on Provincial cost sharing. As the Province increased funding by \$451,382 staff intend to use the Regional portion of this funding to address the over expenditure and avoid service reduction to clients. This is in addition to the \$200,000 from Provincial stabilization funding which will be used to support the fee subsidy program on an ongoing basis.

It is anticipated that additional stabilization and fee subsidy funding may be provided in future years to support the sustainability of the licensed child care community during implementation of full day Early Learning Kindergarten. Staff, anticipate that further details will be announced later in 2011 when the full transition to EDU is completed.

CORPORATE STRATEGIC PLAN:

Focus Area 3: Healthy and Safe Communities: Support safe and caring communities that enhance all aspects of health. Support initiatives that foster early learning and care for children

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

FINANCIAL IMPLICATIONS:

The Best Start unconditional grant currently has an uncommitted balance of \$451,645. If approved \$400,000 of the unconditional grant would be targeted for minor capital and stabilization of non profit early learning and child care operators in the community.

It is projected that the Children's Services budget will be overspent by \$200,000 as the number of children in care exceeds the budget for the fee subsidy program. This shortfall will be accommodated within the \$270,000 (Regional share) approved in the 2011 budget for the expansion of child care fee subsidy.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

The ongoing assistance of Finance staff is required to monitor the Children's Services budget and submit quarterly claims to the Province.

ATTACHMENTS

Attachment 1 Letter from the Ministry of Education, May 20, 2011

PREPARED BY: *Nancy Dickieson*, Director, Children's Services

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

Attachment 1

Ministry of Education
Early Learning and Child Care
Implementation Branch

Mowat Block, 24th floor
900 Bay St.
Queen's Park
Toronto ON M7A 1L2

Ministère de l'Éducation
Direction de la mise en œuvre
des programmes
d'apprentissage et de garde des
jeunes enfants

Édifice Mowat, 24^e étage
900, rue Bay
Queen's Park
Toronto ON M7A 1L2



Friday, May 20, 2011

Nancy Dickieson
Director
Regional Municipality of Waterloo
99 Regina Street South, 5th floor
Waterloo, ON N2J 4G6

Dear Nancy Dickieson,

Thank you for your 2011 Child Care Service Agreement. Enclosed is a signed copy for your records.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Musson".

Pam Musson
Director, Early Learning and Child Care Implementation Branch
Ministry of Education



REGION OF WATERLOO

PUBLIC HEALTH
Health Protection & Investigation

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

DATE: June 21, 2011 **FILE CODE:** P10-20

SUBJECT: **2010 FOOD SAFETY ANNUAL REPORT**

RECOMMENDATION:

For information.

SUMMARY:

The Food Safety program at the Region of Waterloo Public Health aims to reduce the incidence of foodborne illness in the residents of Waterloo Region. The Ministry of Health and Long-Term Care outlines activities for this program in the Ontario Public Health Standards Food Safety Protocol. In 2010, Public Health Inspectors conducted more food premises inspections and trained more clients through the food safety training certification program than any other year. Public Health uses a balanced education and enforcement approach to raise awareness of food safety and ensure food premises meet required food safety and sanitary standards in their establishments. The successes and challenges of the Food Safety program are outlined in this report.

REPORT:

Public Health Inspectors work together in the food safety program with an aim to prevent foodborne illness in Waterloo Region. To achieve this goal, Public Health Inspectors: routinely inspect food premises; ensure compliance with Ontario Food Premises Regulation 562/90 through education and enforcement activities; respond to consumer complaints; investigate suspected food-related illnesses; assist in recalls of contaminated foods; provide food safety training to food handlers; promote food safety in the home and community settings; and undertake other educational activities to raise awareness of food safety.

Routine Inspections

Regulated under the Food Safety Protocol of the Ontario Public Health Standards, each food premises undergoes an assessment to determine which risk category they fall into: high, medium or low risk. The risk assessment considers the type of food prepared, the population that it serves, and the history of compliance with the requirements outlined in "Ontario Food Premises Regulation 562/90". These risk categories are used to determine how frequently the premises are required to be inspected. The Ministry of Health and Long-Term Care mandates that high risk premises (such as full service restaurants and hospitals) be inspected three times per year, medium risk premises (such as fast food restaurants) be inspected twice per year, and low risk premises (such as convenience stores) be inspected at least once per year.

In 2010, there were a total of 4,574 inspections and 557 re-inspections of food premises in Waterloo Region. The completion rate for high risk premises was 96% while medium risk

premises had a 94% completion rate in 2010. Both total inspections conducted and completion rates for high and medium risk premises were the highest achieved on record. See Figure 1 for an illustration of food premises completion rates since 2005 and Figure 2 for an illustration of food premises inspections since 2005.

Figure 1.

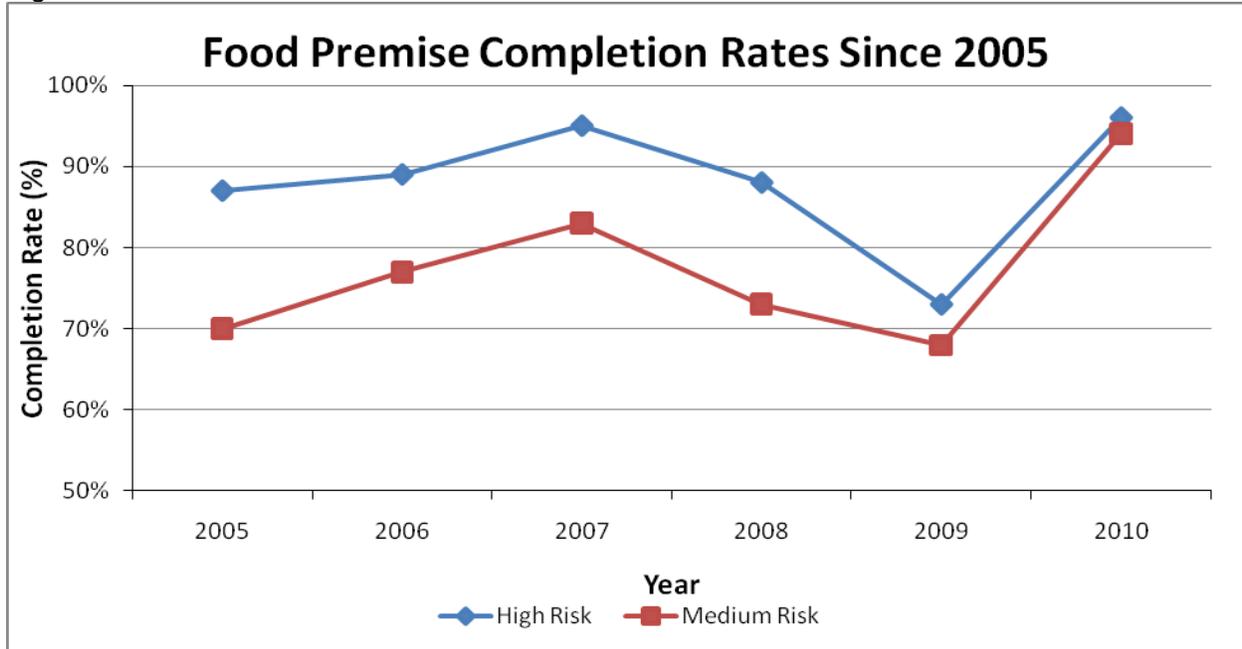
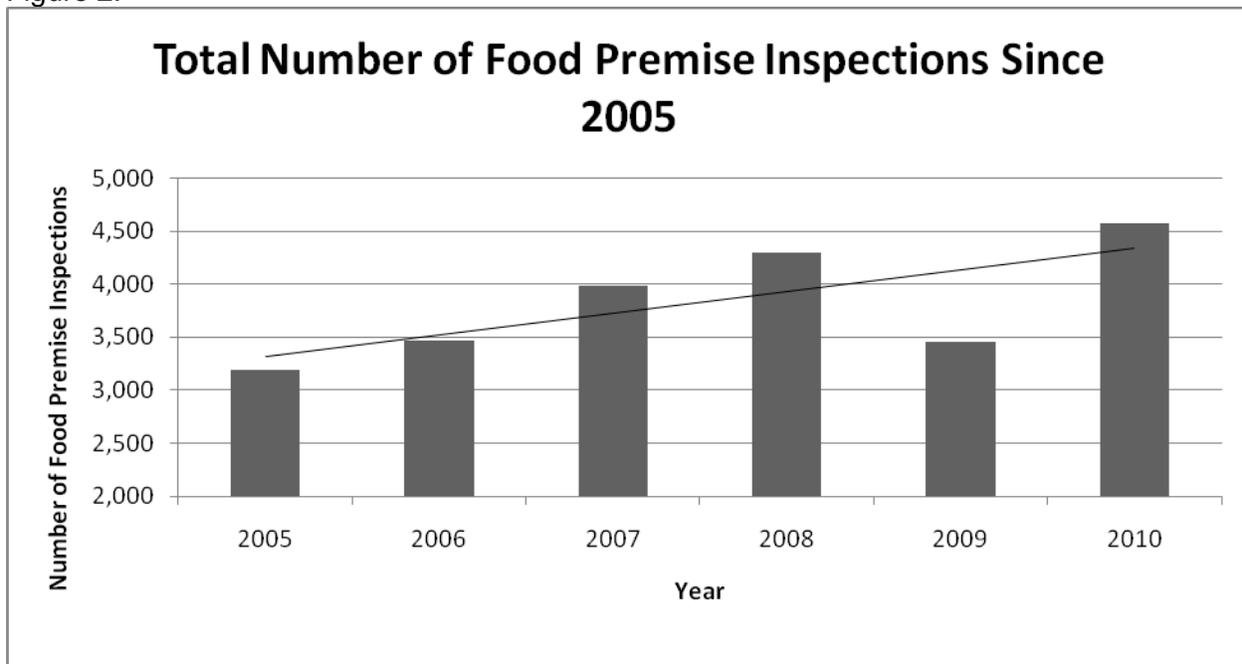


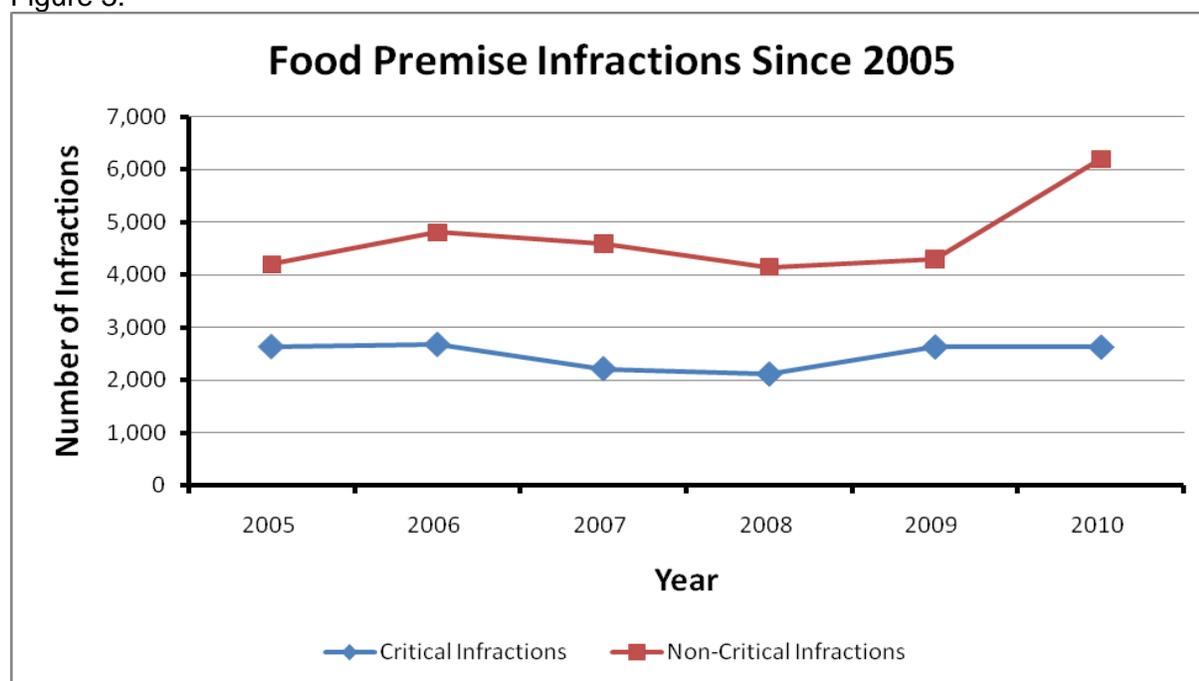
Figure 2.



Compliance and Enforcement

Food premises are required to comply with Ontario Food Premises Regulation 562/90. Compliance is measured by the number of critical and non-critical infractions noted by Public Health Inspectors during routine inspections. Critical infractions are violations that can lead to foodborne illness if not corrected while non-critical infractions are those that affect the structure and sanitation of a food premises. **In 2010, there were 2,626 critical infractions and 6,197 non-critical infractions in food premises in the Region.** Approximately the same numbers of critical infractions were reported in 2010 as in 2009, while there were 30% more non-critical infractions reported in 2010. It is not unexpected to see an increased number of infractions with significantly more inspections. Of note, critical infractions did not significantly increase as a result of more inspections which could be interpreted as a positive compliance trend. The most common critical infraction in 2010 was 'failure to protect food from potential contamination and adulteration'. On average, high and medium risk food premises received approximately 1 to 2 critical infractions per year. See Figure 3 below for an illustration of the reported critical and non-critical infractions since 2005.

Figure 3.



When Public Health Inspectors conduct inspections and identify food premises that repeatedly fail to comply with the requirements of Ontario Food Premises Regulation, a progressive enforcement strategy is used to ensure food premises meet minimum requirements. Enforcement options include issuing of tickets (Provincial Offences Notice) or a Summons. In addition, Public Health Inspectors seize and destroy food deemed unfit for human consumption and order a food premises closed under the Health Protection and Promotion Act when conditions constitute an immediate health hazard to the public.

Consistent with previous years, there were a number of enforcement actions taken by Public Health Inspectors in 2010. For example, on 106 occasions, Public Health Inspectors seized and disposed approximately 795 kg of food. In addition, 29 charges were issued to 16 separate food premises in the Region. The infractions that led to a charge are summarized in Table 1. Public Health Inspectors also issued three closure orders to food premises in the Region.

Table 1. Infractions that led to a charge in 2010

Offence	# of Charges Issued in 2010
Operate food premise maintained in a manner adversely affecting sanitary condition	7
Maintain hazardous foods at internal temperature between 5°C and 60°C	5
Fail to sanitize multi-service articles after use	4
Fail to protect food from contamination or adulteration	3
Ceiling of walk-in cooler not maintained in good repair	1
Fail to wash hands before resuming work	1
Use food preparation equipment not in good repair	1
Use basin other than for hand washing of employees	1
Operate food premise mechanical equipment not maintained to provide sufficient chemical solution	1
Operate food premise maintained in manner permitting a health hazard	1
Fail to provide a hand washing basin in food preparation area	1
Fail to keep toxic substance in compartment separate from food	1
Operator fail to ensure equipment surface washed as necessary	1
Mechanical dishwasher not maintaining wash temp between 60-71°C	1

Special Events

The cultural diversity of Waterloo Region produces many annual special events that involve the preparation and sale of food to the public through “temporary food premise arrangements”. Some of the major special events in the region include: Oktoberfest, the Multicultural Festival, the Elmira Maple Syrup Festival, and the Wellesley Apple, Butter and Cheese Festival.

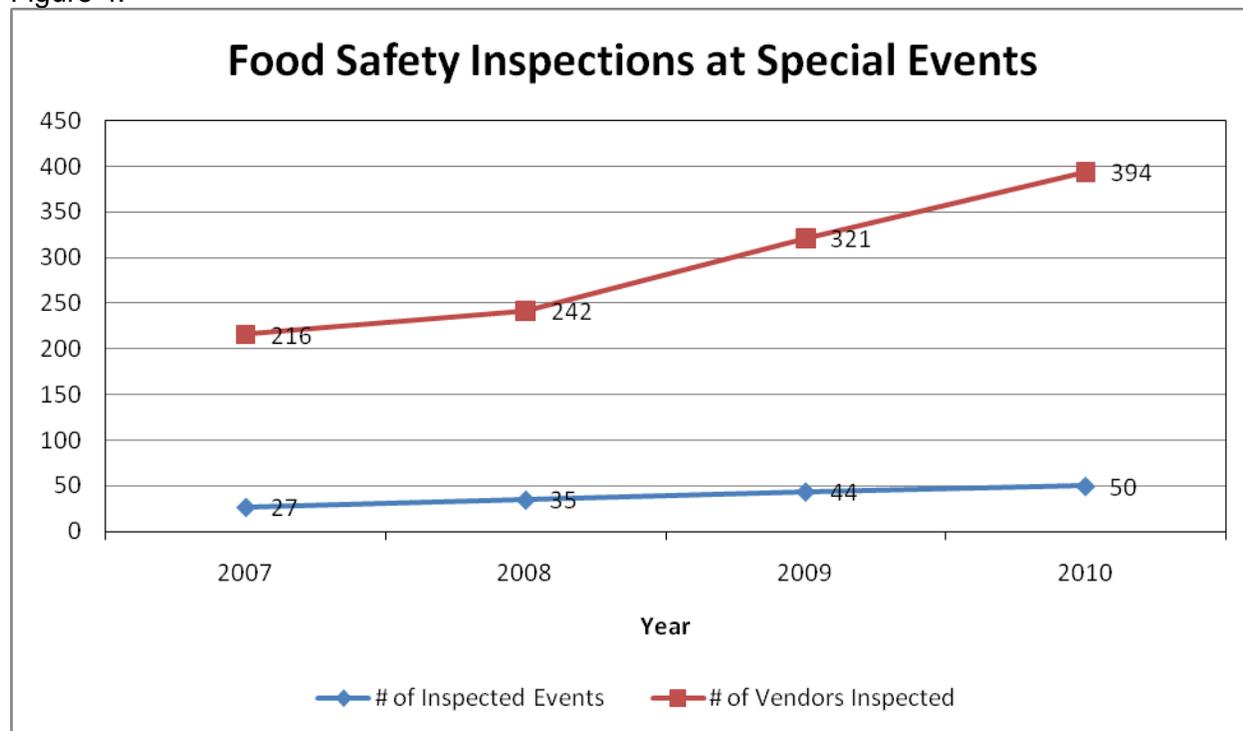
In 2010, Region of Waterloo Public Health received notification of 424 special events hosted in the Region. Consultation and education with a Public Health Inspector occurs for each event application to ensure that each vendor is aware of the food safety requirements. In addition, a risk assessment is conducted for each application which determines whether or not the special event will be inspected. The risk assessment takes into consideration the number of estimated attendees, types of foods to be served, and whether the event is open to the public. As a result of special event risk assessments in 2010, 394 food vendors were inspected at 50 special events across the Region. The number of food vendor inspections and inspected special events in 2010 increased by 19% and 12% respectively from 2009 as shown in Figure 4.

Community Foodborne Activity and Surveillance

Food Recall

Region of Waterloo Public Health actively responded to two food recalls in 2010. At the request of the Canadian Food Inspection Agency, Public Health Inspectors participated in a recall of cheese products which may have been contaminated with *Listeria monocytogenes* bacteria. Public Health Inspectors contacted all nursing homes, retirement homes, hospitals and day care centres to raise awareness of the recall and determine if the premises were in possession of the recalled food products. In total, 241 food premises were contacted of which 9 premises were in possession of the recalled food products at the time of contact. All recalled product was destroyed. No illnesses associated with these products were reported in the Region of Waterloo.

Figure 4.



Public Health also responded to a recall of soup products potentially contaminated with *Clostridium botulinum* bacteria and distributed from a food premises in the Region. Public Health Inspectors were on heightened alert during routine inspections for these soup products. The distributor, in consultation with Public Health, discarded all the soup products implicated in the recall. No illnesses associated with these products were reported to the Region of Waterloo Public Health.

Region of Waterloo Public Health also responded to 47 suspect community foodborne illness complaints and 186 general consumer complaints related to food safety in 2010. Investigations of suspect foodborne illness and complaints were responded to within 24 hours of receiving the information.

Education and Promotion

Food Safety Training

Food safety training certification courses were offered by the Region of Waterloo Public Health in 2010 to provide local food handlers with the knowledge to identify conditions that could result in foodborne illness and skills to respond with the appropriate corrective actions. These courses were provided in accordance with the Food Safety Protocol of the Ontario Public Health Standards. Courses were offered in three formats: (1) an in-class course taught by Region of Waterloo Public Health Inspectors, (2) a home study course, and (3) an on-line course. To achieve the Food Handler Training Certificate, a grade of at least 70% on the final examination was required.

A total of 1,315 food handlers in Waterloo Region successfully earned the Food Handler Training Certificate in 2010, the most since the inception of the program. The demand for food safety training in Waterloo Region has steadily increased since 1999, as illustrated in Figure 5.

The number of clients certified in 2010 was approximately 8 times greater than in 1999. Due to the increasing demand for food safety training certification, the Region of Waterloo Public Health has entered into a collaborative agreement with Conestoga College Institute of Technology and Training to deliver Food Safety Training Certification courses in 2011, as outlined in report PH-11-015, dated April 12th, 2011.

Figure 5.



Community Food Safety

In 2010, food safety information was promoted in the community using a variety of methods including: local media, media releases, newsletters, Public Health's website, and displays at community events. There were 14 separate media requests accommodated in 2010 related to food safety information.

Food premises received *The Front Burner* newsletter on two occasions in 2010, a newsletter published and distributed by Public Health staff emphasizing food safety topics such as sanitizers, food storage practices, and safe temperature controls. In addition, Farmers' market food vendors received the *At the Market* newsletter, a newsletter published and distributed by Public Health staff which provides information for market vendors on topics such as food transportation, storage and proper cooking temperatures.

The Commitment to Food Safety program promotes the many ways that members of the public can access food safety information. The voluntary program involves food premises operators placing a sign near the front entrance of a participating food premises with details on how to access inspection information. Disclosing inspection information allows patrons to make informed decisions and brings visibility to the efforts food premises operators and Region of Waterloo Public Health make to promote food safety. The inspection results are readily accessible to the public through the Food Premises Inspection Reports website, Public Health Inspector telephone intake line and walk-in service (at 99 Regina St., Waterloo and by appointment at 150 Main St., Cambridge).

The Food Premises Inspection Reports website provides up-to-date food safety inspection information on all geographically fixed food premises within the Region of Waterloo: <http://www.region.waterloo.on.ca/en/safeHealthyCommunity/foodpremisesinspectionresults.asp>
The most recent compliance inspection and re-inspection information for each high, medium, and low risk food premises is available through the website. In 2010, the website received 512,303 hits, approximately the same as in 2009.

A balanced education and enforcement strategy with the aim to reduce food borne illness in our community incorporates our commitment to transparency, efficiency, collaboration, and timely service to the public.

CORPORATE STRATEGIC PLAN:

3. Healthy and Safe Communities: Support safe and caring communities that enhance all aspects of health.
6. Service Excellence: Foster a culture of citizen/customer service that is responsible to community needs.

FINANCIAL IMPLICATIONS:

These activities are carried out within existing resources.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

NIL

ATTACHMENTS:

NIL

PREPARED BY: *Peter Ellis*, Public Health Planner, Health Protection & Investigation
Chris Komorowski, Manager Food Safety, Recreational Water and Cambridge & Area Team

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

**REGION OF WATERLOO****PLANNING, HOUSING AND COMMUNITY SERVICES**
Community Services

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

DATE: June 21, 2011 **FILE CODE:** R12-90

SUBJECT: JOSEPH SCHNEIDER HAUS AND McDOUGALL COTTAGE – 2010 OPERATIONS AND 2011 PLANNED INITIATIVES

RECOMMENDATION:

For information.

SUMMARY:

This report highlights attendance, volunteer contributions, programs, curatorial activities and capital development at Joseph Schneider Haus in Kitchener and McDougall Cottage in Cambridge. Both sites experienced successful years in 2010, though both experienced slight dips in attendance numbers. The construction of the wash house at the Schneider site and the replacement of the pedestrian bridge affected visitor access for several months from mid-year and the onset of a severe winter also likely affected visitor numbers. McDougall's visitation numbers are consistent with other years; slight fluctuations from year to year reflect participation in one-off opportunities such as Doors Open Waterloo Region and Cambridge studio tours.

Planned initiatives for the sites include the completion of the family wash house at Joseph Schneider Haus, the last of the domestic outbuildings to join the historic environs. By fall, the building will be furnished and appropriate programming will be gradually introduced so that the woman's world of the mid-nineteenth century Pennsylvania-German family farm will be authentically represented. At McDougall Cottage, a Friends of the Cottage group will be formed and a unique new Musician-in-residence program will be launched. Seed funding for this pilot year is being generously provided by the Friends of Joseph Schneider Haus.

REPORT:**Joseph Schneider Haus****Programs: Curriculum-based Education/ Visiting Cousins/Life-long Learning**

Educational opportunities at Joseph Schneider Haus reflect the provincial grade-specific curriculum requirements. There are also unique learning experiences offered in conjunction with short-term gallery exhibits and the Folk Artist-in-Residence (FAIR) program. This past year 7,191 students, teachers and accompanying parents participated in one of the 11 core programs, the specially designed "green" education programs, or a companion gallery program. These learning opportunities are designed to link constructively with the Ministry of Education curriculum, while at the same time providing an intimate and participatory experience, respectful of the venue as a non-renewable historic resource.

To address much smaller classes in the elementary grades and the rising costs of bussing, Joseph Schneider Haus has encouraged the doubling up of classes to maximize bus capacity. Staff

anticipates that once the wash house is operational two concurrent learning streams, one in the historic house and one in the outbuildings, will take the pressure off the historic property and restore balance to the learning dynamic.

Demand for the Visiting Cousins program was, as always, strong with a long waiting list. Limited to ten registrants, the children were outfitted with period-appropriate costumes and worked with adult staff engaging in the pursuits of typical nineteenth century children. Participants completed a number of period projects, prepared and shared a daily noon hour meal, and eagerly engaged museum visitors as their knowledge and skill levels improved. Several of the 2010 participants later were invited to enter the Museum's Junior Interpreter program. The program concluded with a "Pie and Bye" reception for family members, with the children preparing refreshments including the pies, and conducting guided tours for their invited guests.

A number of lectures were presented at Joseph Schneider Haus in the spirit of life-long learning. The Annual Fellows' Lecture, "From Pioneering Stewardship to Green Enterprise: Mennonite Farming and Agricultural Sustainability in Waterloo Region" was presented by the 2009 Edna Staebler Research Fellow, Christopher Yordy. The Spring Lecture Series, planned with basket maker Wendy Durfey, the 2010 Folk Artist-in-Residence, was designed to provide a cultural context for Durfey's contemporary work. Several experts were invited to speak and native Ontario basketry as well as baskets from other countries and cultures was discussed along with the unique local materials used in their construction.

For adult learners, Schneider Haus again hosted its popular Backyard Tourist Program series which explored attractions "in our own back yard" by means of bus tours, walks, hikes and more. On May 6, the group visited the Royal Botanical gardens in Burlington where they had the opportunity to tour the "Best in Bloom", enjoy lunch and free time to explore the gardens. Thursday, June 17 brought the group to the Stratford Festival to see "The Tempest" starring Christopher Plummer. This tour included a behind the scenes backstage tour, a delicious lunch at Fellini's and excellent seating in the Festival Theatre balcony. A hike through Schneider's Woods and the Waterloo Moraine took place on Thursday, July 15. Hiking enthusiast, Greg Vincent, led the tour pointing out the highlights of the flora, fauna, history and geology of this important natural area in our region. The group hiked all the way up to a lookout overlooking Sunfish Lake, had a lovely picnic lunch and visited the Carmelite Monastery. Thursday, August 19 took the group on a tour of Black Creek Pioneer Village, a living history museum and working village. In the buildings, and surrounding gardens and farmyards the group was able to interact with historical interpreters and trades people in authentic period dress. On Thursday, September 16, the group enjoyed a tour of the new Waterloo Region Museum and visited the newly-restored Meat Market and Seibert House in the historic village. From Tuesday to Friday during Oktoberfest and Erntefest week, Victoria Park Historic Walking Tours were offered by local historian, rch mills. This gave participants the opportunity to enjoy a brisk morning walk while learning about the history and folklore around this popular downtown destination.

Events Programming

Ongoing programming in the historic Haus, the environs and the museum wing continue to consist of a number of major events such as the Quilting Bee and the Heart & Hand Festival offered in combination with theme weekends and minor events such as the Waterloo County Team Crokinole Classic and the Easter Egg Hunt. These offerings are designed to disperse visitor traffic evenly throughout the year and to diversify program offerings. Most events are targeted to families or adults with active seniors becoming an increasingly important audience for museum programming. In 2010, the annual Heart and Hand Festival was not presented which affected the fall visitor numbers but allowed staff to reposition and redesign the event and to more effectively meet its mandate and to better compete in the marketplace.

Gallery Exhibitions

Gallery exhibitions designed and presented annually by Schneider Haus staff allow services to be diversified, educational potential to be expanded and new audiences to be attracted. Exhibits also allow staff to partner with individuals and special interest groups to the mutual benefit of all involved.

In 2010, four short-term exhibitions were presented in the galleries, two of which related to the folk Artist-in-Residence program. The year was launched in February with "To You With Love", an exhibit that featured an assemblage of heart-decorated artifacts from the Museum's nationally-certified folk art collections. The heart is a well-known folk motif, easily drawn by unschooled artists and expressive of a whole vocabulary of emotion that one might want to transmit through one's work. Items so embellished were frequently presented to friends or lovers on special occasions and the stories of these moments-in-time were displayed in the exhibit along with the artifacts themselves. The solo exhibition of the Folk Artist-in-Residence for 2010, Wendy Durfey of Rockwood, also ushered in the year. "Basketry and Beyond: The Art of Wendy Durfey", chronicled Wendy's evolution as an artist from her early years as a weaver to her present career as basket maker....with a difference. Wendy's work belies the time and detail that is lavished on each piece and her distinctive use of fused silk, beads and metallic embellishments results in creations that owe little to the traditional basketry beyond which she has travelled in her artistic journey. To provide the historical counterpart to Wendy's new-age basketry, staff assembled from the museum's collections and from those of several other public and private collections, a wonderful selection of traditionally-crafted baskets of "Willow, Ash, Oak and Rye". These examples demonstrated the form and function of basketry typical of the indigenous peoples in Ontario, the Anglo Ontarians and the Pennsylvania Germans, all of which local householders in the 19th century would have been familiar.

"A Tisket, A Tasket Not Just a Humble Basket" a school program for Grades 3 & 4 was developed to enhance learning opportunities presented with museum gallery exhibits *Willow, Ash, Oak and Rye: Traditional Basketry Revisited* and *Basketry and Beyond: The Art of Wendy Durfey*. With curriculum ties to Mathematics, Visual Arts, Language and Social Studies, the program was designed to encourage student discovery through an examination of the ancient art of basket weaving. Recognizing object-specific purpose, construction materials and techniques, and identifying and reproducing simple patterns were encouraged through guided instruction and student collaboration.

The Christmas exhibit is always a highlight of visits to the Museum in December since the historic haus, in representing the traditions of the Mennonites, is never decorated. In 2010, "The Grinches of Christmas" was presented to explore why the Schneiders and other families down through the ages did not celebrate this ever-popular festival. The show introduced the public to the many dark winter solstice figures and disapproving historical personages who were negative forces in the evolution of this festive tradition.

Collections and Curatorship

Joseph Schneider Haus was fortunate to have enriched its collections in 2010 through a number of purchases and generous donations. Noteworthy among the donations was a collection of students' sewing/darning samples brought to Waterloo County by a family from Thuringen, Germany, a number of pieces of early redware and basketry destined for the restored wash house and a rare hetchel with heart cut-outs, dated 1853 and initialed J.J.. Nine historic crokinole boards, originally part of the personal collection of "Mr. Crokinole", Wayne Kelly, joined the world's oldest crokinole board from Sebastopol, Perth County now in the Schneider Haus Collections. Another precious acquisition was a painted iron bed, and fur muffs worn in the troika of a Russian Mennonite family in South Russia and carefully preserved by their descendants after the migration to Canada in the 1920s. Photographs accompanied these treasures which increase the intrinsic value of such items to the Museum.

Of greatest significance among all the acquisitions accepted this year was an unusually small, inlaid cherry desk, which was fitted with drawers and a decorative frame in which a photograph of the maker was preserved. The maker was one of Kitchener's most celebrated industrialists, Jacob Kaufmann. A man with humble beginnings in Perth County, he began his career in the saw mill of Henry Ratz in Gads Hill, eventually marrying the boss's daughter and moving to Berlin where he rose to prominence as the founder of the rubberized footwear industry. On the inside surface of the lid of the desk is a written inscription which reads, "Made by Jacob Kaufmann at Gads Hill, Ont 1870" and a second notation "John E. Ratz 1870.....". The desk was clearly made for Ratz who was his son-in-law. Both gentlemen are pictured in the photograph.

Artifacts acquired for the Schneider Haus collections in 2010 were evaluated at \$15,000,

Volunteers and Friends of the Schneider Haus

Volunteers have been an essential element in the success of the Joseph Schneider Haus for almost 30 years. In 2010, JSH volunteers contributed a total of 5,668 hours of their personal time, continuing to perform their regular responsibilities, along with many 'one-off' events and envelope stuffing sessions. Volunteers contributed time weekly, participated in monthly committee meetings or assisted with events such as the Quilting Bee, Easter Egg Hunt and the Heritage Showcase.

The Museum's successful Junior Interpreter Program, which is comprised of a dedicated group of 24 boys and girls between the ages of eight and 17, continues to be an important part of the living history interpretation offered at the museum. Not only do the Junior Interpreters complete their monthly shifts, they also assist at special events throughout the year, such as the Egg Hunt and March Break. The JIs contributed 488 hours in 2010.

Volunteers continue to work at the reception desk, assisting staff with general reception duties, greeting visitors and making gift shop sales. One dedicated individual has volunteered for the last 13 years to assist with collections management projects. The museum is also fortunate to have two retired teacher/librarians who have taken on the task of cataloguing the museum's library holdings.

The Friends of Joseph Schneider Haus continue to make a significant contribution to the life of the museum. The programs they support and administer annually include the Folk Artist Residency, the Edna Staebler Research Fellowship, the Quilt Block Contest and the Museum Gift Shop. In any given year, however, it is the resident Folk Artist who commits and delivers the greatest number of individual hours to the museum; the 2010 resident artist was Basket Maker, Wendy Durfey of Rockwood.

McDougall Cottage

In March 2010, McDougall Cottage in Cambridge opened for its eighth full year of operation. Public awareness of the site and its programs is consistently growing and the site has an ever-increasing core of regular supporters of our eclectic programs and volunteers to help present them. The Cottage serves as an interpretation centre for the folk and founding culture of Galt/Cambridge and North Dumfries and presents monthly events and activities themed to emphasize the area's Scottish roots and the contributions of the Scots to the local community. The Cottage is open afternoons only, five days a week, from March through December. In 2010, staff welcomed 3,517 visitors to its doors, a number that is consistent with previous years.

In 2010 more classes than ever visited the Cottage for McDougall's curriculum-based education program for Grade 2's entitled "Scottish Traditions and Celebrations". Feedback from this program continues to be extremely positive and efforts to promote this program and to develop new ones for other grades will continue in the months to come.

Programs and Events

In 2010 the Cottage continued to create opportunities to encourage families to visit the site. In addition to offering the highly successful monthly “Kids in Kilts” craft days (first piloted in 2007) and the very popular “Tea with Granny” during March Break, the Cottage opened to families on their special day in February, presenting a full day of tours and interactive learning opportunities to visitors of all ages.

A highlight of the year is always the annual “Wee” Quilt Challenge. This year, the competition’s ninth, the theme of “Celtic Connections” challenged quilt artists from across Canada and Scotland to interpret in wee quilt form, their ties to the Celtic culture. As always, our quilters rose to the challenge, creating miniature masterpieces that adorned the parlour walls and charmed visitors to the Cottage from April through Labour Day. A traditional “Meet the Artists” Scottish Tea was held in the quilters’ honour in May, and prizes, generously donated by several local businesses, were awarded. Visitors to the exhibit during its four month run cast ballots for their favourite quilt and a “Viewer’s Choice” Award was announced once the exhibit came to a close in September.

Throughout 2010, the Cottage also hosted a wide variety of well-attended, culturally-based lectures, demonstrations and special events that corresponded with the seasons and/or with the monthly themes. Additionally, in 2010, the staff endeavored to collect local favourite family recipes along with the photos and memories that go with them. This project, dubbed “Hearth and Hob” is intended to conclude with the publishing of a wee McDougall recipe book, once a suitable compliment of examples has been assembled. “Hearth and Hob” collecting days helped propel the project along as did Foodways Saturdays in September when staff cook up a traditional recipe each Saturday. This year’s offerings included cloutie dumpling, bannocks and shortbread. On one Saturday, a full-scale event “A Taste of Scotland” was presented at which visitors were tempted to sample several of Scotland’s iconic dishes including the now notorious haggis and blood pudding. They were also introduced to traditional Scottish cooking tools and equipment, learned all about their rich history and took home a few recipes to experiment with in their own kitchens.

Another highlight of a year dedicated to foodways was a luncheon of traditional Scottish fare at which author and local culinary guru Rose Murray shared her wealth of wit and wisdom from the Scots kitchen. In November a storytelling event further extended the “Hearth and Hob” theme. Three talented local storytellers, Mary Eileen McClear, Glenna Janzen and Carol Leigh Wehking captivated visitors with Scottish tales that centred on food and the folklore that often accompanies it.

As always, McDougall Cottage continues to celebrate the traditional Scottish celebrations with special Tartan Teas to commemorate Mothering Sunday, St. Swithin’s Day, Carrot Sunday and the Winter Solstice. All Hallow’s Eve was observed with the carving of “neeps” for jack o’ lanterns as was the practice in Scotland where pumpkins were not grown. Easter saw cottagers and friends dyeing eggs with onion skins then rolling them down the hill for sport. Plaid Tidings, McDougall’s year-end celebration that combines Hogmanay and Robbie Burns Day celebrations, offered guests a fun-filled evening of traditional celtic music, seasonal cheer, Scottish foods and Auld Lang Syne, but only for those wearing the plaid!

Music has always been central to the Scottish culture and at the Cottage it plays an equally important role in ongoing programming. In addition to regular monthly ceilidhs, Scottish music nights and summer piping-down-the-sun, the Cottage hosts a number of other musical events including a pre-Mill Race Folk Festival concert which this year featured a talented North Yorkshire guitarist, Richard Grainger. Two other “cottage concerts” were worthy of note - an evening of traditional Celtic music by Eva McCauley and Single Malt, a group of students from Riverside Celtic College in Guelph, and “Welcome Cold November” a concert of seasonal music and folklore - largely British – assembled for the delight of visitors by Brad McEwen and his musical friends..

Examples of other eclectic happenings at the Cottage throughout 2010 included a fascinating

presentation on Scotland's rockin' game – curling, by Mike Ignor from the Galt Curling Club, appearances by several feathered and non-feathered members of the Ontario Hawking Club who charmed visitors with their knowledge of the ancient sport of falconry and lessons both in Highland dance and in Morris dancing, the latter led by the gentlemen of the Oakville Ale and Sword on Mayday.

McDougall continues to honour and celebrate its place in the local community by participating in social and cultural events such as the Cambridge and Fergus Highland Games and the Mill Race Folk Festival. McDougall's own "Cloutie tree", planted in 2009, is thriving in the Cottage garden, offering visitors the opportunity to perpetuate an old Scottish custom while making donations to a local charity. In 2010 all donations made by folks tying a "clout" on our tree went to support the Bridges Cambridge Shelter for the Homeless.

Volunteer Program

As in previous years, support for and awareness of McDougall Cottage shows steady growth. A volunteer group helped with the presentation and adjudication of the annual "Wee Quilt Challenge" and the associated "Meet the Artists Tea" and award ceremony. A growing pool of over 30 musicians regularly participate in the popular kitchen ceilidhs and much to the delight and appreciation of visitors, the wee Cottage garden flourishes under the watchful eye and caring hands of our Scotsman-in-the-garden, John Tennent. In 2009, John was joined by master gardener, Irene Thurston and together this dedicated duo lavished over 320 hours of attention on the wee garden plot.

Toward the end of the McDougall year, a group of supporters from Cambridge and elsewhere in the region, clients of a wide variety of Cottage offerings over the years, gathered as a focus group. The event was designed to provide an opportunity for these individuals to brainstorm programming ideas and to give staff feedback on programs and promotions. This initiative provided extremely positive feedback, and resulted in a core group forming a Friends of McDougall Cottage. This fledgling group, though small, is in scale with the Cottage itself and it will go forward into 2011 when a more definite mission will be developed and its supporting role more clearly defined.

Volunteer hours contributed to McDougall programs and services in 2010 exceeded 2,200 hours, surpassing 2009 totals and indicating again that McDougall support continues to grow.

Planned Initiatives 2011

A number of new programs that will be launched at the Cottage in 2011 include several series – one, a lecture series on gardening, a second featuring four area walking tours developed by Cottage staff. The Cottage logo and brand which has been developed and piloted over the past three years will be adapted for a road signage program.

At Joseph Schneider Haus, the wash house will be completed and furnished and interpretation programming will be introduced and integrated as the seasons change. A new-and-improved Heart and Hand Festival will once more bring the museum's commitment to traditional arts and the artisans who practice them to the fore.

Research and photography for lure brochures for each site will go forward once the construction and landscaping of the wash house at Joseph Schneider Haus is complete.

Area Municipal Consultation/Coordination

Staff consult, share information and organize cooperative programming with Area Municipal Community Services staff, as appropriate. This operating report will be distributed to all Area Municipalities.

CORPORATE STRATEGIC PLAN:

Supporting initiatives that highlight culture and creativity are directly related to the Growth Management Focus Area 2 and the objective to Promote and enhance arts, culture and heritage.

FINANCIAL IMPLICATIONS:

The initiatives listed for 2010 and 2011 are funded through approved budgets administered by Planning, Housing and Community Services.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

Curatorial staff is working with Facilities Management in the design and construction phases of the wash haus project and will continue to do so in 2011.

ATTACHMENTS:

Attachment 1 – Joseph Schneider Haus and McDougall Cottage Attendance

PREPARED BY: *Susan Burke*, Manager/Curator

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

Attachment 1**JOSEPH SCHNEIDER HAUS ATTENDANCE - FIVE-YEAR OVERVIEW**

	2010	2009*	2008	2007	2006
Education Programs	7,191	8,442	6,878	6,694	7,812
Groups	516	535	596	621	707
Casual Visitors	9,288	10,262	8,194	7,349	8,583
Other Museum Clients	1,487	1,862	3,047	1,708	1,717
Total	18,482	21,101	18,715	16,372	18,819

Education Programs (Schools)

	2010	2009	2008	2007	2006
Waterloo County Board	4,188	6,026	4,341	4,383	4,806
Separate School Board	2,011	1,783	1,547	1,607	1,572
Other Board	992	633	990	704	1,434
Total	7,191	8,442	6,878	6,694	7,812

Youth Programs

Program	2010	2009	2008	2007	2006
Brownie/Guide, 4 H	60	14	34	0	0
Summer Playground	185	161	122	257	256
Summer Sampler / Visiting Cousins	165	174	195	108	80
March Break	706	439	215	380	464
TOTAL	1,116	788	566	745	800

Adult Programs

Program	2010	2009	2008	2007	2006
Bus Groups	140	290	395	249	173
Special Interest Groups	131	70	45	112	153
Lectures/Workshops	189	170	104	190	223
Backyard Tourists	152	162	150	80	90
TOTAL	612	692	694	631	639

- The 2009 attendance spike could be attributed to the year-long closure of Doon Heritage Crossroads for construction of the Waterloo Region Museum.

MCDUGALL COTTAGE ATTENDANCE – FIVE-YEAR OVERVIEW

	2010	2009	2008	2007	2006
Total Attendance	3,517	3,536	3,598	2,950	2,716



SOCIAL SERVICES

Employment and Income Support

Region of Waterloo

Date: June 21, 2011

MEMORANDUM

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

From: Chris McEvoy, Social Planning Associate
David Dirks, Director, Employment and Income Support

File No: S14-20

Subject: 2010 LABOUR MARKET REPORT

2010 Labour Market Report

Employment and Income Support, Social Services annually asks the Workforce Planning Board of Waterloo Wellington Dufferin (WPB) to produce a profile of the local labour market. Some of this information was presented to Community Services Committee by Carol Simpson, Executive Director, Workforce Planning Board on May 24, 2011. The report is used along with other informational reports such as the 2010 Ontario Works Caseload Profile to develop the addendum update to the 2010-2011 Ontario Works Service Plan and to plan programs which address the employment needs of Ontario Works participants.

The report examines labour market statistics and trends, provides an overview of employment by industry and occupation, and outlines barriers to employment for certain groups for the Kitchener-Cambridge-Waterloo Census Metropolitan Area (Kitchener-Cambridge-Waterloo CMA). The Kitchener-Cambridge-Waterloo CMA includes the cities of Cambridge, Kitchener and Waterloo and the Townships of North Dumfries and Woolwich.

Key Findings

The report illustrates that while Waterloo Region continued to feel the effects of the economic downturn there were positive signs that recovery is taking place. While the unemployment rate for the Kitchener-Cambridge-Waterloo CMA did not drop back to pre-recession levels (5.7% in 2008), it dropped by 1.5% in the last year (9.0% in October 2009 to 7.5% in October 2010). As well, the number of employers in the Kitchener-Cambridge-Waterloo CMA increased by 3.8% from 2009 to 2010, including a 619 increase in the number of small and medium sized businesses (up to 50 employees).

The report states the Region's population continued to increase, while labour force participation rates decreased and the overall labour force remained constant, suggesting that some people who were unemployed took themselves out of the labour force in 2010. This will impact the Ontario Works caseload.

The Waterloo Region economy continued to shift from a Goods Production to Service Based economy. The percentage of total employment in the Manufacturing Sector declined from approximately 20% of total employment within the Region in 2008 to just over 19% in 2009. By October 2010, employment rose to 53,300 and it is anticipated that the overall 2010 numbers will increase slightly. Jobs in the Manufacturing Sector now require higher skill levels and as such are more likely to have increased in stability than over the past couple of years. Despite the downsizing of the industry, almost one in five jobs are directly situated in the Manufacturing Sector and it is still the largest employment sector in the region.

Employment in the Service Sector continued to increase, particularly in the Finance Sector as well as the Transportation and Warehousing Sector. Workers in the Professional, Scientific and Technical Services are often referred to as part of the Creative Class. Research done by the Workforce Planning Board of Waterloo Wellington Dufferin indicated that Creative Class employment is growing at a much faster pace in this region than in Ontario as a whole. However, the number of people employed within the Creative Class in Waterloo Region still lags behind Ontario as a percentage of the total labour force.

For the first time in a couple of years hiring is occurring across a number of essential Sectors including Health Care and Manufacturing. According to the Conference Board of Canada, although near term job growth in Canada is expected to be weaker than last year, employment prospects remain positive for the Kitchener-Cambridge-Waterloo CMA. Employment growth is expected to continue in occupations relating to the Professional, Scientific and Technical Services industries, thus underscoring the need for education, skill development and training.

This work supports the Region's Corporate Strategic Focus Area Two: Growth Management; Strategic Objective Five: (To) foster a diverse, innovative and globally competitive economy.

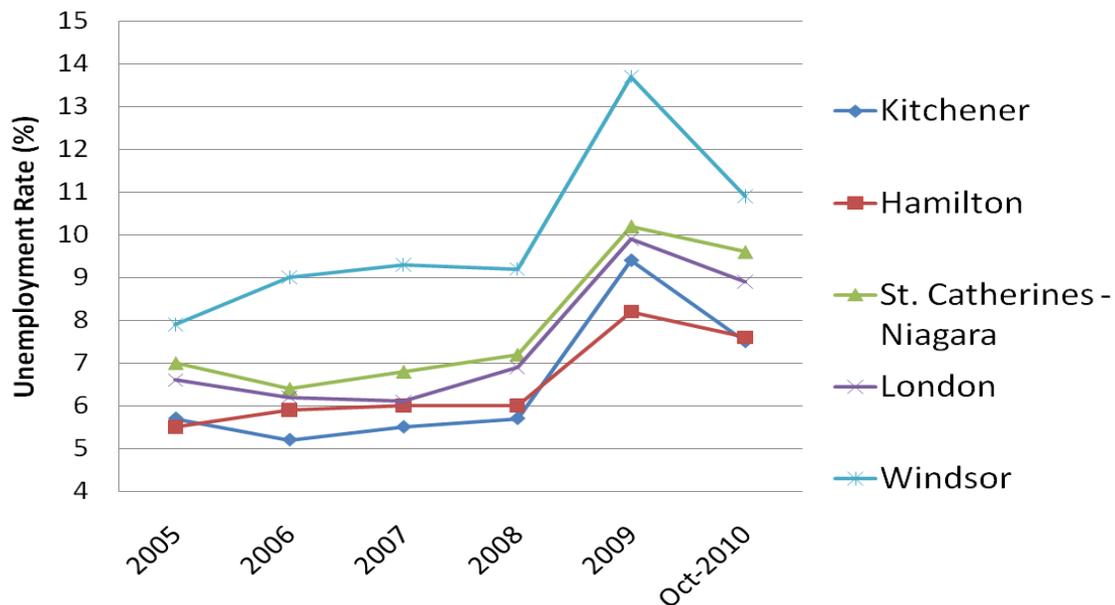
Copies of the full report will be provided to Council Members and Senior Staff and a copy of the report will be placed in the Council library. A summary fact sheet is provided with this memorandum. For further information please contact David Dirks, Director, Employment & Income Support at 519-883-2179 or ddirks@regionofwaterloo.ca.

May 2011

This Labour Market Analysis identifies changes in the labour market in the Kitchener Census Metropolitan Area (KCMA) by examining variances between 2009 and 2010. This fact sheet also provides analysis of community trends and examines KCMA's situation as it relates to other metropolitan areas in South Western Ontario. The information included in this document summarizes the data included in the *Region of Waterloo Community Labour Market Analysis* prepared for the Region by the Workforce Planning Board of Waterloo Wellington Dufferin.

Employment rates reached their lowest point for the past several years in January 2010 at just under 63%. This is at least 2% less than at the height of the economic crisis. While unemployment rates across South Western Ontario have improved noticeably since October 2009 they are still higher than pre-recession rates. Waterloo Region's unemployment rate as of October 2010 was 7.5%.

Annual Unemployment Rate Trends South-Western Ontario



Local Adjustment

- Hiring is expected to occur locally in the Health Care, Food Processing, and Manufacturing (solar manufacturing) Sectors.
- Although near term job growth in Canada is expected to be weaker than last year, employment prospects remain positive for the KCMA.
- Despite the downsizing of the Manufacturing Industry, one in five jobs in the Region exists directly in the Manufacturing Sector and it is still the largest employment sector in the Region.
- Employment in the Accommodation and Food Services sector continues to rise steadily with the majority of new jobs being created within local restaurants/bars.

2010 LABOUR MARKET ANALYSIS FACT SHEET

Top 4 Changes in Employment from 2009 to 2010 (from Table 1)

1. **Finance, Insurance and Real Estate (+7,000)**
2. **Education (-7,000)**
3. **Transportation and Warehousing (+3,000)**
4. **Business, Building and other Support Services (+3,000)**

Table 1 Employment by Sector and Occupation (Figures are presented in thousands)

	Oct-08	Oct-09	Oct-10
Total Goods Producing Sector	77	70	73
Agriculture	2	3	NA
Forestry, Fishing, Mining, Oil & Gas	NA	NA	NA
Utilities	2	NA	NA
Construction	19	16	16
Manufacturing	54	51	53
Total Service Sector	184	185	187
Trade	40	41	40
Transportation and Warehousing	11	8	11
Finance, Insurance and Real Estate	19	17	24
Professional, Scientific and Technical Services	15	18	16
Business, Building and other Support Services	9	9	12
Education	25	27	20
Health Care and Social Assistance	19	26	24
Information, Culture and Recreation	9	8	8
Accommodation and Food Services	15	15	15
Other Services	12	9	10
Public Administration	10	7	7

As can be seen from Table 1, the Goods Producing Sector seems to be rebounding from the economic downturn while the Service Sector appears to have been only marginally affected by the economic downturn.

Goods Producing Sector

- It is expected that the remaining jobs in the Manufacturing Sector are now essential to the industry. These jobs generally require higher skill levels and as such are more likely to be stable positions.
- Jobs which may see increases in the number of positions available in the short-term include bricklayers and carpenters while boilermakers and construction millwrights may see minimal losses.
- The number of construction employers in the KCMA has risen from 3,664 in 2009 to 3,763 in June 2010 (inclusive of owner operators). According to industry projections employment gained in Ontario's construction industry could reach 90,000 jobs by 2018.

Service Sector

- Employment in the truck transportation industry has declined by over 11% from June 2009 to June 2010.
- Retail and Wholesale Trade employment has rebounded to pre-recession levels.
- Employment in the Health Care and Social Assistance Sector has remained fairly constant. The top occupations within one of the sub sectors are Nurse Aide/Orderly/Patient Service Associate.
- Research by the Workforce Planning Board indicates that Creative Class employment (Professional, Scientific, and Technical Services) is growing at a much faster pace in this Region than in Ontario as a whole.



MEMORANDUM

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

From: David Dirks, Director, Employment and Income Support

Copies: Michael Schuster, Commissioner, Social Services

File No.: S09-80

Subject: **ONTARIO WORKS CASELOAD: MAY 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 May 2011 with comparisons to the months of April 2011 and May 2010, as well as September 2008.

Very briefly,

- The OW caseload at May 2011 was: 8,745
- The **increase** from April 2011 was: 14 (0.2%)
- The increase from May 2010 was: 118 (1.4%)
- The increase from September 2008 was: 2,453 (39%)

- Waterloo Region unemployment rate for May 2011 was: 7.3%
- Waterloo Region unemployment rate for May 2010 was: 8.2%

Ontario Works Caseload and Unemployment Rate

May 2011
Ontario Works Caseload

May 2011	April 2011	May 2010	% Change April to May	% Change Year to Year
8,745	8,731	8,627	0.2%	1.4%

Unemployment Rates – Seasonally Adjusted*

	May 2011	April 2011	May 2010	% Change April to May	% Change Year to Year
Province	7.9	7.9	8.9	0	(11%)
Waterloo Region	7.3	6.9	8.2	5.8%	(11%)

*As revised by Statistics Canada.

The caseload seems to have settled in the range of 8,750 over the past three months. It remains 39% higher than at the outset of the recession.

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 ddirks@regionofwaterloo.ca

Regional Municipality of Waterloo

Employment and Income Support Community Advisory Committee 2010 Annual Report

EISCAC Mandate

The Employment and Income Support Community Advisory Committee (EISCAC) provides a forum for stakeholders to provide advice on the programs and services delivered by the Employment and Income Support (EIS) division of Region of Waterloo Social Services. Stakeholders such as Ontario Works/Ontario Disability Support Program participants, community

agencies and partners, funders, business representatives and Regional staff are members of the EISCAC. The goal of the EISCAC is to improve the services provided to the residents of Waterloo Region. The EISCAC meets six times per year and includes 36 members. Meetings are a combination of information items and updates, discussion, consultation and advocacy.

Accomplishments in 2010

In the spring of 2010, EISCAC members began planning a Community Resource Forum in Cambridge with the goal of sharing information regarding local services with Ontario Works participants. Several EISCAC members volunteered to help organize and coordinate the event which took place on November the 23rd, 2010. Morning and afternoon sessions took place with information being shared through a mix of presentations and displays. The two key questions the session wanted to answer for participants were 'how can I survive on Ontario Works?', and, 'what services and benefits are available?' Staff from the Region of Waterloo, the Cambridge Self Help Food Bank, YMCA Immigrant Services, KW Counselling, and many more agencies were on hand to give presentations, provide information and answer questions. The Community Resource Forum was a success with a good attendance and a significant turnout of community agencies.

The positive feedback that was received suggested that it provided a helpful opportunity for Ontario Works participants to receive information and learn about community resources. In 2011, EISCAC will explore holding a similar event for the Kitchener/Waterloo communities.

In December of 2010, Lorie Fioze (Manager, Strategic Planning and Strategic Initiatives) came to the EISCAC to present an overview of the Region of Waterloo's planning and public consultation processes that will help inform the Region's 2011-2014 Strategic Plan. She communicated that the Strategic Plan helps guide Regional Council by setting priorities and strategic focus areas for the next four years. Lorie Fioze also described the methods for gathering community members' input, including the online survey, telephone surveys and consultation meetings with standing groups such as the EISCAC.

Continued on next page...

Accomplishments in 2010 (continued...)

The Committee was asked to respond to the following questions:

What makes Waterloo Region a desirable place to live, work and play?

What do you like least about living in Waterloo Region?

Given that difficult choices will have to be made, what would be your top priorities for making Waterloo Region a better place to live, work and play?

Strengths included community safety and access to educational institutions. Challenges included congested transit and transportation systems and a lack of health services. The Committee suggested that their priorities would be settling the Light Rail Transit issue, encouraging more employment opportunities in the region and encouraging greater public engagement. In fact several members organized follow-up sessions in their own communities.

Throughout the 2010 year, members of the EISCAC participated as members of the Service Delivery Evaluation Design Committee. The purpose of Service Delivery Evaluation is to review all aspects of the delivery of programs and services offered by Employment and Income Support. Members of the Service Delivery Evaluation Design Committee were essential to the design and development of the methods and tools used throughout the duration of the evaluation, which is scheduled to be completed in spring of 2011.

Presentations and Consultations in 2010

In January 2010 the Honourable John Milloy, MPP Kitchener Centre, provided an overview of the Province's comprehensive tax reform package which included the Harmonized Sales Tax (HST). He outlined the reasons for the implementation of the HST which included supporting Ontario businesses through a simplified tax process, saving consumers from paying tax on an item that had previously been taxed as well as creating a more competitive economic market in Ontario. The committee also heard from Greg deGroot-Maggetti, a member of the Mennonite Central Committee of Ontario and Chair of the 25 in 5 Network for Poverty Reduction, as the Committee discussed the implications of the HST for individuals with low incomes. As a follow up to this presentation, Employment and Income Support staff have been working with Opportunities Waterloo Region to increase the availability of free Income Tax Clinics to persons with low income.

In April of 2010 Beth Dempster from the Civics Research Cooperative presented on the Cooperatives' research and consultative processes concerning a review of local transportation options for people with low incomes. She communicated that the consultations took place to determine how to increase affordable transit options for people with low incomes, stating that if transit options are to be a benefit to people with low incomes they should be sustainable, cost efficient and supportive of the identified principles. She also provided background information on the current Regional initiative, Transit for Reduced Incomes Program (TRIP). The Committee provided comments and feedback on the issue of the potential expansion of the iExpress, transferable bus passes, the impact of Light Rail Transit, sharing of resources, costs of transit programs and reduced rates during off-peak times. As a result of this research, Employment and Income Support is funding bus passes on a trial basis for persons completing their secondary school education (or equivalent).

Regular information updates regarding the Ontario Works caseload, changes in the services provided by Employment and Income Support, updates from local employment agencies and Provincial updates were provided to the EISCAC. For example, the Ontario Works caseload in Waterloo Region increased 27% from 2008 to 2009, which included a 4.2% increase in singles who are on the caseload.



Photo (above):

Members of the Employment and Income Support Community Advisory Committee, April 2011.

Links to Other Processes

Members also participated in a number of other networks and committees on behalf of the EISCAC in 2010, to support information-sharing and collaboration among the many groups working with individuals with low income in Waterloo Region.

Some examples include:

Interfaith Social Assistance Reform Coalition (ISARC) - community agency representatives and clients participated in local consultations.

Local Immigration Partnership Council – staff and clients participated in a community forum.

Employment and Income Support Service Delivery Evaluation Design Committee – three clients and two agency representatives sit on the committee.

The EISCAC received a presentation from the local advocacy group Awareness of Low Income Voices ALIV(e) in October of 2010, which led to members of EISCAC and ALIV(e) seeking to establish an ongoing connection between the two groups in 2011.

After a presentation on the Region of Waterloo's Strategic Planning processes, the EISCAC is interested in exploring a possible presentation from the Waterloo Regional Police Services (WRPS) in order to learn about the community consultation processes involved in the WRPS Strategic Business Plan (2012-2015).

Questions?

Please contact Chris McEvoy at (519) 883-2302 or cmcevoy@regionofwaterloo.ca for further information regarding the Employment and Income Support Community Advisory Committee.



Region of Waterloo

SOCIAL SERVICES
Social Planning, Policy and Program Administration

June 21, 2011

MEMORANDUM

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

From: Marie Morrison, Manager, Social Planning
Van Vilaysinh, Social Planning Associate, Social Planning

Copy: Michael Schuster, Commissioner, Social Services

File No.: S13-40

Subject: **WATERLOO REGION ENERGY ASSISTANCE PROGRAM (WREAP)
RECOGNIZED FOR LOCAL MUNICIPAL CHAMPIONS AWARD**

In 2010, the Ontario Municipal Social Services Association (OMSSA) created the **Local Municipal Champions** award to recognize the great work done by individuals or teams from amongst Consolidated Municipal Service Managers (CMSM) and District Social Services Administration Boards (DSSAB) staff across the province. Teams could include partners from community organizations and/or initiatives working together with a CMSM or DSSAB. All eligible nominations are reviewed by a committee through OMSSA and winners are chosen by OMSSA's Board of Directors. The people and projects highlighted represent best practices and are peer-recognized outstanding contributions to human services.

In 2010, The Region of Waterloo STEP Home (Support to End Persistent Homelessness) program was selected for this award. In 2011, The Region of Waterloo **WREAP** was submitted and chosen for this award and was showcased at the 2011 OMSSA Learning Symposium held June 5-8 at the London Convention Centre.

WREAP provides financial assistance to low-income households to pay their heating and hydro arrears. WREAP began in 2001 and expanded to include seven partners: the Region, Cambridge and North Dumfries Hydro, Kitchener Wilmot Hydro, Waterloo North Hydro, Kitchener Utilities, Union Gas and the Ministry of Community and Social Services. There are three main goals to the partnership model:

- To prevent housing instability and homelessness due to an inability to pay energy costs.
- To avoid duplication and coordinate services among energy assistance programs.
- To fill gaps in energy assistance and respond to individual/family need when all other sources of assistance have been exhausted.

In 2010, a total of \$145,537 in energy funding was provided through WREAP (excludes OW assistance) which assisted 283 households (SS-11-001).

For further information please contact Marie Morrison, Manager, Social Planning at 519-883-2238 or mmorrison@regionofwaterloo.ca or Van Vilaysinh, Social Planning Associate, Social Planning at 519-575-4757 ext. 5824 or vvilaysinh@regionofwaterloo.ca.



CENSUS • RECENSEMENT

The National Household Survey and your community ... working together

The National Household Survey is coming!

In May and June 2011, one in three households across Canada will be asked to participate in the new National Household Survey (NHS).

What is the National Household Survey?

To complement the census, the government has asked Statistics Canada to conduct the NHS.

NHS data are used to:

- support government planning and program delivery, including family services, housing, roads, public transportation, and skills training for employment
- provide data to support government programs directed at target populations, such as visible minorities, lone-parent families and seniors
- support research by academics and the media.

Confidentiality of information

The confidentiality of every NHS form is protected by law. This means that only Statistics Canada employees who have taken an oath of secrecy who work directly with NHS data will see the completed questionnaires.

Online questionnaires

Households have the option of completing their NHS questionnaire online. It is easy, secure and convenient. No pre-registration or lengthy download processes are required.

Trends from the 2006 Census

- More than two-thirds of Canadian households (68.4%) owned their dwelling in 2006, the highest rate of homeownership since 1971. Of the 12.4 million households in Canada, more than 8.5 million owned their home.
- In 2006, an estimated 3 million households, or 24.9% of the total, spent 30% or more of their income on shelter.



- One of the trends pushing up family earnings among couples with children has been a steady increase in the share of these families in which two persons or more worked full time, for the full year. Between 1980 and 2005, the proportion of these families in which two persons or more worked full time full year nearly doubled, from 21.5% to 38.4%.
- The 2006 Census confirmed that higher education is a gateway to higher earnings, as did all previous censuses. For men and women of all ages, full-time full-year earners with a university degree earned substantially more than their counterparts who did not have a high school diploma.
- The 2006 Census counted 289,400 mixed unions (marriages and common-law unions) involving a visible minority person with a non-visible minority person or a person from a different visible minority group. This was a 33.1% increase from 2001, more than five times the increase of 6.0% for all couples.
- People whose mother tongue is neither English nor French (allophones) numbered more than 6 million in 2006. The increase rate of allophones between 2001 and 2006 was 18%, the highest five-year growth rate since the 1986 to 1991 period.

The NHS will provide a portrait of communities in 2011. It will provide a reference for decision makers not only at a federal and provincial level, but in your community too.

For more information...

Please visit the NHS website at www.nhs.statcan.gc.ca.

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

Meeting date	Requestor	Request	Assigned Department	Anticipated Response Date
28-Sep-10	Committee	Staff report regarding the impact of revised technology for Delivery of Social Assistance on applicants.	Social Services	early 2011
23-Mar-11	Budget Committee	Staff report regarding the potential for long-term funding support for Opportunities Waterloo Region.	Social Services	Fall 2012 (prior to the 2012 budget process)