



Media Release: Friday, August 7, 2015, 4:30 p.m.

Regional Municipality of Waterloo

Community Services Committee

Agenda

Tuesday, August 11, 2015

9:00 a.m. (← **Note Time Change**)

Regional Council Chamber

150 Frederick Street, Kitchener

- 1. Declarations of Pecuniary Interest Under The Municipal Conflict Of Interest Act**
- 2. Delegations**

Consent Agenda Items

Items on the Consent Agenda can be approved in one motion of Committee to save time. Prior to the motion being voted on, any member of Committee may request that one or more of the items be removed from the Consent Agenda and voted on separately.

- 3. Request to Remove Items From Consent Agenda**
- 4. Motion To Approve Items Or Receive for Information**
 - 4.1 PHE-15-04**, Public Health Data Briefs on Low Income Status (Information) 7
(Attachment distributed separately to Councillors)
 - 4.2 PHE- HPI-15-07**, Quarterly Charged/Closed Food Premises Report 11
(Information)
 - 4.3 PHE-PSV-15-07**, 2016 Response Times Performance Plan – Paramedic 15

Services

Recommendation:

That the Regional Municipality of Waterloo approve the 2016 response time targets as outlined in Appendix 1, in accordance with Ambulance Act, O. Reg. 267/08, amending O. Reg. 257/00, under Part VII, Response Time Performance Plans, Sections 22-24, as outlined in report PHE-PSV-15-07 dated August 11, 2015.

- 4.4** **CSD-CHS-15-10**, Assignment of Day Nursery Funding Agreement for Former St. Joseph Elementary School 22

Recommendation:

That the Regional Municipality of Waterloo enter into an Assignment and Assumption Agreement with the Waterloo Catholic District School Board and Muslim Association of Canada wherein the day nursery funding agreement between the Region and Waterloo Catholic District School Board for the former St. Joseph Elementary school is assigned to the Muslim Association of Canada, pursuant to report CSD-CHS-15-10, dated August 11, 2015.

- 4.5** **CSD-CHS-15-09**, Amendments to Purchase of Service Agreements for Children's Services 25

Recommendation:

That the Regional Municipality of Waterloo amend current service agreements with the Waterloo Region District School Board and the Waterloo Catholic District School Board to incorporate all school sites offering extended day programs effective September 1, 2015;

And That the Regional Municipality of Waterloo amend current service agreements with Conestoga College Institute of Technology and Advanced Learning, 299 Doon Valley Drive, Kitchener, ON N2G 4M4; Creative Beginnings Child Care Centre, 1140 Snyder's Rd. West, Baden, ON N3A 3L3; Jacob Hespeler Child Care Services, 640 New Hampshire Street, Waterloo, ON N2K 0A5, for the purposes of offering youth development programs as outlined in report CSD-CHS-15-09, dated August 11, 2015.

- 4.6** **CSD-CHS-15-11**, Service Contract, Children's Services 33

Recommendation:

That the Regional Municipality of Waterloo enter into a funding contract effective September 1, 2015 with Cambridge Christian School Society, operated as Cambridge Christian School Preschool, located at 229 Myers Road, Cambridge, Ontario, as outlined in report CSD-CHS-15-11, dated August 11, 2015.

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| 4.7 | CSD-15-03 , Local Municipal Champion OMSSA Awards (Information) | 36 |
| 4.8 | CSD-CHS-15-12 , Child Care and Early Years Act 2014 (Information) (Attachment distributed separately) | 40 |
| 4.9 | CSD-HOU-15-16 , Long-Term Affordable Housing Strategy Update Consultation (Information) | 42 |
| 4.10 | CSD-SEN-15-07 , Community Alzheimer Program Expansion in Waterloo (Information) | 50 |
| 4.11 | PDL-CUL-15-13 , Celebration of Canada 150 (Information) | 53 |

Regular Agenda Resumes
5. Reports - Public Health and Emergency Services

- | | | |
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| 5.1 | PHE-HLV-15-03 , Healthy Kids Community Challenge | 57 |
|------------|---|----|

Recommendation:

That the Regional Municipality of Waterloo increase the 2015 operating budget for Public Health by \$375,000 gross and \$0 net for the Healthy Kids Community Challenge to be funded by the Ministry of Health and Long Term Care;

And That the Regional Municipality of Waterloo increase the staff complement for Public Health by 1.0 full time equivalent for the period September 1, 2015 to March 31, 2018 for the Healthy Kids Community Challenge, as outlined in report PHE-HLV-15-03 dated August 11, 2015.

Reports - Community Services

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| 5.2 | CSD-HOU-15-14 , Out of the Cold (OOTC) Transition: Final 2014/15 Evaluation Report (Presentation) (Information) | 63 |
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| 5.3 | CSD-HOU-15-13 , 20,000 Homes Registry Week Final Results and Progress Update (Video) (Information) | 71 |
| 5.4 | CSD-HOU-15-15 , Affordable Housing Strategy – Request for Proposals P2015-22 Recommended Priority Projects and Investment in Affordable Housing (2014 Extension) Year 2 to 4 Funding Allocation | 78 |

Recommendation:

That the Regional Municipality of Waterloo approve the following actions with regard to the Region of Waterloo's Affordable Housing Strategy and Investment in Affordable Housing (IAH) (2014 Extension) Years 2 to 4 funding allocation, as outlined in report CSD-HOU-15-15, dated August 11, 2015:

- a) Approve the Affordable Housing Strategy –Request for Proposals R2015-22: Recommended Priority Projects as detailed in Attachment 1;
- b) Authorize the Director, Housing Services, to execute and deliver all documentation required by the Province of Ontario and the Region of Waterloo for the purpose of funding the recommended Priority Project proponents as shown in Attachment 1 and to finalize the funding and conditions with the proponents; and
- c) Authorize the Commissioner, Community Services, to execute such agreements and documentation in a form satisfactory to the Regional Solicitor, as may be required to process the advance of funding to the recommended Priority Project proponents.

Reports – Corporate Services

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| 5.5 | CSD-HOU-15-17/COR-TRY-15-74 , Capital Works Loan – Region of Waterloo Community Housing Inc. | 87 |
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Recommendation:

That the Regional Municipality of Waterloo take the following action regarding a proposed loan agreement for Region of Waterloo Community Housing Inc. (ROWCHI) as outlined in report CSD-HOU-15-17/COR-TRY-15-74, dated August 11, 2015:

- a) Enter into and execute an agreement with ROWCHI, a community housing provider owned by the Region of Waterloo, for an interest free loan to assist with capital needs in an amount not to exceed \$180,000

- and such other documentation as may be required to secure the loan, with the form of the loan agreement and other documentation to be satisfactory to the Region's Chief Financial Officer and the Regional Solicitor;
- b) Provide the interest-free loan through the Region's Housing Reserve Fund; and
 - c) Require the loan to be secured by a mortgage registered on title for 199 Elm Ridge Drive, Kitchener with consent obtained from the mortgagee for ROWCHI Inc. for the mortgage registration in a form satisfactory to the Regional Solicitor.

6. Information/Correspondence

6.1 [Housing Stability System Newsletter](#) (Distributed separately)

6.2 Council Enquiries and Requests for Information [Tracking List](#) 94

7. Other Business

8. Next Meeting – September 15, 2015

9. Adjourn



Report: PHE-15-04

Region of Waterloo
Public Health and Emergency Services
Epidemiology and Health Analytics

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015 **File Code:** P01-80

Subject: Public Health Data Briefs on Low Income Status

Recommendation:

For information

Summary:

Income is considered a 'determinant of health', as it directly impacts the health and well-being of individuals and families. Region of Waterloo Public Health has developed a series of brief data reports on low income status in Waterloo Region in accordance with requirements of the Ontario Public Health Standards, to provide local population health information to the public, community partners and health care providers.

This report on low income status in Waterloo Region is a compilation of seven brief documents describing the prevalence of low income status in Waterloo Region. It serves as an update to a series of brief reports previously produced by Region of Waterloo Public Health, and contains the most recently available data on low income status of Waterloo Region residents from 2007 through 2012.

It is hoped that this series of reports will assist with program planning and development of Regional and community programs and services, as well as inform future initiatives related to poverty reduction in Waterloo Region. The [full report and individual briefs](#) can be accessed electronically on the Region of Waterloo Public Health and Emergency Services website at

<http://chd.region.waterloo.on.ca/en/researchResourcesPublications/reportsdata.asp#INCOMESTATUS>.

Report:

This series of Public Health Briefs on Low Income Status in Waterloo Region is a compilation of seven brief documents describing the prevalence of low income status in Waterloo Region. It serves as an update to a series of brief reports previously produced by Region of Waterloo Public Health, and contains data on low income status of Waterloo Region residents from 2007 through 2012.

In addition to examining income status for the overall population of Waterloo Region, each brief describes a different priority population, including children and youth, older adults and families. By providing the most up-to-date and relevant information available, the 'Public Health Briefs on Low Income Status' are intended to inform the public, community partners and other Regional departments on the current situation of low income status in Waterloo Region, and to inform future initiatives related to poverty reduction across the Region.

In April 2010, the first series of 'Public Health Briefs on Low Income Status' were released by Region of Waterloo Public Health, summarizing data on low income status from the 1996, 2001 and 2006 Canadian Censuses. However, in 2011, the long form Census was replaced with the voluntary National Household Survey (NHS) which affected how low income trends in Waterloo Region could be examined over time. Voluntary surveys are prone to people not responding. This is particularly the case among low and high income groups and can result in an unrepresentative sample of the population (known as non-response bias). With the new methodology of the National Household Survey, Statistics Canada has indicated that estimates of low income between the National Household Survey and earlier Census long form may not be comparable.

This iteration of the 'Public Health Briefs on Low Income Status' provides data on low income status using Statistics Canada's Annual Estimates for Census Families and Individuals (otherwise known as Taxfiler data). Taxfiler data is generated from income tax returns and uses the Low Income Measure After-Tax (LIM-AT) to identify people who are living with low income. LIM-AT is calculated as income levels that are 50 per cent of the Canadian after tax median income adjusted for family size and composition. A person is considered low income if the income of the family they live in (or, in the case of a person not living in a family, their individual income) fell below the LIM-AT for their family size.

Using income tax data and LIM-AT is a new approach for this series of 'Public Health Briefs on Low Income Status'. It allows for a consistent methodology, and unlike Census or NHS data, which is available only every five years, income tax data is collected annually and estimates can be compared year-over-year. Using this data source and measure of low income will allow for future comparisons to be made with previous

years' results.

Key Findings

- In 2012, approximately 60,610 residents of Waterloo Region were living with low income (12.1 per cent of the total population).
- In 2012, the median after-tax income of all Waterloo Region residents was four times greater than that of residents living with low income (\$52,800 versus \$12,740).
- The income gap between those living with low income status compared to all Waterloo Region residents has increased steadily over time. There was a \$37,690 disparity in median after-tax income in 2007, which grew to \$40,060 in 2012.
- Individuals and single-parent families had particularly high rates of low income status. In 2012, the rate of low income status in individuals was 24.3 per cent, and in single-parent families the rate was 29.9 per cent.
- Both single-parent and couple families with three or more children had higher rates of low income status compared to families with only one or two children.
- Waterloo Region had lower rates of low income status than Ontario, even in populations with high rates of low income status, such as individuals, single-parent families, and couple families with three or more children.

Ontario Public Health Standards:

Under the Health Protection and Promotion Act, Region of Waterloo Council serves as Waterloo Region's Board of Health. Boards of Health are expected to adhere to the Ontario Public Health Standards, which outline the expectations for providing public health programs and services. This report aligns with the Foundational Standard to provide population health information, including determinants of health information, to the public, community partners, and health care providers.

Corporate Strategic Plan:

The Public Health Briefs on Low Income Status in Waterloo Region contributes to the following focus area of the corporate strategic plan (2011-2014): Healthy and Inclusive Communities - Foster healthy, safe, inclusive and caring communities.

Financial Implications:

Public Health's work on this initiative was funded within the department's base budget 1922869

and is cost shared 75% by the provincial Ministry of Health and Long Term Care and 25% by the local tax levy.

Other Department Consultations/Concurrence:

This report was developed in consultation with and reviewed by staff in Community Services.

Attachments

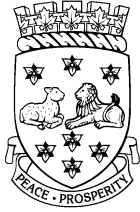
The [full report and individual briefs](#) are available to the public on the Public Health and Emergency Services website at:

<http://chd.region.waterloo.on.ca/en/researchResourcesPublications/reportsdata.asp#INCOMESTATUS>.

(Briefs distributed separately to Regional Councillors with agenda package.)

Prepared By: Amy MacArthur, Epidemiologist, Epidemiology and Health Analytics

Approved By: Dr. Hsiu-Li Wang, Acting Medical Officer of Health



Report: PHE- HPI-15-07

Region of Waterloo

Public Health

Health Protection and Investigation

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015 **File Code:** P10-30

Subject: Quarterly Charged/Closed Food Premises Report

Recommendation:

For information

Summary:

This report is a summary of food premises enforcement activities conducted by Public Health Inspectors in Public Health for the second quarter of 2015.

Food premises enforcement activities have been reported to Community Services Committee as per Committee request on a quarterly basis since 2007, in order to enhance transparency and access to information.

The information in this report aligns with what is posted on our online disclosure website of food premises inspection results established in 2004, which was first enhanced in 2007 and further enhanced in 2014, named **“Check It! We Inspect it”** (checkit.regionofwaterloo.ca).

Food premises inspection results are readily accessible to the public online, through a Public Health Inspector telephone intake line and either walk-in service in Waterloo (99 Regina Street) or by appointment in Cambridge (150 Main Street) as part of an ongoing commitment to transparency and timely customer service.

Report:

During the second quarter of 2015, three establishments were charged and three establishment ordered closed under the Health Protection and Promotion Act, Ontario Food Premises Regulation 562 (See Table 1: Food Safety Enforcement Activity).

Food premises charges and closures can be viewed on the **Check it! We Inspect it!** Public Health Inspection Reports website, Enforcement Actions Page, for a period of up to 6 months from the date of the charge or closure. Every food premises charged has the right to a trial and every food premises ordered closed, under the Health Protection and Promotion Act, has the right to an appeal to the Health Services Appeal and Review Board.

Ontario Public Health Standards:

The goal of the Food Safety program as outlined in the Ontario Public Health Standards is to prevent or reduce the burden of food-borne illness. Conducting routine inspections, complaint investigations, following up on suspect food-borne illnesses, and balancing education and enforcement for operators to achieve compliance with legislative requirements in food premises are among the activities that Public Health administers to reduce the burden of food-borne illness.

Under the Health Protection and Promotion Act, Region of Waterloo Council serves as Waterloo Region's Board of Health. Boards of Health are expected to adhere to the Ontario Public Health Standards, which outline the expectations for providing public health programs and services. This report provides information related to compliance with the Food Safety Protocol of the Ontario Public Health Standards.

Corporate Strategic Plan:

Healthy and Safe Communities: Support safe and caring communities that enhance all aspects of health.

Financial Implications:

Food premises enforcement activities are completed by Public Health Inspectors funded within existing resources in Region of Waterloo Public Health's cost shared budget (75% provincial/25% regional tax levy). Since 2010, the province has provided an additional allocation of \$50,067 in 100% funding for enhanced food safety initiatives locally; this enables a larger number of inspections and re-inspections of permanent, seasonal or temporary food premises than would be accomplished within the cost shared budget.

Other Department Consultations/Concurrence:

Nil

Attachments:

Table 1: Food Safety Enforcement Activity

Prepared By: Aldo Franco, Manager Food Safety, Recreational Water, Small Drinking Water Systems, Private Well Water and Waterloo and Area Team

Approved By: Dr. Hsiu-Li Wang, Acting Medical Officer of Health

Table 1: Food Safety Enforcement Activity Q2

Name Of Establishment	Date of Charges or Closure	Charges or Closure	Total Charge
Tim Hortons (687117 Ontario Limited) 130 Cedar St. Cambridge, ON N1S 1W4	One Provincial Offences Notices issued for infractions observed on June 4, 2015	Store hazardous foods at internal temperature between 5C degrees Celsius and 60 degrees Celsius.	\$460
East Side Mario's 135 Gateway Park Dr, Kitchener, ON N2P 2J9	One Provincial Offences Notices issued for infraction observed on June 8, 2015	Store hazardous foods at internal temperature between 5C degrees Celsius and 60 degrees Celsius.	\$460
King Fish and Chips 967 King St. E., Kitchener ON N2G 2N1	Four Provincial Offences Notices issued for infraction observed on June 8, 2015	<ul style="list-style-type: none"> • Fail to store on racks or shelves (\$60) • Fail to protect food from contamination or adulteration (\$300) • Use dirty cloth for cleaning tables (\$120) • Operate food premise in a manner adversely affecting sanitary condition (\$120) 	\$600
Willy's Fresh Cut Fries 1750 King St. E. Cambridge, N3H 3N9	Establishment ordered closed on April 22, 2015	Failure to provide hot and cold running water for hand-washing in food preparation area.	Closure Order
Zbigniew Wilk Hot Dog Cart #7 (City of Waterloo ID 0015) Operating at 247 King St N. Waterloo, ON. N2J 2Y8	Establishment ordered closed on June 29, 2015	No hot or cold water available at the facility	Closure order
Ice Cream 2 1401 River Rd E (Unit 5B), Kitchener	Establishment ordered closed on June 30, 2015	No available hot water in the premise	Closure order



Report: PHE-PSV-15-07

Region of Waterloo

Public Health

Paramedic Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015 **File Code:** P05-80

Subject: **2016 Response Times Performance Plan – Paramedic Services**

Recommendation:

That the Regional Municipality of Waterloo approve the 2016 response time targets as outlined in Appendix 1, in accordance with the Ambulance Act, O. Reg. 267/08, amending O. Reg. 257/00, under Part VII, Response Time Performance Plans, Sections 22-24, as outlined in report PHE-PSV-15-07 dated August 11, 2015.

Summary:

Under the Ambulance Act, Region of Waterloo Paramedic Services is required to submit a Response Time Performance Plan (RTPP) annually to the Ministry of Health and Long Term Care. This report summarizes the 2014 actual response time data in comparison to the approved 2014 plan and makes recommendations for the 2016 Response Time Performance Plan to be submitted to the Ministry of Health and Long Term Care, Emergency Health Services Branch as required under the Ambulance Act of Ontario (see Appendix 1).

Currently, the Emergency Medical Services Master Plan for the period 2006-2031 is under review and a Paramedic Services Master Plan for the ten year period beginning in 2017 is under development. The project is being overseen by a steering committee which includes members of Regional Council. The updated master plan will provide important information and data that will inform Response Time Performance Plans for 2017 and forward.

The report recommends that the 2016 Response Time Performance Plan maintain the same targets as set for 2015. The 2015 targets were approved by Regional Council based on recommendations from the Response Time Working Group; the targets were

established to be achievable and reasonable CTAS-specific benchmarks, based on a comparison with other municipalities and the performance of Region of Waterloo Paramedic Services.

The recommended 2016 targets are as follows:

Sudden Cardiac Arrest - 6 minutes 50% of the time (unchanged)

CTAS 1 – 8 minutes or less 70 % of the time (unchanged)

CTAS 2 – 10 minutes or less 80% of the time (unchanged)

CTAS 3 – 11 minutes or less 80 % of the time (unchanged)

CTAS 4 – 12 minutes or less 80 % of the time (unchanged)

CTAS 5 – 12 minutes or less 80 % of the time (unchanged)

The RTPP will not have different urban, suburban and rural targets. Targets have been set for the Region as a whole. Urban, suburban and rural response time will be monitored and included in quarterly performance reports.

Report:

Under the Ambulance Act, Region of Waterloo Paramedic Services is required to submit an annual performance plan for response times by October 1st for the following calendar year. This requirement has been in place since 2012.

Historically the response time performance plan was based on a Ministry benchmark for a Code 4 90th percentile response time. The Region of Waterloo 10 minute 30 second target for the Code 4 90th percentile response is no longer in effect since 2011. Region of Waterloo Paramedic Services continues to track the Code 4 90th percentile response time for the purpose of monitoring trends over time, only.

Region of Waterloo's response times targets as established and approved by Regional Council remained constant from 2012 to 2014. Appendix 1 shows the response time targets for this 3 year period. The original 2012 RTPP plan was a starting point, with targets for CTAS 2 to 5 based somewhat arbitrarily on the old Response Time Standard (10 minutes 30 seconds). The 2014 response time performance relative to the targets is summarized in Figure 1 below.

Figure 1: 2014 Response Time Performance In Comparison to Council-approved Response Time Performance Plan Targets

Type of Call	Response Time Target		2014 Calls Within Target		2014 Calls Outside Target		2014 Actual Percentile Time
	EMS Notified (T2) to Arrive Scene (T4)	Approved 2014 ROW Target	No. of Calls	%	No. of Calls	%	
Sudden Cardiac Arrest	Defibrillator Response in 6 minutes or less (Set by MOHLTC)	50% or better (EMS Only)	220	39%	342	61%	06:57
CTAS 1	EMS Response in 8 minutes or less (Set by MOHLTC)	70% or better	303	66%	156	34%	08:15
CTAS 2	EMS Response in 10 minutes, 30 seconds or less	80% or better	4,035	83%	817	17%	10:01
CTAS 3	EMS Response in 10 minutes, 30 seconds or less	80% or better	11,536	78%	3,340	22%	10:59
CTAS 4	EMS Response in 10 minutes, 30 seconds or less	80% or better	5,048	74%	1743	26%	11:35
CTAS 5	EMS Response in 10 minutes, 30 seconds or less	80% or better	1,367	71%	566	29%	12:31

Qualifiers: CTAS Level, First Arrived Unit, Valid T3 Enroute, excludes calls T2-T4 greater than 7200 seconds = Distinct Count on Run Number

It is likely that actual performance on Sudden Cardiac Arrest calls would have met the established target if data from the Fire Department and the Public Access Defibrillators Program were included. Region of Waterloo Paramedic Services is actively exploring how to receive this data from local Fire Departments and is closer in being able to obtain this data. The lack of data regarding defibrillation for Sudden Cardiac Arrest when this is provided by someone other than EMS is a challenge also experienced by other municipalities. Region of Waterloo Paramedic Services continues to pursue ways to capture this data.

Response time performance has been maintained or slightly improved across all levels of urgency (i.e. CTAS levels) from 2012 to 2014 (see Appendix 2). Based on an informal scan of comparators, Region of Waterloo Paramedic Services is performing within the provincial median as determined by data shared from other municipalities. A link to the Ministry's website is provided for additional background information:

<http://www.health.gov.on.ca/english/public/program/ehs/land/responsetime.html>

The maintenance or slight improvement in response times is due in large part to the investment that Council has made into resources being added to the Region of

Waterloo Paramedic Services over the last 3 years as well as containment of offload delays at local area Emergency Departments through collaboration with local hospitals and the Ministry of Health and Long Term Care Offload Nurse Program.

Paramedic Services continue to work on response times across the Region. Regular updates have been provided to Council on the challenges in our response times. Council has added additional resources as of July 01 2015 to address the challenges in accordance with the EMS Master Plan. We will continue to monitor response times through our Quarterly Reports and highlight successes and challenges to Council.

The availability of ambulances to respond when an emergency call is received remains an integral and primary factor in determining success in achieving compliance with the targets. Call volumes, the number of ambulances on duty and hospital off-load delay remain as contributing factors impacting the availability of resources.

Current Year Response Time Targets (2015)

To inform the 2015 response time targets, Regional Council established the Response Time Working Group. With 3 years of experience in Region of Waterloo and across the province, beginning in 2015 the RTPP plans were grounded on that experience, and Region of Waterloo began setting reasonable targets which had a gradient according to the urgency of the call. Setting faster times for more urgent calls and progressively slower times for less urgent calls became a standard approach across other municipalities (see Appendix 3 for 2015 response time target of comparator ambulance services).

A link to the Ministry's website is provided above for additional background information.

Recommended Response Time Targets for 2016

Currently, the Emergency Medical Services Master Plan for the period 2006-2031 is under review and a Paramedic Services Master Plan for the ten year period beginning in 2017 is under development. The project is being overseen by a steering committee which includes members of Regional Council. The updated master plan will provide important information and data that will inform Response Time Performance Plans for 2017 and forward. Staff are recommending that the 2016 response time targets be maintained at 2015 levels which were approved based on the work and recommendation of the Response Time Steering Committee which also included representatives of Regional Council. Given all the data points measured and evaluated by Paramedic Services and reported to Council, it is recommended that the Response Time Performance Plan benchmarks remain the same in 2016 as those approved for 2015. Therefore, for CTAS 1 through CTAS 5, the response targets are as follows (see Appendix 1 also):

CTAS 1 – 8 minutes or less 70 % of the time

CTAS 2 – 10 minutes or less 80% of the time

CTAS 3 – 11 minutes or less 80 % of the time

CTAS 4 – 12 minutes or less 80 % of the time

CTAS 5 – 12 minutes or less 80 % of the time

Corporate Strategic Plan:

This initiative contributes to the 2011-2014 corporate strategic objective 4.3 “enhance local health service delivery” by optimizing EMS delivery and collaborating with health care partners to support system change”.

Financial Implications: Nil

Other Department Consultations/Concurrence: Nil

Attachments

Appendix 1 – Recommended 2016 Response Time Performance Plan Targets and Historical Response Time Targets (2012-2015)

Appendix 2 – Paramedic Services Compliance to Response Time Performance Plan (RTPP), by CTAS 2012-2014

Appendix 3 – Range of 2015 Response Time Performance Plans Across Comparators

Prepared By: **Stephen Van Valkenburg**, Director/Chief Emergency Medical Services

Approved By: **Anne Schlorff**, Acting Commissioner, Public Health & Emergency Services

Dr. Hsiu-Li Wang, Acting Medical Officer of Health

Appendix 1:**Recommended 2016 Response Time Performance Plan Targets and Historical Response Time Targets (2012-2015)**

<i>Type of Call</i>	Response Time Target (EMS Notified (T2) to Arrive Scene (T4))	Recommended 2016 ROW Target	2015 ROW Target	2012, 2013 & 2014 ROW Targets
Sudden Cardiac Arrest	Defibrillator Response in 6 minutes or less (Set by MOHLTC)	50% or better (EMS Only)	50% or better (EMS Only)	50 % or better (EMS Only)
CTAS 1	EMS Response in 8 minutes or less (Set by MOHLTC)	70% or better	70% or better	70 % or better in 10 min 30 sec
CTAS 2	EMS Response in 10 minutes or less	80% or better	80% or better	80 % or better in 10 min 30 sec
CTAS 3	EMS Response in 11 minutes or less	80% or better	80% or better	80 % or better in 10 min 30 sec
CTAS 4	EMS Response in 12 minutes or less	80% or better	80% or better	80 % or better in 10 min 30 sec
CTAS 5	EMS Response in 12 minutes or less	80% or better	80% or better	80 % or better in 10 min 30 sec

Appendix 2:

Paramedic Services Compliance to Response Time Performance Plan (RTPP), by CTAS 2012-2014

Response Time Target				
Type of Call	(EMS Notified (T2) to Arrive Scene (T4)	2012 - 2014 ROW Target	2012 Actuals	2014 Actuals
CTAS 1	EMS Response in 8 minutes or less (Set by MOHLTC)	70 % or better in 10 min 30 sec	66%	66%
CTAS 2	EMS Response in 10 minutes or less	80 % or better in 10 min 30 sec	82%	83%
CTAS 3	EMS Response in 11 minutes or less	80 % or better in 10 min 30 sec	77%	78%
CTAS 4	EMS Response in 12 minutes or less	80 % or better in 10 min 30 sec	74%	74%
CTAS 5	EMS Response in 12 minutes or less	80 % or better in 10 min 30 sec	71%	71%

Appendix 3:

Range of 2015 Response Time Performance Plans Across Comparators

	Waterloo		Brant		Dufferin		Durham		Essex		Grey		Halton		Hamilton	
	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %
SCA	6	50	6	35	6	35	6	60	6	55	6	40	6	55	6	75
CTAS 1	8	70	8	60	8	60	8	75	8	75	8	50	8	75	8	75
CTAS 2	10	80	15	90	15	90	10	75	10	90	15	90	10	75	10	75
CTAS 3	11	80	15	90	30	90	15	75	12	90	30	90	15	75	15	75
CTAS 4	12	80	15	90	30	90	20	75	14	90	30	90	20	75	20	75
CTAS 5	12	80	15	90	30	90	25	75	14	90	30	90	25	75	25	75

*Lambton has established RTPP for both Urban and Rural Response Zones

	Huron		Lambton		Middlesex		Niagara		Oxford		Perth		Simcoe		York	
	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %	Target (min)	Goal %
SCA	6	NA	6	60/45	6	50	6	55	6	NA	6	51	6	50	6	60
CTAS 1	8	40	8	85/60	8	50	8	80	8	70	8	70	8	50	8	75
CTAS 2	17	65	10	90/70	8	50	11	90	10	80	16	75	10	70	10	80
CTAS 3	17	50	10	85/65	8	50	15	90	15	90	16	75	15	85	15	90
CTAS 4	30	65	12	90/80	12	50	20	90	15	80	16	75	20	90	20	90
CTAS 5	30	50	15	95/90	12	50	20	90	15	80	30	75	25	90	25	90



Report: CSD-CHS-15-10

**Region of Waterloo
Community Services
Children's Services**

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: S04-20

Subject: Assignment of Day Nursery Funding Agreement for Former St. Joseph Elementary School

Recommendation:

That the Regional Municipality of Waterloo enter into an Assignment and Assumption Agreement with the Waterloo Catholic District School Board and Muslim Association of Canada wherein the day nursery funding agreement between the Region and Waterloo Catholic District School Board for the former St. Joseph Elementary school is assigned to the Muslim Association of Canada, pursuant to report CSD-CHS-15-10, dated August 11, 2015.

Summary:

Nil.

Report:

1. Background:

In 2005, the Province provided a one time capital grant funding totalling \$3.975 million to the Region of Waterloo for the creation of child care centres in school sites across the Region. The funding was intended as the first phase of capital funding under the

Provincial Best Start initiative. Subsequent capital funding for Ontario's Best Start initiative was cancelled in 2006.

In November 2006, Council approved entering into a legal agreement with Waterloo Catholic District School Board ("WCDSB") for capital costs to renovate space within the St. Joseph Elementary School, 160 Courtland Avenue East, Kitchener (CR-RS-06-051/SS-06-061). This involved the provision of \$620,000 for the construction costs. One of the conditions of the agreement required WCDSB to repay the Region, on a declining scale, for the capital costs, should the space become unavailable before the end of the 20 year agreement. As a further condition, however, the WCDSB could sell the property and assign the Agreement to the purchaser, if the purchaser agreed to continue a day nursery.

The child care operator, being YWCA, leasing at the school site was informed in 2011 that the WCDSB was planning to close the site and sell the property. The child care operator moved to a new location in 2013 and WCDSB closed the site. On August 2, 2014, the WCDSB sold the property to the Muslim Association of Canada ("MAC"). Thereafter, MAC made improvements and opened a new child care centre as of September, 2014.

As noted in the original agreement, WCDSB has exercised its option to negotiate an assignment of the agreement to the new owners, more specifically MAC. This means that MAC assumes all obligations outlined in the agreement.

Corporate Strategic Plan:

This supports the Region's 2011-2014 Strategic Focus Area 4: Healthy and Inclusive Communities: Objective 4.6: Collaborate with the community to support development of services for children.

Financial Implications:

The original funding for this project was provided through a Provincial Best Start Unconditional Capital Infrastructure fund. \$620,000 in (100% Provincial funds, 0% Tax Levy funding) was provided to WCDSB to cover the costs of the renovations to convert the existing school space to a child care centre.

Other Department Consultations/Concurrence:

Legal Services Division has been involved to negotiate and approve the assignment of the agreement and was consulted in the preparation of this report.

Attachments

Nil

Prepared By: Nancy Dickieson, Director, Children's Services

Approved By: Douglas Bartholomew Saunders, Commissioner, Community Services



Report: CSD-CHS-15-09

Region of Waterloo
Community Services
Children's Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: S15-20

Subject: Amendments to Purchase of Service Agreements for Children's Services

Recommendation:

That the Regional Municipality of Waterloo amend current service agreements with the Waterloo Region District School Board and the Waterloo Catholic District School Board to incorporate all school sites offering extended day programs effective September 1, 2015;

And That the Regional Municipality of Waterloo amend current service agreements with Conestoga College Institute of Technology and Advanced Learning, 299 Doon Valley Drive, Kitchener, ON N2G 4M4; Creative Beginnings Child Care Centre, 1140 Snyder's Rd. West, Baden, ON N3A 3L3; Jacob Hespeler Child Care Services, 640 New Hampshire Street, Waterloo, ON N2K 0A5, for the purposes of offering youth development programs as outlined in report CSD-CHS-15-09, dated August 11, 2015.

Summary:

This report provides context to amend existing agreements for the provision of before and after school programs for children, 4-12 years of age in local schools. These programs are administered by the local school boards either directly or through third party agreements. These service agreements allow the Region of Waterloo to purchase child care space on behalf of subsidy eligible families in the before and after school programs. The Education Act allows for subsidy eligible children to be placed in programs which are operated under the Education Act. Before and after school

programs provided through third party agreements are licensed under the Day Nurseries Act.

Report:

1.0 Before and After School Programs

Before and after school programs are provided by Waterloo Region District School Board (WRDSB) directly or through 3rd party agreements with local service providers, for children age 4-7; and Waterloo Catholic District School Board (WCDSB) directly for children aged 4-12.

Youth Development before and after school programs are provided by WRDSB through 3rd party agreements for children age 8-12.

This September, the WRDSB will be offering before and after school programs at 84 of 87 schools. The WCDSB will be offering before and after school programs at 27 of 46 schools. In total, before and after school programs will be available in 83% of all public and catholic elementary schools. The number of children enrolled in these programs is expected to be approximately 2800.

The tables below show the new school sites which will offer before and after school programs, effective September 2015:

WRDSB

School	School Board Operated Before/ After School Program (age 4-7)	Third Party Operated Youth Development Before/After School Program (age 8-12)
Alpine P.S	x	
Avenue Road P.S.	x	
Blair Road P.S.		Jacob Hespeler
Grandview P.S. (New Hamburg)		Creative Beginnings
King Edward P.S.		Conestoga College
Meadowlane P.S.	x	
Queen Elizabeth P.S.	x	

WCDSB

School	School Board Operated Before/After School Program (age 4-12)
Monsignor R.M. Haller	X
St. Aloysius	X
St. Anne (Cambridge)	X
St. Bernadette	X
St. Boniface	X

A table listing all the before and after school programs at both WRDSB and WCDSB is attached as Appendix A.

Corporate Strategic Plan:

This report addresses the Region's Corporate Strategic Plan, Focus Area 4: Healthy and Inclusive Communities; Strategic Objective 4.6: Collaborate with the community to support the development of services for children.

Financial Implications:

The 2015 Purchase of Service budget totals \$18.2M. Costs associated with placing subsidy eligible families in the expanded before and after school programs will be funded through the fee subsidy budget. Subsidy eligible children are placed in centre based, home based or school based programs based on parental preference and need. The Region currently has purchase of service agreements with 137 licensed early learning and child care programs and 2 school boards. These new agreements will be accommodated from within the current budget allocation for fee subsidy.

Other Department Consultations/Concurrence:

The assistance of Planning, Development and Legislative Services (Legal Services) and Corporate Resources (Finance) are required to establish agreements and monitor expenditures.

Attachments

Appendix A Before and After School Programs September 2015

Prepared By: **Sheri Phillips**, Manager, Child Care Subsidy
Nancy Dickieson, Director, Children's Services

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

Appendix A Before and After School Programs September 2015
Waterloo Region District School Board

School	School Board- Operated Before/ After School Program (age 4-7)	Third Party Operated Before/After School Program (age 4-7)	Third Party Operated Youth Development Program (age 8-12)
Abraham Erb P.S.	x		YWCA KW
Alpine P.S.	x		
Avenue Road P.S.	x		
Ayr P.S.	x		YMCA Cambridge (before school only)
Baden P.S.		Creative Beginnings	Creative Beginnings
Blair Road P.S.	x		Jacob Hespeler
Breslau P.S.	x		Jacob Hespeler (after school only)
Bridgeport P.S.	x		Jacob Hespeler
Brigadoon P.S.		YMCA KW	YMCA KW
Cedar Creek P.S.	x		YMCA Cambridge
Cedarbrae P.S.	x		
Centennial P.S.		Jacob Hespeler	Jacob Hespeler
Central P.S.	x		
Chalmers Street P.S.	x		Jacob Hespeler
Clemens Mill P.S.		YMCA Cambridge	YMCA Cambridge
Conestogo P.S.	x		YMCA KW
Coronation P.S.	x		
Country Hills P.S.	x		
Crestview P.S.	x		YMCA KW (after school only)
Driftwood P.S.	x		Conestoga College
Edna Staebler P.S.		YMCA KW	YMCA KW
Elgin Street P.S.		YMCA Cambridge	YMCA Cambridge
Elizabeth Ziegler P.S.	x		YWCA KW
Empire P.S.	x		YWCA KW
Forest Glen P.S.	x		Creative Beginnings (after school only)
Forest Hill P.S.	x		
Franklin P.S.	x		YMCA KW

School	School Board- Operated Before/ After School Program (age 4-7)	Third Party Operated Before/After School Program (age 4-7)	Third Party Operated Youth Development Program (age 8-12)
Glencairn P.S.	x		Conestoga College
Grand View (C) P.S.	x		
Grandview P.S. (N.H.)	x		Creative Beginings (after school only)
Hespeler P.S.	x		Jacob Hespeler
Highland P.S.	x		YMCA Cambridge
Hillcrest P.S.	x		
Howard Robertson P.S.	x		
J.F. Carmichael P.S.	x		
J.W. Gerth P.S.		YMCA KW	YMCA KW
Jean Steckle P.S.	x		YWCA KW (after school only)
John Darling P.S.	x		Conestoga College (after school only)
John Mahood P.S.	x		
Keatsway P.S.	x		YMCA KW (after school only)
King Edward P.S.	x		Conestoga College
Lackner Woods P.S.		Jacob Hespeler	Jacob Hespeler
Laurelwood P.S.	x		Conestoga College (after school only)
Lester B. Pearson P.S.	x		YMCA KW
Lexington P.S.	x		Jacob Hespeler
Lincoln Heights P.S.	x		YMCA KW (after school only)
Mackenzie King P.S.	x		
Manchester P.S.	x		
Mary Johnston P.S.	x		YWCA KW
Meadowlane P.S.	x		
Millen Woods P.S.		Jacob Hespeler	Jacob Hespeler
Moffat Creek P.S.	x		YMCA Cambridge
N.A. MacEachern P.S.	x		YWCA KW (after school only)

School	School Board- Operated Before/ After School Program (age 4-7)	Third Party Operated Before/After School Program (age 4-7)	Third Party Operated Youth Development Program (age 8-12)
New Dundee P.S.	x		
Northlake Woods P.S.	x		
Parkway P.S.	x		
Pioneer Park P.S.	x		YMCA KW (after school only)
Preston Public P.S.	x		
Prueter P.S.	x		
Queen Elizabeth P.S.	x		
Riverside P.S.	x		YMCA KW
Rockway P.S.	x		
Ryerson P.S.		YWCA Cambridge	YWCA Cambridge
Saginaw P.S.		Jacob Hespeler	Jacob Hespeler
Sandhills P.S.	x		YMCA KW (after school only)
Sandowne P.S.	x		YWCA KW
Sheppard P.S.	x		YWCA KW
Silverheights P.S.	x		Conestoga College
Sir Adam Beck P.S.		Creative Beginnings	Creative Beginnings
Smithson P.S.	x		
Southridge P.S.	x		
St. Jacobs P.S.	x		
Stewart Avenue P.S.	x		
Suddaby P.S.	x		Jacob Hespeler
Tait Street P.S.	x		
Trillium P.S.	x		
W.T. Townsend		YMCA KW	YMCA KW
Wellesley P.S.	x		
Westmount P.S.	x		YMCA KW (after school only)
Westvale P.S.		Jacob Hespeler	Jacob Hespeler
Williamsburg P.S.		YMCA KW	YMCA KW
Wilson Avenue P.S.	x		
Winston Churchill P.S.	x		
Woodland Park P.S.		Jacob Hespeler	Jacob Hespeler

Waterloo Catholic District School Board

School	Board-Operated Extended Day Program (age 4-12)
Blessed Mother Teresa	x
Canadian Martyrs	x
Holy Family	x
Holy Spirit	x
Monsignor R.M. Haller	x
Our Lady of Grace	x
Our Lady of Lourdes	x (after school only)
Sir Edgar Bauer	x
St. Agnes	x
St. Aloysius	x
St. Anne (Cambridge)	x
St. Anne (Kitchener)	x
St. Bernadette	x
St. Boniface	x
St. Brigid	x
St. Daniel	x
St. Dominic Savio	x
St. Elizabeth	x
St. Gabriel	x
St. John	x
Saint John Paul II	x
St. Mark	x
St. Nicholas	x
St. Paul	x (after school only)
St. Teresa (Kitchener)	x
St. Teresa (Elmira)	x (after school only)
St. Timothy	x



Report: CSD-CHS-15-11

Region of Waterloo
Community Services
Children's Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: S14-20

Subject: Service Contract, Children's Services

Recommendation:

That the Regional Municipality of Waterloo enter into a funding contract effective September 1, 2015 with Cambridge Christian School Society, operated as Cambridge Christian School Preschool, located at 229 Myers Road, Cambridge, Ontario, as outlined in report CSD-CHS-15-11, dated August 11, 2015.

Summary:

Nil

Report:

On January 20, 2015 the Province announced the new Child Care Wage Enhancement initiative for staff/caregivers working in licensed Early Learning and Child Care (ELCC) settings. The initiative has three goals:

- To close the wage gap between registered early childhood educators (RECEs) working in the publicly funded education system and those in the licensed child care sector;
- To help stabilize child care operators by supporting their ability to retain RECEs and non-RECE program staff; and
- To support greater employment and income security for child care program staff.

The wage enhancement initiative will support an increase of up to a maximum of \$1 per hour in 2015, plus 17.5 percent benefits, with an additional increase to \$2 per hour in 2016 to staff in eligible positions.

As the Consolidated Municipal Service Manager (CMSM) the Region is responsible for licensed child care (ELCC), Children's Services is the designated flow-through agency to distribute wage enhancement funding in Waterloo Region. Wage enhancement is an entitlement initiative, available to all licensed child care operators regardless of auspice or purchase of service (POS) status. This requires CMSM's to enter into new service agreements with licensed child care operators who do not currently have a POS agreement with Children's Services, should they apply for wage enhancement funding.

The Cambridge Christian School Society, which does not have a POS with the Region of Waterloo has made application for wage enhancement. Cambridge Christian School Society operates a non-profit preschool program serving 16 children ages 2.5 to 5 years of age as an adjunct to their private education status for older children. Entering into a service contract with Cambridge Christian School Society will allow Children's Services to provide the operator with wage enhancement funding in accordance with provincial wage enhancement guidelines. An annual statement and reconciliation process is completed with every operator to ensure appropriate use of the funds.

Corporate Strategic Plan:

This supports the Region's 2011-2014 Strategic Focus Area 4: Healthy and Inclusive Communities: Foster healthy, safe, inclusive and caring communities; and Strategic Objective 4.6: Collaborate with the community to support the development of services for children.

Financial Implications:

The Wage Enhancement funding is an enveloped allocation provided through 100% Provincial dollars and has no impact on the Regional tax levy. Any funding not used for the intended purpose will be recovered by the Province, the current allocation of Provincial Wage Enhancement funding is approximately \$3.4M.

Other Department Consultations/Concurrence:

The implementation of service agreements requires the assistance of Corporate Resources (Finance) and Planning Development and Legislative Services (Legal Services) staff.

Attachments

Nil

Prepared By: Tyla Fullerton, Social Planning Associate, Children's Services

Sheri Phillips, Manager, Child Care Subsidy

DOCS#1907967

Page 2 of 3

Nancy Dickieson, Director, Children's Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services



Report: CSD-15-03

Region of Waterloo
Community Services
Housing Services
Emergency Social Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: A02-20

Subject: Local Municipal Champion OMSSA Awards

Recommendation:

For Information Only

Summary:

The Ontario Municipal Social Services Association (OMSSA) is a non-profit organization whose members are the Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) across Ontario. Each year, OMSSA awards individuals and organizations who have made outstanding contributions to both OMSSA and their communities, recognizing their commitment to plan, manage and deliver quality human services in Ontario.

This year, the Region of Waterloo Community Services Department received two Local Municipal Champion Awards for initiatives that highlighted successful community services integration programs, specifically the Housing Collaborative and the First Response Protocol. Waterloo Region will be honoured for these awards at OMSSA's Learning Symposium in Chatham-Kent, June 21-24, 2015.

Report:

1.0 Housing Collaborative Initiative

Service Managers responsible for Housing Program delivery recognized the critical need to have a robust, automated information technology system to effectively support and align housing with the client-focused housing first program approach to be implemented

by Service Managers. For most Service Managers (SM) a single municipality could not afford to develop and support a system alone. Technology is often cost prohibitive as maintenance and hosting costs are continuous and system upgrades expensive. In response, 8 SMs including London, Windsor, Hamilton, Waterloo, Chatham-Kent, York, Halton and Ottawa formed a consortium – the first of its kind.

Information technology is also necessary to help meet regulatory requirements and to increase efficiency in the delivery of programs. A new single system would provide Service Managers with the necessary tool they need to operate their programs more effectively and efficiently. This would allow for the ability to easily and directly enter data and access information on such things as housing provider performance, program funding, client demographics, asset management, subsidy allocation, operational reviews, risk management and tenant satisfaction surveys. In addition, it would provide the Region with the ability to improve its reporting to Council, the Province and to community stakeholders. These improvements include consistent data presentation, reduced reporting timelines and the ability to create performance indicators for the Region as the Service Manager and for housing providers.

After 3 years of drafting requirements and collaboration agreements, in 2014, the Region of Waterloo issued a co-operative Request for Proposal for a Housing Software System on behalf of the Housing Collaborative Initiative (HCI) Governing Group.

Through collaboration the HCI has been able to significantly reduce the cost of development and ongoing maintenance costs while ensuring that the system will meet collective needs and be adaptive to changing circumstances. Once implemented the system will provide for a single Integrated Housing System (I.H.S.) which will drive innovation and modernize operations by including on-line waitlist registration capabilities for housing applicants, as well as automated rent-gear-to-income calculations for staff. Shifting transactions from the current paper based process to the online process will reduce operating costs for SMs over time and enable SMs to provide more value added customized assistance. The Province of Ontario also sees the value in a Province wide approach to managing the data and has contributed \$500,000 to the development of the system.

2.0 The First Response Protocol

The First Response Protocol (FRP) is a successful integration of human services and first responders from over 10 organizations with the goal to provide seamless Emergency Social Services to those impacted by a small event (fewer than 50 people displaced). These organizations include: Municipal Fire Departments; Waterloo Region Police Services; Canadian Red Cross; Community Services Department; Lutherwood Housing Services; The Salvation Army; Grand River Transit; Wilfrid Laurier University, University of Waterloo; and, the Waterloo Region Emotional Support Team (WREST).

The success of the First Response Protocol to support people displaced from their homes is dependent upon the activation of the protocol by first responders and the seamless service delivery by human service organizations. The Canadian Red Cross attends the scene of an emergency event on behalf of Community Services to provide initial assessment and support. As necessary, Grand River Transit is called upon to provide a bus for immediate shelter during inclement weather. Community Services follows up with the displaced individuals during the next business day to assess them for additional supports and provide guidance. Depending on the needs of the displaced clients, additional partner organizations are contacted to provide specific emergency social services, such as clothing, furniture and/or long-term housing.

If the individuals are students at Wilfrid Laurier University or the University of Waterloo, the Red Cross (or Police/Fire) will phone campus security at the appropriate post-secondary institution for assistance. Campus security will then activate their internal processes to ensure staff are deployed to care for the emergency social services needs and shelter of the displaced students in an environment that is familiar to them.

The First Response Protocol was initially developed in 2002 after it was determined there was a need in the community to provide support for people left homeless as a result of emergencies, primarily from house/apartment fires. Community Services took the lead in mobilizing stakeholders to develop this protocol and to ensure its continued success. Staff members monitor events and maintain relationships with human services providers and first responders. Debriefs are called at the request of a community partner or staff when gaps in service provision are identified. As required, new or additional partners are added to the protocol and/or roles are revised.

Relationships between all partners involved in the First Response Protocol have grown stronger over the years. This has aided in the development of additional plans and procedures for larger emergencies when a reception/evacuation centre may need to be established. In turn, this has allowed the first responders to see Community Services as the system manager for Emergency Social Services in the Region of Waterloo.

Emergencies are dynamic and the response depends on the scope and scale of the event. For smaller events, the First Response Protocol is a true integration of human service organizations sharing the common goal of providing coordinated, seamless and timely Emergency Social Services to those in their time of need.

Corporate Strategic Plan:

This report supports the 2011-2014 Corporate Strategic Plan, Focus Area 5: Service Excellence, to ensure Regional programs and services are efficient and effective and demonstrate accountability to the public.

Financial Implications:

The HCI share structure is based on housing units under administration where costs are allocated on a percentage basis. Based on this structure, the Region of Waterloo would be responsible for 11.1% or \$196,941 net of the HST rebate which includes development, training, contingency, a five (5) year annual maintenance program and hosting and support costs. The 2015 capital budget provides \$245,000 for this project to be financed from the Housing Reserve Fund which is sufficient to cover the Region's cost of this project. The estimated completion date for this project is March 31, 2017.

Costs related to the provision of the First Response Protocol are cost shared with the Province of Ontario as part of the Ontario Works program. In 2014 the provincial share of eligible expenditures was 88.6%.

Other Department Consultations/Concurrence:

For the Housing Collaborative, several departments/divisions worked very closely together for the past four years to develop business and technology requirements and agreements with seven other Service Managers. Staff from Legal, Information Technology, Purchasing and Housing was all actively involved.

The First Response Protocol consulted with staff in the Emergency Management Office and transportation to validate processes and procedures.

Attachments

Nil

Prepared By: **Jennifer Murdoch-Martin**, Manager, Housing Programs
Gillian Woolner, Coordinator, Emergency Social Services

Approved By: **Douglas Bartholomew-Saunders**,
Commissioner of Community Services



Report: CSD-CHS-15-12

Region of Waterloo
Community Services
Children's Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: S04-20

Subject: Child Care and Early Years Act 2014

Recommendation:

For Information Only

Summary:

Report:

The new Child Care and Early Years Act (CCEYA) will come into effect on August 31, 2015. This new act which is part of Bill 10: Child Care Modernization Act was formally proclaimed on December 10, 2015. Once in place the new legislation will formally replace the Day Nurseries Act (DNA).

The DNA is the legislation that all licensed Early Learning and Child Care (ELCC) have operated under for over forty years. The new CCEYA establishes new rules governing child care in Ontario. Many of the new provisions will strengthen compliance and health and safety in ELCC settings. Some of the provisions that existed under the regulations under the DNA remain unchanged as they transfer under the CCEYA.

The new CCEYA applies to:

- Unlicensed child care
- Home child care providers contracted by a licensed agency
- Licensed home child care agencies
- Licensed child care centres

As the Consolidated Municipal Service Manager (CMSM) Children's Services is working in partnership with the Ministry of Education, Quality Assurance and Licensing branch to support implementation of new standards. It is also anticipated that new requirements under the CCEYA will be issued on a go forward basis. The CCEYA also speaks to the unregulated sector, with a requirement for caregivers who are not with a licensed agency to inform parents in writing as such.

A [general summary](#) of the changes under the new CCEYA is attached to this report and provides greater detail on the requirements.

Corporate Strategic Plan:

This report supports the 2011-2014 Region's Strategic Focus Area 4: Healthy and Inclusive Communities; Foster healthy, safe, inclusive and caring communities; including Strategic Objective 4.6: Collaborate with the community to support the development of services for children.

Financial Implications:

Staff are currently reviewing the costs associated with meeting the new requirements for more frequent Police Records Checks for Vulnerable Sector and upgraded First Aid training and are confident that any one time costs will be accommodated within the 2015 Children's Service budget. In addition preliminary analysis with community ELCC operators on the financial impact indicates a need to support centralized community wide training sessions. One time funding of \$60,000 will be provided to the ECE Professional Resource Centre housed at Conestoga College to provide increased First Aid training sessions for all community ELCC program staff and Caregivers who are working with a licensed Home Child Care agency.

Other Department Consultations/Concurrence:

Resources in Corporate Resources (Finance) and Human Resources and Citizen Service are required to support the flow of funding and support internal training sessions.

Attachments:

Appendix A: [The New Child Care and Early Years Act](#) (Distributed separately)

Prepared By: Nancy Dickieson, Director, Children's Services

Approved By: Douglas Bartholomew Saunders, Commissioner, Community Services



Report: CSD-HOU-15-16

Region of Waterloo
Community Services
Housing Services

To: Chair Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: D27-80

Subject: Long-Term Affordable Housing Strategy Update Consultation

Recommendation:

For information

Summary:

The Province launched its Long-Term Affordable Housing Strategy (LTAHS) in 2010, to transform the housing system in Ontario. The Region of Waterloo was involved in the consultation process shaping the LTAHS, with a Council approved written submission in December 2009 (P-09-093/SS-09-067).

The new Poverty Reduction Strategy released by the Province in September 2014 committed to update the Long-Term Affordable Housing Strategy (LTAHS) so that housing policies are relevant to current realities and reflect new research, best practices, and the housing needs of Ontarians.

In April 2015, the Province started a consultation process to support a renewed LTAHS to ensure that the document supports the Province's goals of improving outcomes for people and ending homelessness. A consultation discussion guide was created to gather input on specific areas. This information could be submitted online, by telephone or in writing by July 3, 2015.

The updated vision for the LTAHS is "Every person has an affordable, suitable, and adequate home to provide the foundation to secure employment, raise a family, and build strong communities." There are three goals that have been set to achieve this vision:

1. Achieve better housing outcomes for more people
2. Create more affordable housing opportunities
3. End and prevent homelessness

Regional Housing Services staff, in consultation with other Regional divisions and departments, provided a written submission (see Appendix A: LTAH Update Submission from ROW), highlighting the following points for each of the four consultation themes:

Theme #1: A Sustainable Supply of Affordable Housing

- 1.1 Allow the transfer of surplus school sites to municipalities at no cost or sell at below market cost.
- 1.2 Provide municipalities the authority to implement inclusionary zoning policies.

Theme #2: A Fair System of Housing Assistance

- 2.1 Consolidate rent supplement programs within and across Ministries.
- 2.2 Eliminate or modify the set rent scales for those on social assistance, update utility scales and explore information sharing protocols with federal and provincial ministries and programs.

Theme #3: Co-ordinated, Accessible Support Services

- 3.1 Increase the supply of supportive housing.
- 3.2 Increase coordination in access and delivery of supportive housing across Ministries.

Theme #4: A System Based on Evidence and Best Practice

- 4.1 Support the implementation of program management and data collection systems that includes outcome measures.
- 4.2 Consider system redesign pilots to minimize the need for emergency shelters.

Staff also participated in the Ontario Municipal Social Services Association (OMSSA) submission and shared their submission with other Service Managers and local area municipal staff.

Corporate Strategic Plan:

Participating in the LTAHS Update consultation is consistent with the Region's Corporate Strategic Plan (2011-2014), Strategic Objective 4.5 to "work collaboratively to increase the supply and range of affordable housing and reduce homelessness".

Financial Implications:

Nil

Other Department Consultations/Concurrence:

Housing Services staff consulted with staff from Employment & Income Support and Planning, Development and Legislative Services.

Attachments

Appendix A: LTAHS Update Submission from ROW

Prepared By: Deb Schlichter, Director, Housing Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services

APPENDIX A



LONG TERM AFFORDABLE HOUSING STRATEGY (LTAHS) UPDATE SUBMISSION FROM THE REGION OF WATERLOO (July 3, 2015)

The Region of Waterloo submitted a response in December 2009 to the Province of Ontario's Long-Term Affordable Housing Strategy (LTAHS) consultation process, outlining elements needed to have an effective housing system in Ontario. We are pleased that many of these suggested areas for focus and/or improvements have been implemented, however, there is still more to be accomplished to achieve better housing outcomes for more people, create more affordable housing opportunities, and to end and prevent homelessness – the goals of the LTAHS Update.

The Region of Waterloo supports the LTAHS Update submissions from other provincial associations and networks, such as the submissions from the Ontario Municipal Social Services Association (OMSSA). The Region of Waterloo would like to emphasize and/or add the following points for each of the four consultation themes:

Theme #1: A Sustainable Supply of Affordable Housing

- 1.2 Allow the transfer of surplus school sites to municipalities at no cost or sell at below market cost.
- 1.2 Provide municipalities the authority to implement inclusionary zoning policies.

Theme #2: A Fair System of Housing Assistance

- 2.1 Consolidate rent supplement programs within and across Ministries.
- 2.2 Eliminate or modify the set rent scales for those on social assistance, update utility scales and explore information sharing protocols with federal and provincial ministries and programs.

Theme #3: Co-ordinated, Accessible Support Services

- 3.3 Increase the supply of supportive housing.

- 3.4 Increase coordination in access and delivery of supportive housing across Ministries.

Theme #4: A System Based on Evidence and Best Practice

- 4.3 Support the implementation of program management and data collection systems that includes outcome measures.
- 4.4 Consider system redesign pilots to minimize the need for emergency shelters.

Here are the points in further detail:

Theme #1: A Sustainable Supply of Affordable Housing

1.1 Sale of Surplus School Sites to Municipalities

Surplus school sites are often well situated within existing neighbourhoods and provide space for community gatherings as well as green space. Since regulation 444/98 to the Education Act requires surplus school sites to be offered to publicly funded agencies at fair market value, they often end up being sold to private developers and these public assets are lost to the community. Amending regulation 444/98 to the Education Act to allow surplus school sites to be transferred to municipalities at no cost or sold below market cost for the purpose of creating new affordable housing developments would not only add to the affordable housing stock while allowing the opportunity to keep the site as a public asset, but also provide an opportunity to retain some of the community and green space functions.

1.2 Municipal Authority to Implement Inclusionary Zoning Policies

The Provincial Policy Statement requires municipalities to establish and implement minimum targets for the provision of housing which is affordable to low and moderate income households; however, there are a few tools available to assist municipalities in achieving these targets. The main tool for the creation of affordable housing over the last decade has been senior government funding, but the level of funding is insufficient to address housing needs of low to moderate income households. Additional tools are required to help increase the supply and range of affordable housing, including land use planning tools and regulation such as inclusionary zoning where a portion of all new developments are required to be affordable to individual and families with moderate incomes. Amending the Planning Act to explicitly permit single tier and area municipalities to develop by-laws to implement inclusionary zoning based on local needs will not only add to the range of affordable housing, but will help create more diverse and complete communities.

Theme #2: A Fair System of Housing Assistance

2.1 Consolidate Rent Supplement Programs Within and Across Ministries

At present there are multiple rent supplement programs being delivered and funded by various Ministries. In order to support better coordination of available housing resources within a community, it is recommended that the delivery of these programs be consolidated and funded for delivery at a local level. This will allow communities to better respond to the housing needs of their own community by ensuring a broader range of housing options.

2.2 Rent Scales, Utility Scales and Information Sharing Protocols

The current approach to setting rents for households in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP) funding is based on set rent scales that have not changed since the transfer of social (community) housing to the municipal level (i.e. a single OW recipient pays \$86/month for rent). These are not in line with the formula used to establish rent-geared-to-income (RGI) rents – 30 percent of gross household income for a fully serviced unit - for households with any other type of income. This disparity places the burden on Service Managers to subsidize these households at a higher level than households with comparable income from alternative sources. It also makes the transition from OW or ODSP to other forms of income more difficult for households who can experience a significant increase in their RGI rent even if the overall monthly amount of household income does not significantly change. This is a common issue among households transitioning from OW or ODSP to senior pensions. It would be more consistent and equitable to treat all household income the same, to eliminate the set rent scales for those on social assistance and use the same RGI formula for a fully serviced unit (includes utilities), up to the maximum OW or ODSP shelter allowance. Alternatively, if the rent scales are to remain, they should be adjusted to reflect rates comparable to the RGI formula for households with non-benefit income.

The utility scale rates used in RGI rent calculations have not been adjusted since they were established under the Social Housing Reform Act in 2001. The rates do not reflect current utility costs and should at a minimum be revised to reflect 2015 rates. In addition, the scales should be indexed to annual inflation rates to ensure they continue to be a current reflection of a household's true utility costs. Low income households should not be forced to choose between paying their utility bills and putting food on the table.

Service Managers are required to verify the eligibility of all households applying for RGI housing, and annually for those receiving RGI assistance. It would be beneficial if they

had the same capacity for information sharing through inter-ministerial agreements as their counterparts delivering Ontario Works. This would include access to data systems from federal programs such as Citizenship and Immigration and the Canada Revenue Agency, as well as access to data systems from provincial programs such as Ministry of Transportation and the Family Responsibility Office. This would aid in both eviction and fraud prevention. It would allow for better eligibility determination for households applying for RGI assistance, and assist households who do not have the capacity to verify ongoing eligibility requirements to retain their RGI status and maintain their housing. It also ensures a higher degree of accountability and discourages false reporting and the potential for fraud for all households, regardless of income source (currently this is possible only for the administration of OW/ODSP).

Theme #3: Co-ordinated, Accessible Support Services

3.1 Increase the Supply of Supportive Housing

Waterloo Region's Registry Week, conducted as part of the 20,000 Homes Campaign in the fall of 2014, identified that 120 (46%) of people surveyed experiencing homelessness fell into the highest vulnerability and acuity range, indicating a need for permanent supportive housing. Annually, we compare the amount of supportive housing against demand. Waitlists for supportive housing have increased five percent over last year with almost as many people on waitlists (1,403) as there are supportive housing spaces (1,675). People with complex needs will continue to experience homelessness without permanent supportive housing.

3.2 Increase Coordination with Regards to Supportive Housing Across Ministries

Increased efficiency and effectiveness in supportive housing could be found by having Service System Managers deliver rent subsidies as part of their existing portfolios (e.g., mental health and addiction supportive housing with a rent subsidy currently provided through the Ministry of Health and Long Term Care and supports provided through the Local Health Integration Networks). In this way, when someone no longer requires support, the rent subsidy can be "flipped" between different programs so that the person can remain in their affordable housing while the next person prioritized for supportive housing can be offered the rent subsidy and support.

It would also be beneficial if communities had coordinated access to supportive housing across Ministries (i.e. Ministry of Community and Social Services, Ministry of Health and Long Term Care and Ministry of Municipal Affairs and Housing). Currently, there are a number of access points to supportive housing that are not connected to one another and are not necessarily triaged-based ensuring those with the greatest vulnerability and acuity are served first (regardless of their particular disability or condition as a number of people experience multiple, dual or co-occurring issues). Access to supportive

housing should be determined through a common housing-based triage and assessment tool such as the Vulnerability Index- Service Prioritization Decision Assistance Tool (VI-SPDAT and SPDAT).

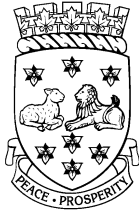
Theme #4: A System Based on Evidence and Best Practice

4.1 Data Systems

Support the implementation of integrated, systems-based program management and data collection systems that are currently under development or being utilized, rather than creating any “new” system(s). For example, the Integrated Housing System (IHS) (formerly the Housing Collaborative Initiative, HCI) is in the process of being developed as a collaborative across eight Service Managers. The system will allow for online housing provider portal management, rent subsidy assistance, centralized waitlist, affordable housing, key performance indicators and financial management. The Ministry of Municipal Affairs and Housing is supportive of a singular software system with comparative Provincial data. It is anticipated to be completed by mid 2017. The Homeless Individual and Family Information System (HIFIS) is currently being used by 50 percent of Service Managers across the Province. With the recent release of HIFIS 4, a web-based system, uptake is expected to increase substantially. HIFIS 4 can accommodate real-time data collection across the housing stability system and provide rich, unduplicated data that can be easily shared by Service Managers with the Province. Provincial support to further develop capacity at the local level to implement these systems would accelerate and improve access to meaningful data, including outcome measures to demonstrate the value for money spent and improvement in the lives of people served.

4.2 System Redesign Pilots

Efforts and understanding on “how to” end homelessness have been greatly accelerated over the past five years. Service Managers have been able to begin to “tweak” their systems to focus on improved access and coordination and housing first with the flexibility provided through the Consolidated Homelessness Prevention Program (CHPI). However, Service Managers can only take this system redesign so far without an interim infusion of resources to implement alternative ways of delivering service to reduce shelter use. We now know “what to do” but don’t have the resources to fully implement the kind of change that will drastically reduce reliance on emergency shelters as a way to support people experiencing homelessness. We are proposing that the Province conduct a pilot with selected municipalities, providing additional resources that match those currently invested in emergency shelter, to implement programs (e.g., housing first teams and permanent supportive housing) that will allow the system to “shift” away from a reliance on emergency shelters.



Report: CSD-SEN-15-07

Region of Waterloo
Community Services
Seniors' Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: S06-20

Subject: Community Alzheimer Program Expansion in Waterloo

Recommendation:

For Information.

Summary:

In February 2015, the Waterloo Wellington Local Health Integration Network (WWLHIN) provided funding to Seniors' Services to expand the Community Alzheimer Program, as referenced in report CSD-SEN-15-02 dated February 3, 2015. The new location of the Community Alzheimer Program will be located in the the Village of University Gates, Centre of Excellence for Research and Aging located in Waterloo, Ontario.

Report:

1.0 The Community Alzheimer Program

The Sunnyside Community Alzheimer Program provides a range of services for persons living with memory loss and their families. Services currently include day programming and overnight stay respite in Kitchener and a satellite day program in Cambridge. Over 400 community members are served annually through these programs. Regional staff is currently considering changing the name of the Community Alzheimer Program to better reflect that the program supports persons with all forms of memory loss including Alzheimer's disease.

2.0 Waterloo site for the Community Alzheimer Program

Opening in the fall of 2015, the Waterloo program will provide day services for up to 16 people, 5 days a week. Eligible participants include those living in the community with memory loss who are unable to be accommodated in a regular senior's day program environment. The Waterloo site will also house the Young Onset Dementia Association (YODA), a new program initiative that will support the needs of younger adults living with dementia.

3.0 The Village at University Gates

The Village at University Gates, Centre of Excellence in Research and Aging is currently under development on the University of Waterloo's north campus. Scheduled to open in September 2015, the Centre is a partnership between Schlegel Villages, Schlegel-University of Waterloo Research Institute of Aging (RIA) and Conestoga College.

The Centre will include Ontario's first purpose-built teaching long-term care (LTC) home which will be connected to a research and training building (the RIA building). These buildings are designed with learning, research and social spaces that encourage co-mingling of older adults, students, educators and researchers.

Corporate Strategic Plan:

Improving access to day services is consistent with the Region's 2011-2014 Corporate Strategic Focus Area 4: Healthy and Inclusive Communities; Objective 4.7: collaborate with the community to support older adults to live healthy, active lives.

Financial Implications:

The Province of Ontario, through the WWLHIN, has provided \$510,000 per annum for the operation of the Waterloo Community Alzheimer Program. There is no Regional contribution for the operation of the program. Included in provincial approval is sufficient funding for the rental costs for the Waterloo location (approximately \$27,600).

Other Department Consultations/Concurrence:

The new site was chosen with support from Facilities and Legal Services.

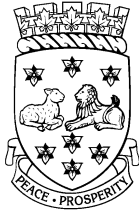
Attachments

Nil

Prepared By: **Connie Lacy**, Director, Seniors' Services

Julie Wheeler, Manager, Community Programs

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



Report: PDL-CUL-15-13

Region of Waterloo

Planning, Development and Legislative Services

Cultural Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015 **File Code:** M02-40

Subject: **Celebration of Canada 150**

Recommendation:

For information

Summary:

2017 marks the 150th anniversary of Canada's Confederation, and celebrations will take place across the country. This report summarizes initiatives currently planned by the Region of Waterloo.

Report:

2017 marks the 150th anniversary of Canada's Confederation and there are Canada 150 celebrations and special projects being planned across the country.

The Region of Waterloo has made application for funding under the Canada 150 Community Infrastructure Program (as included in Report COR-FSD-15-11 dated June 16, 2015) for several capital renewal projects including:

- improving accessibility for people with disabilities at Joseph Schneider Haus; washroom, gift shop and office renovations at Joseph Schneider Haus;
- renovating exhibit galleries and public programming spaces at Joseph Schneider Haus and McDougall Cottage;

- a multi-year, multi-building lighting retrofit program; and
- road repair and rehabilitation of portions of Regional Roads 17 and 21.

If approved for Community Infrastructure Program funding, expenditures for these projects must be incurred between April 1, 2016 and March 31, 2018. The federal government will give priority to projects that can be completed by June 30, 2017.

The Region's Cultural Services Division is also planning a number of initiatives for 2016-2017 that will celebrate Canada 150 as well as other significant anniversaries. It is anticipated that the Region of Waterloo museums – Waterloo Region Museum, Joseph Schneider Haus and McDougall Cottage – will offer complimentary admission to the community on Saturday, July 1, 2017 with special activities at each site.

The Waterloo Region Museum, working in partnership with retired and current faculty in Women's Studies at the University of Waterloo and community members, is planning an exhibit on the history of women in Canada, with a focus on Waterloo Region and women's suffrage. The exhibit will be at the Waterloo Region Museum from approximately mid-June 2017 through December. The museum intends to develop a smaller version of the exhibit that will be made available on a rental basis to other museums across Canada beginning in 2018 and continuing through 2023.

2017 will also mark the 60th anniversary of the opening of Doon Pioneer Village, now Doon Heritage Village, at the Waterloo Region Museum. Plans will be developed to commemorate its founding as the first living history village in Ontario.

In the lead up to 2017, the Joseph Schneider Haus Annual Quilt Block Challenge for 2016 will celebrate with the theme Clearly Canadian. Each entry will feature a Canadian symbol and include red thread and/or fabric. The completed quilt will be raffled in December 2017.

2016 will mark the 200th anniversary of the construction of Joseph Schneider Haus, so this too will be celebrated in the year before the Sesquicentennial.

At Joseph Schneider Haus, Oh! Canada – the 2017 Grand National Quilt show – will challenge quilters from across Canada to create a work of quilt art that captures the essence of their part of Canada – “its history, its geography, its cultural diversity, its traditions and the reasons for celebrating 150 years of our glorious nation.” The Grand National Quilt Show will open in May 2017.

The Region's museums are also participating in a collaborative partnership that is currently under development with members of the Waterloo Wellington Museums and Galleries Network.

Region of Waterloo Previous Commemorative Initiatives

The Region of Waterloo has celebrated its own milestone anniversaries since its founding in 1973. On its 20th anniversary, the Waterloo Region Museum produced a small exhibit at 150 Frederick Street on the history and development of County/Regional government, and published a booklet titled Peace and Prosperity to supplement the exhibit. The Region also adopted, as a 20th anniversary project, the development of a plan for the Waterloo County/Regional Gaol.

In 1998, the Region established the 25th anniversary Healthy Community Fund with \$25,000, to provide one-time financial assistance to community-based programs which enhanced community-based health projects. The County of Waterloo history project, partially funded by the Region, was completed by the Waterloo Historical Society with the publication of *Waterloo County: An Illustrated History* by Geoffrey Hayes.

A budget of \$150,000 was used to celebrate the 150th anniversary of the County of Waterloo/Region of Waterloo in 2003. The Economic Development and Promotion Committee was appointed as the committee to plan the sesqui-centennial activities and that the theme was "Waterloo County / Waterloo Region – 150 Years Working Together." Activities included a GRT Sesquicentennial bus wrap, a special Sesquicentennial insert in *The Record*, a Sesquicentennial Levy in May, commemorative medallions, Doors Open and sponsorship of the Oktoberfest Parade. A portion (\$35,000) of the Sesquicentennial budget funded one-time healthy community projects grants in 2004.

Current Local Initiatives

Conversations are taking place at area municipalities regarding their involvement in Canada 150 celebrations and initiatives, including applications for Canada 150 Community Infrastructure Program funding and community celebrations.

The Region has met with the organizers of SESQUI – a proposed multimedia traveling experience incorporating three mobile, geodesic theatres that will travel to communities across Canada. The project, focused on art and landscape, is being developed in collaboration with Christie Digital Systems Inc., Kitchener and Show Canada from Laval, Quebec. SESQUI will work in partnership with municipalities to create a tailored plan for each tour stop, so a dome can function as a hub of celebration in each community; the organizers anticipate a SESQUI tour stop in Waterloo Region. Cultural Services staff will continue to liaise with the project proponents.

Area Municipal Consultation/Coordination

Regional staff has and will continue to consult with staff at the Area Municipalities regarding their plans to celebrate Canada 150.

Corporate Strategic Plan:

Supporting initiatives that promote and enhance arts, culture and heritage are directly related to Growth Management Focus Area 2, Action 2.4.2: Provide opportunities to optimize the use of Regional cultural facilities.

Financial Implications:

Canada 150 initiatives will be funded through approved Department budgets, with funds being sought from Federal government grant programs.

The Canada 150 Community Infrastructure Program provides support for the renovation, expansion and rehabilitation of existing community and cultural infrastructure as a way to celebrate Canada's 150th anniversary of Confederation. The application deadline for this funding program was June 9; as previously noted, the Region of Waterloo applied for funding for various infrastructure projects.

The Canada 150 Fund aims "to promote Canadian values, culture and history, generate national pride and bring citizens together to celebrate Canada 150." Applications for funding of local and regional projects are being accepted on an on-going basis.

The Museum Assistance Program of the Department of Canadian Heritage supports history-related projects through several different grant programs, including Access to Heritage which supports travelling exhibitions to assist heritage organizations to reach new audiences and to reflect Canada's diverse cultural and natural heritage. The Waterloo Region Museum anticipates applying for funding from this program.

Other Department Consultations/Concurrence:

Nil

Attachments:

Nil

Prepared By: Tom Reitz, Manager/Curator

Approved By: Rob Horne, Commissioner, Planning, Development and Legislative Services



Report: PHE-HLV-15-03

Region of Waterloo
Public Health and Emergency Services
Healthy Living

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015 **File Code:** P13-80

Subject: **Healthy Kids Community Challenge**

Recommendation:

That the Regional Municipality of Waterloo increase the 2015 operating budget for Public Health by \$375,000 gross and \$0 net for the Healthy Kids Community Challenge to be funded by the Ministry of Health and Long Term Care;

And That the Regional Municipality of Waterloo increase the staff complement for Public Health by 1.0 full time equivalent for the period September 1, 2015 to March 31, 2018 for the Healthy Kids Community Challenge, as outlined in report PHE-HLV-15-03 dated August 11, 2105.

Summary:

In March, 2014, the Region of Waterloo submitted a proposal, on behalf of the seven area municipalities, to the Ministry of Health and Long Term Care (the Ministry) for the Healthy Kids Community Challenge (HKCC). In September 2014, the Region was notified that our proposal was one of 45 successful proposals from across the Province that would be addressing healthy weights in children. On July 14, 2015, we received communication from the Ministry that transfer payment agreements were now ready and funding would be coming to the Region in the amount of \$1,125,000.00 over the next three years. This report is requesting permission to receive the funding and implement the project as proposed on behalf of the area municipalities and in line with the requirements of the Ministry.

Report:

In March, 2013, the Ministry of Health and Long Term Care (the Ministry) released the

report from the Healthy Kids Panel on childhood obesity entitled, “No Time To Wait, the Healthy Kids Strategy.” This report outlined a plan to reduce childhood obesity by twenty percent over the next five years. One section of the report described a program used in Europe, called Epode (Ensemble Prevenons l’Obesite des Enfants—Together Let’s Prevent Childhood Obesity). Epode is a community development model that was developed in France in 1992 and is now in place in 15 countries around the world. The strength of Epode comes from partnerships: connecting government agencies, school boards, community groups and other non-government agencies to develop common goals and better ways to work together. Healthy Kids Community Challenge is modelled after Epode and is designed to give leadership to municipalities in bringing together partners to develop and implement activities that will support three key themes: healthy eating, physical activity and adequate sleep.

As indicated previously in report PH-14-013/SS-14-011, Healthy Kids Community Challenge created a unique opportunity for all seven municipalities, the Region, and partners to work together on a health promotion project for children and their families. By expanding existing partnerships and building new ones, we believe we will be able to impact current rates of overweight and obesity across Waterloo Region. In February last year a meeting was held with the Directors, Recreation or their designate for 6 of the 7 municipalities. There was tremendous interest and enthusiasm for the HKCC project.

The following decisions were made with the Directors in attendance, and the seventh municipality, contacted by phone, was also in agreement:

1. All seven municipalities would like to participate together and submit one region-wide proposal
2. It was suggested that the Region should be the municipal lead (funding flow through agency if the proposal is successful)
3. Public Health agreed to take a lead and facilitate the proposal writing process with representatives from Children’s Services and the seven municipalities
4. Municipal staff, regional staff, as well as a variety of public and private sector partners will submit a proposal to the Ministry by March 14, 2014

A proposal was submitted by the Region of Waterloo, on behalf of all seven area municipalities in March of 2014 and in September of 2014, we were notified that the proposal was successful. Staff has been waiting for further communication regarding accountability agreements, confirmation of funding/transfer payments and other legal requirements. Communication was received from the Ministry on July 14, 2015 that indicated the Region of Waterloo will receive \$1.125M over the next three years to implement our HKCC initiative. Included in the grant is funding for up to 50% of a full time staff person; Public Health has committed to fund the remaining 50% of salary and

benefit costs of this temporary position within its current base budget and staffing allocation.

Since the original approvals of proposals, the Ministry has made some changes to the project. The original duration, for the project, was four years and that has been reduced to three years. Adequate sleep was intended to be a stand alone theme for HKCC and it will now be a part of the other themes that will focus on healthy eating and physical activity. The age range for children has also been streamlined to 0-12 years as this may lead to a better chance of the program's success as these years are a critical time for establishing healthy behaviors.

Next steps for the Waterloo Region Healthy Kids Community Challenge will be the establishment of the governance structure for the project as well as initiating the Ministry required community assessment. We will also be contacting the many organizations who indicated interest in the project to engage them in establishing the local activities to be implemented over the next three years.

We anticipate providing updates to Community Services Committee over the three year funding timeframe.

Corporate Strategic Plan:

4.2 Foster healthy living through information, education, policy development, and health promotion.

Financial Implications:

The 3 year grant of \$1,125,000 (up to \$375,000 per funding year) awarded by the Ministry of Health and Long Term Care under this initiative is 100% funded by the province. The program is funded on the Ministry fiscal year (April to March) and year one of the program will continue to March 31, 2016. Future year budget impacts will be incorporated into the Region's Operating budget.

The funding provides for up to \$50,000 per year to offset up to 50% of the costs for 1.0 full time Local Project Manager; the remaining 50% of the costs will be covered within existing base budget allocations for Public Health. The balance of the approved grant will be utilized for planning in year one and implementation during years two and three.

In kind and financial contributions from partnership organizations are an expected component of the strategy. Contributions from Public Health and Children's Services will be supported within existing base budgets.

Other Department Consultations/Concurrence:

Staff in Children's Services were involved in the development of the initial proposal and will be partners in the implementation of the Healthy Kids Community Challenge

initiative within the Region of Waterloo.

Staff from Corporate Resources (Treasury Services) will be involved in meeting the financial reporting requirements to the Province on this initiative.

Attachments

Letter Regarding Ministry of Health and Long Term Care Agreement with the Regional Municipality of Waterloo

Prepared By: **Sharlene Sedgwick Walsh**, Director, Healthy Living

Approved By: **Anne Schlorff**, Acting Commissioner, Public Health & Emergency Services

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

Office of the
Assistant Deputy Minister
Health Promotion Division

777 Bay Street, 19th Floor
Toronto ON M7A 1S5
Tel.: 416-326-4790
Email:
Martha.Greenberg@ontario.ca

**Ministère de la
Santé et des Soins de longue
durée**

Bureau du sous-ministre adjoint
Division de la promotion de la santé

777, rue Bay, 19^e étage
Toronto ON M7A 1S5
Tél.: 416-326-4790
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HLTC5047FL-2014-23

Mike Murray
Chief Administrative Officer-Treasurer
Regional Municipality of Waterloo
1st Floor, 150 Frederick Street
Kitchener ON N2G 4J3

Dear Mr. Murray:

Re: Ministry of Health and Long-Term Care Agreement with the Regional Municipality of Waterloo

This letter is further to the recent letter from the Honourable Dipika Dameria, Associate Minister of Health and Long-Term Care (Long-Term Care and Wellness), in which she informed your organization that the Ministry of Health and Long-Term Care (the "ministry") will provide the Regional Municipality of Waterloo up to \$1,125,000 in one-time funding for the period of April 1, 2015 to March 31, 2018 to support the Healthy Kids Community Challenge. The ministry is providing one-time funding up to \$375,000 for the 2015-16 funding year, up to \$375,000 for the 2016-17 funding year, and up to \$375,000 for the 2017-18 funding year.

I am, therefore, pleased to provide you with two copies of the accountability agreement ("the Agreement") containing the terms and conditions governing this funding.

We appreciate your cooperation with the ministry in managing your funding as effectively as possible. You are expected to adhere to our reporting requirements, particularly for in-year service and financial reporting, which is expected to be as timely and accurate as possible. Based on our monitoring and assessment of your in-year service and financial reporting, your cash flow may be adjusted appropriately to match actual services provided, after appropriate discussion.

The government remains committed to eliminating the deficit by 2017-18 and therefore it is critical that you continue to manage costs within your approved budget.

.../2

August 11, 2015

Report: PHE-HLV-15-03

Mike Murray

- 2 -

Please review the Agreement carefully and sign both copies enclosed and return both copies to:

Jackie Wood, A/Director, Strategic Initiatives Branch, Health Promotion Division, Ministry of Health and Long-Term Care, 777 Bay Street, Suite 1903, Toronto, ON M7A 1S5.

When all the parties have signed the Agreement, the ministry will return one copy to you and will begin to flow the funds.

Should you require any further information or clarification, please contact Sarah Lambert, A/Manager, Healthy Kids Community Program, at 416-326-6406 or by email at Sarah.Lambert@ontario.ca.

Sincerely,



Martha Greenberg
Interim Assistant Deputy Minister

Enclosure

c: Ken Selling, Regional Chair, Regional Municipality of Waterloo
Mr. Pier Falotico, Director, Financial Management Branch, MOHLTC
Mr. Michael Parzei, Director, Fiscal Oversight & Performance Branch, MOHLTC



Report: CSD-HOU-15-14

Region of Waterloo
Community Services
Housing Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: S13-40

Subject: Out of the Cold (OOTC) Transition: Final 2014/15 Evaluation Report

Recommendation:

For information only

Summary:

This report provides results for the short term initiatives (November 1, 2014 to April 2015) implemented within the Kitchener-Waterloo Out of the Cold (OOTC) response plan presented previously to Community Services Committee on November 4, 2014 (SS-14-053). Longer term housing initiatives identified in the response plan will remain in place over the next year and will be integrated into ongoing housing stability updates. The next update is planned for October 2015.

Report:

The Kitchener-Waterloo Out of the Cold (OOTC) program, comprised of a number of churches in Waterloo Region, has been providing meals and overnight shelter on a rotating basis throughout the winter months for the past 15 years. Beginning in August 2014, churches began to announce that they would not be re-opening for overnight shelter in the fall of 2014.

In response to the K-W OOTC closure announcements, the Region facilitated a consultation process over the fall of 2014 to engage stakeholders in planning a system response to support people impacted by the changes, addressing both immediate needs as well as longer term housing responses. A mid-point response plan implementation update was brought to Council in February 2015 (CSD-HOU-15-05).

This report provides the end of season results focused on the short-term responses, and includes the executive summary of the “OOTC Transition: Final 2014/15 Evaluation Report” (attached as Appendix A). A copy of the full report is available in the Councillor’s library and on-line at: www.communityservices.regionofwaterloo.ca (search Out of the Cold).

The Final 2014/15 Evaluation Report focuses on the short-term initiatives that were implemented over this past winter in response to the OOTC closures. The report provides an overview of the background and context to the OOTC closures, outlines the community consultation process and resulting response plan, and details progress, results and insights from activities implemented to date.

One of the response plan approaches over the past winter was to conduct a community-wide registry to have a broader understanding of winter homelessness. The final report on the Region’s Registry Week as part of the national 20,000 Homes Campaign is also being presented at the August 11, 2015 Region Community Services Committee meeting (CSD-HOU-15-14).

The winter of 2014/15 has been a period of accelerated change, collaboration and creativity. The OOTC Transition: Final 2014/15 Evaluation Report highlights shared successes and challenges over the 2014/15 winter season, as well as opportunities to strengthen our shared approach to ending homelessness. The learning from this evaluation will be carried forward to next winter and integrated into ongoing housing stability system evolution efforts.

Specific plans for the winter of 2015/16 currently include:

1. Year-Round Shelter System Re-design

- continuing to have 250 shelter spaces (including regular spaces and internal overflow) available through year-round emergency shelters along with motel overflow as needed;
- piloting “bunkies” with the Working Centre as a low barrier option to regular emergency shelters;
- further aligning emergency shelter messages and approaches with a focus on both harm reduction and supporting people to housing; and
- completing a review of emergency shelter programs which will result in a new Emergency Shelter Program Framework (to be brought to Council in December 2015) for full implementation beginning April 1, 2016.

2. Housing Solutions

- With the discontinuation of the YWCA Transitional Shelter, efforts will be focussed on continuing to support those who had longer stays at the YWCA

Transitional Shelter and complex needs to permanent housing. Supports for these individuals will be through connection to STEP Home intensive support and accessing rent assistance – there was an additional 40 Housing Assistance With Support (HAWS) made available as part of the OOTC response.

- completing the request for proposals process in 2015 for the redesigned Community Homelessness Prevention Initiative (CHPI) Supportive Housing Program to begin April 1, 2016; and
- continuing to participate in the national 20,000 Homes Campaign.

3. Coordinated Access

- Working with community agencies to develop a coordinated process for people to access housing help, emergency shelter and supportive housing programs.

4. Communication and Engagement

- updating and distributing “wallet cards” with emergency shelter, meals and drop-in information; and
- releasing a new guide for interested community members outlining ways to get involved in ending homelessness in Waterloo Region.

A number of meetings with community service providers and former OOTC volunteers have been happening over the summer and will continue into the fall to provide information, plan and consult regarding winter 2015/16. Individualized plans will be put in place for those who had longer stays at the YWCA Transition shelter last winter and have not secured housing by this winter. In addition, a community forum has been scheduled for September 25, 2015 to provide information, plan and consult with the broader community of interested stakeholders regarding the emergency shelter system and plans for winter 2015/16. Results of the forum and any further plans for winter 2015/16 will be contained in a housing stability system evolution update report to be brought forward to Regional Council in October 2015.

Area Municipal Consultation/Coordination:

Regional staff will share information in this report with area municipal Community Services Departments at the cities of Kitchener, Waterloo, and Cambridge. They will also be invited to participate in the community forum.

Corporate Strategic Plan:

Implementing the OOTC transition response plan and evaluation is consistent with the Region’s Corporate Strategic Plan (2011-2014), Focus Area 4: Healthy and Inclusive Communities: to “reduce inequities and enhance community health, safety, inclusion

and quality of life”; and specifically, Strategic Objective 4.5 to “work collaboratively to increase the supply and range of affordable housing and reduce homelessness”. In addition, these activities address Focus Area 5: Deliver excellent and responsive services that inspire public trust.

Financial Implications:

The OOTC transition short-term response plan was funded through the approved 2014 Housing Services budget, largely through new annualized Community Homelessness Prevention Initiative (CHPI) funding received in the fall of 2014. Costs associated with the longer term housing response incorporated into STEP Home and any costs associated with producing the OOTC Transition: Final 2014/15 Evaluation Report are included within the 2015 approved budget for Housing Services.

Other Department Consultations/Concurrence:

NIL

Attachments

Appendix A: Executive Summary: Out of the Cold (OOTC) Transitions: Final 2014/15 Evaluation Report

Prepared By: **Van Vilaysinh**, Manager, Housing Stability
Beth Hayward, Social Planning Associate

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

Appendix A

Executive Summary:

Out of the Cold (OOTC) Transition: Final 2014/2015 Evaluation Report

The Kitchener-Waterloo Out of the Cold (OOTC) program, comprised of a number of churches in Waterloo Region, have been providing meals and overnight shelter on a rotating basis throughout the winter months for the past 15 years. In mid-2014, churches began to announce that they would not be re-opening for overnight shelter in fall of 2014. Within the framework of the existing local Homelessness to Housing Stability Strategy (The Strategy) stakeholders from across the region came together to develop a coordinated community response.

The OOTC response plan includes both short-term initiatives that were implemented over the winter months (November 2014 to April 2015) and initiatives continuing over 2015/16 and beyond. This report, "OOTC Transition: Final 2014/15 Evaluation", focuses on the short-term initiatives, as well as, early learning of longer-term housing initiatives. The learning from this past winter will be integrated into existing housing stability evolution efforts and the impact of the response plan's longer-term housing stability initiatives will be monitored over the winter of 2015/16. All activities align with the Strategy and 10 Year Housing and Homelessness Plan and will be included in ongoing housing stability updates and reporting. The next update is planned for October 2015.

The OOTC transition response plan included six key components. The activities and results are summarized below.

1. Overnight Shelter Options

The response plan included initiatives to enhance and expand emergency shelter supports and flexibility to ensure people affected by OOTC closures have a number of shelter options, while also ensuring safety for both residents and staff. In addition, with funding from the Region of Waterloo, the Kitchener-Waterloo YWCA opened a 45 bed Transitional Shelter from November 1, 2014 to May 31, 2015. Below are some highlights of the results and learning.

- Of the 319 people who accessed the YWCA Transitional Shelter, the vast majority stayed very few nights and were referred to formal emergency shelters or diverted back to their own housing.
- The reasons people presented at the Transitional Shelter illustrate diverse circumstances and preferences, the majority of which can be accommodated through the formal shelter system.

- Only four per cent, or 12 people, regularly relied on the Transitional Shelter, staying more than half the nights it was open. Staff supported these individuals to connect to flexible Street Outreach and STEP Home intensive support programs.
- Through flexible policies, referral protocols and overflow into motel when necessary, the shelter system managed capacity pressures over the winter.
- Most people seeking overnight shelter are willing to access formal emergency shelters, and the emergency shelter system is able to accommodate them.
- Compared to previous years, more adults and unaccompanied youth found shelter in the formal system, and fewer relied on temporary seasonal shelters.

2. Meal, Outreach & Drop-in Options

To meet people where they are at and supporting access to a range of housing stability programs and service, the response plan included expanded hours at drop-in centres and mobile street outreach. Below are highlights of the results and learning.

- The OOTC churches that continued to offer weekly meals reported that they were well-attended and a positive source of community inclusion and connection for volunteers and guests alike.
- Targeted, flexible outreach tailored to meeting people where they are at and facilitating access to other housing stability services does not necessarily require round-the-clock hours. While extended mobile outreach and drop-in hours resulted in many brief contacts with individuals, the extended hours on the whole added minimal value to existing hours in terms of achieving meaningful outcomes as people were generally aware of existing services and there is limited ability to support housing-based activities in the evening.
- The elements of after-hours mobile outreach which were most effective – communicating nighttime conversations with residents at shelters to daytime outreach supports – could be integrated into existing emergency shelter services.

3. Community-Wide Registry

Over the fall of 2014, Waterloo Region was the first community in Canada to pilot the 20,000 Homes Campaign. The campaign was initiated through a “Registry Week” event, with the goal of knowing every person experiencing homelessness by name, prioritizing those most vulnerable, and helping them get into housing as quickly as possible. Below are some highlights of the results and learning.

- A total of 316 people were identified as experiencing homelessness over November 30 to December 1, 2014 of which 261 completed a short health and housing survey. Of the people surveyed, 46 per cent (120) were identified as experiencing high levels of vulnerability. A full report on the results of Waterloo Region’s Registry Week will be released in August 2015.

- The Region committed to assisting 40 of the most vulnerable people experiencing homelessness to obtain permanent housing by the end of the winter as our initial goal and local contribution to the ongoing 20,000 Homes Campaign. Results are included in the Supports for Housing Stability section below.

4. Supports for Housing Stability

To support people to long-term housing stability, the Region invested in enhancing STEP Home support through additional Streets to Housing Stability intensive support workers, a Housing Specialist role to develop landlord relationships and support housing searches, additional flexible service resolution resources, and a new “Home Set-Up” pilot to assist participants with moving expenses and household goods to make a home. In addition to the various enhancements to STEP Home support programs, flexible rent assistance allocations were made available to 40 STEP Home participants through the Affordable Housing Strategy’s Housing Assistance with Support (HAWS) program to facilitate access to market rental housing. These additional supports will be fully implemented over 2015 with results reported in 2016; however, below are some highlights so far.

- STEP Home initiated a coordinated process to prioritize new support and financial resources for the most vulnerable people experiencing persistent homelessness, based on the information collected during Registry Week in conjunction with direct support worker input and Transitional Shelter records.
- Over November 2014 to April 2015, 50 of the most vulnerable people experiencing homelessness in the region were supported to move to permanent housing, exceeding the goal of housing 40 of the most vulnerable over the winter season.
- In addition to the 50 most vulnerable people supported to housing by STEP Home, a further 35 people who stayed at the YWCA Transitional Shelter (not identified as the most vulnerable) were supported to move to permanent housing through the Transitional Shelter and formal shelters, particularly House of Friendship. In total, over 85 people were supported to housing over the 2014/15 winter season.

5. Community Engagement

Community engagement initiatives were included in the response plan to harness the commitment of former OOTC volunteers and others interested in being involved in helping to end homelessness in Waterloo Region. These initiatives included the expansion of Circle of Friends, a STEP Home program operated by Mennonite Central Committee, to engage up to 16 new male and female participants, who will be supported by circles of volunteers as they transition from shelters or unsheltered spaces to stable housing in the community.

A series of conversations have been facilitated by Overlap Associates, a Kitchener-based consultancy group that brings design thinking into strategic planning. Participants, including service providers, community groups, funders, government, and interested members of the public generated ideas and insights to support volunteers to engage in activities that support ending homelessness. Below are some highlights so far.

- An insights report was developed from the facilitated conversations, summarizing and expanding upon four ideas that people were most passionate about.
- Further conversations are planned to identify community engagement priorities and further details to implementing actions.
- Waterloo Region Housing Services engaged a team of MBA students from Wilfrid Laurier University to develop a resource guide to support volunteers and community members to engage in activities that contribute to ending homelessness. This guide will be completed in the fall of 2015 and will be broadly distributed in the community.

6. Communication

The response plan focused on communication. Timely access to relevant, up-to-date information about available services and support options is important to people experiencing homelessness or at risk of housing loss, as well as to service providers and community members. A number of activities were implemented to ensure that people had the information they needed and were informed about the OOTC changes and updates. Some of these included updating housing stability brochures, the creation of a wallet card, posting materials on-line, and facilitation of meetings and open community forums.

Next Steps

The winter of 2014/15 has been a period of accelerated change, collaboration and creativity. The OOTC Transition: Final 2014/2015 Evaluation Report highlights shared successes and challenges of the past six months, as well as opportunities to strengthen our shared approach to ending homelessness moving forward. The learning from this evaluation will be carried forward to inform plans for the winter of 2015/16 and will be integrated into ongoing housing stability system evolution efforts (e.g., Emergency Shelter Review, STEP Home Review and the redesigned CHPI Supportive Housing Program implementation).



Report: CSD-HOU-15-13

Region of Waterloo
Community Services
Housing Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: S13-40

Subject: 20,000 Homes Registry Week Final Results and Progress Update

Recommendation:

For information only

Summary:

This report provides finalized results and a progress update on Waterloo Region's 20,000 Homes Campaign Registry Week. During Registry Week, a total of 316 people were identified as experiencing homelessness over November 30 – December 1, 2014 of which 216 completed a short health and housing survey. Of the people surveyed, 46 percent (120) were identified as experiencing high levels of vulnerability. Since the initial results were released at a Community Debrief event on December 3, 2014, the data has been further analyzed and also compared with initial results from Registry Week pilots that took place in Ottawa and Hamilton in April 2015.

The initial goal arising from Registry Week was to house 40 of the most vulnerable people experiencing homelessness in Waterloo Region over the 2014/15 winter season. This goal was exceeded with a total of 50 people experiencing persistent homelessness supported to move to permanent housing through STEP Home.

Attached is the pilot report Executive Summary (Appendix A) and a one-page Waterloo Region 20,000 Homes Campaign Registry Week Snapshot (Appendix B). The full Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report is available on the Region's website and in the Councillor's Library.

1.0 Background

The 20,000 Homes Campaign seeks to engage communities to work together to permanently house 20,000 of Canada's most vulnerable people experiencing homelessness between July 1, 2015 and July 1, 2018. In each community, the campaign will generally begin with a "Registry Week" event. The goal of Registry Week is to identify every person experiencing homelessness by name, prioritize those most vulnerable and help them to get into housing as quickly as possible. Over November 30-December 1, 2014, Waterloo Region was the first community in Canada to pilot a Registry Week as part of the national 20,000 Homes Campaign.

Our local Registry Week involved 81 volunteers and 22 teams that reached out to everyone they could find across Kitchener, Waterloo and Cambridge who was experiencing homelessness over November 30-December 1 to administer a short, voluntary health and housing survey. Registry Week wrapped up with a Community Debrief event on December 3, 2014 where initial findings were presented and a goal to house 40 of the most vulnerable people experiencing homelessness over the 2014/15 winter was announced.

Conducting a community wide registry was one of six responses to the Kitchener-Waterloo Out of the Cold closures intended to understand the full scope of winter homelessness across Waterloo Region. The Out of the Cold Transition: Final 2014/15 Evaluation Report is also being presented at the August 11, 2015 Region Community Services Committee meeting (CSD-HOU-15-15).

2.0 Final Results and Progress Update

A more fulsome overview of the 20,000 Homes Campaign and Waterloo Region's Registry Week pilot, along with final results and a progress update are included in the 20,000 Homes Campaign Waterloo Region Registry Week Pilot Report (Executive Summary attached as Appendix A). Final results are also shared in a one-page Waterloo Region 20,000 Homes Campaign Registry Week Snapshot (attached as Appendix B).

The Registry Week provides "point in time" data for people experiencing homelessness over November 30 and December 1, 2014. The final analysis of data confirmed that a total of 316 people were identified as experiencing homelessness during Registry Week and of those, a total of 261 completed a survey. Of the 261 people surveyed, 120 (46%) were identified as experiencing high levels of vulnerability and acuity (depth of need) and were prioritized for housing support.

The number of people identified with high depth of need in Waterloo Region is significant. Ottawa and Hamilton completed Registry Week pilots in April 2015 and while much of the data is comparable (e.g., age and gender distribution, average length

of time homeless), Waterloo Region had a greater proportion of people identified as highly vulnerable. The reason for this difference is not known but is something to be aware of and to continue tracking as the 20,000 Homes Campaign is further implemented.

Waterloo Region's immediate goal to support 40 of the most vulnerable people experiencing homelessness to housing over the 2014/15 winter season was exceeded with 50 people moving to permanent housing through the support of STEP Home. Resources remain available to continue supporting people to permanent housing over the next year.

3.0 Next Steps

The 20,000 Homes Campaign officially launched on June 16, 2015. Waterloo Region will continue to participate in the Campaign over the next three years. Campaign Communities commit to using a common assessment tool, prioritizing service to those most vulnerable, utilizing a Housing First approach, reporting monthly housing targets, conducting a community self-assessment and sharing ideas with other participating communities. Since the local Registry Week was conducted last year, Waterloo Region has already implemented many of these approaches.

A copy of the 20,000 Homes Campaign Waterloo Region Registry Week Pilot Report is available in the Council library and is posted on the Region's website at www.communityservices.regionofwaterloo.ca (search Registry Week Report). The Report will also be distributed locally through the Homelessness and Housing Umbrella Group (HHUG) listserve and other distribution lists. The Report will be submitted to the Homeless Hub national research clearinghouse (at www.homelesshub.ca) and to the 20,000 Homes Campaign website (at www.20khomes.ca). A new video regarding Waterloo Region's Registry Week has also been completed and is available on the Region's website.

Corporate Strategic Plan:

Participating in the national 20,000 Homes Campaign is consistent with the Region's Corporate Strategic Plan (2011-2014), Strategic Objective 4.5 to "work collaboratively to increase the supply and range of affordable housing and reduce homelessness". Specifically, many of the activities of the 20,000 Homes Campaign support Action 4.5.1 to "...implement the Homelessness to Housing Stability Strategy" as part of the Region's 10 Year Housing and Homelessness Plan.

Financial Implications:

The costs associated with conducting the local Registry Week were accommodated within the approved 2014 Housing Services budget.

Other Department Consultations/Concurrence:

The following departments and divisions supported the 20,000 Homes Campaign Registry Week: Human Resources and Citizens Service (Human Resources), Corporate Services (Information Technology), Planning Development and Legislative Services (Legal and Information Management), and CAO's Office (Strategic Communications).

Attachments

Appendix A: Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report Executive Summary

Appendix B: Waterloo Region 20,000 Homes Campaign Registry Week Snapshot

Prepared By: Marie Morrison, Manager, Community Homelessness Prevention Initiative

Mina Fayaz-Baghat, Social Planning Associate

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services

Appendix A

Waterloo Region 20,000 Homes Campaign Registry Week Pilot Report Executive Summary

Background and Purpose

This report provides final results and a progress update on the Waterloo Region 20,000 Homes Campaign Registry Week Pilot. Waterloo Region was the first community in Canada to pilot a 20,000 Homes Registry Week. This report shares the overall success of the pilot, and identifies how the information has supported the community to move closer to its goal of ending homelessness.

20,000 Homes Campaign and Registry Week

The 20,000 Homes Campaign was inspired by the successful 100,000 Homes Campaign in the United States, where 186 cities, counties and states housed 105,580 vulnerable and persistently homeless individuals and families in less than four years (July 2010 to July 2014). The 20,000 Homes Campaign has been adapted to work in a Canadian context and is being launched June 16, 2015 by the Canadian Alliance to End Homelessness (CAEH).

The 20,000 Homes Campaign will engage communities to work together to permanently house 20,000 of Canada's most vulnerable people experiencing homelessness by July 1, 2018. The Campaign approach typically begins with a Registry Week, during which volunteers are trained to conduct a short health and housing survey with everyone experiencing homelessness. The survey collects person-specific information to know people experiencing homelessness by name and better understand their level of vulnerability and acuity (or depth of need). This data provides the community with the unique ability to tailor responses and track progress towards ending homelessness, person by person.

In the fall of 2014, teams of volunteers in Waterloo Region were assembled to conduct surveys with people experiencing homelessness on November 30 and December 1. The initial findings and a short video were shared at the Community Debrief meeting on December 3, 2014. Since that time, results have been further analyzed and then compared to Registry Week pilot results from Ottawa and Hamilton (conducted in April 2015).

Findings

During Registry Week, a total of 316 people were identified as experiencing homelessness (including six families with 21 individual family members). While families were included in the number of people identified as experiencing homelessness, they were not included in the Registry Week analysis because families were already being

served through a separate family initiative. As such, a total of 295 people were identified as eligible to participate and, of these eligible individuals, 261 people completed a survey. The 34 people who did not complete the survey were known to be experiencing homelessness, but were either unable to be contacted within the survey timeframe or declined to participate for an overall 89 percent survey completion rate.

A one page summary of survey results is included at the end of the Executive Summary attached as the “Waterloo Region 20,000 Homes Campaign Registry Week Snapshot”.

Progress and Next Steps

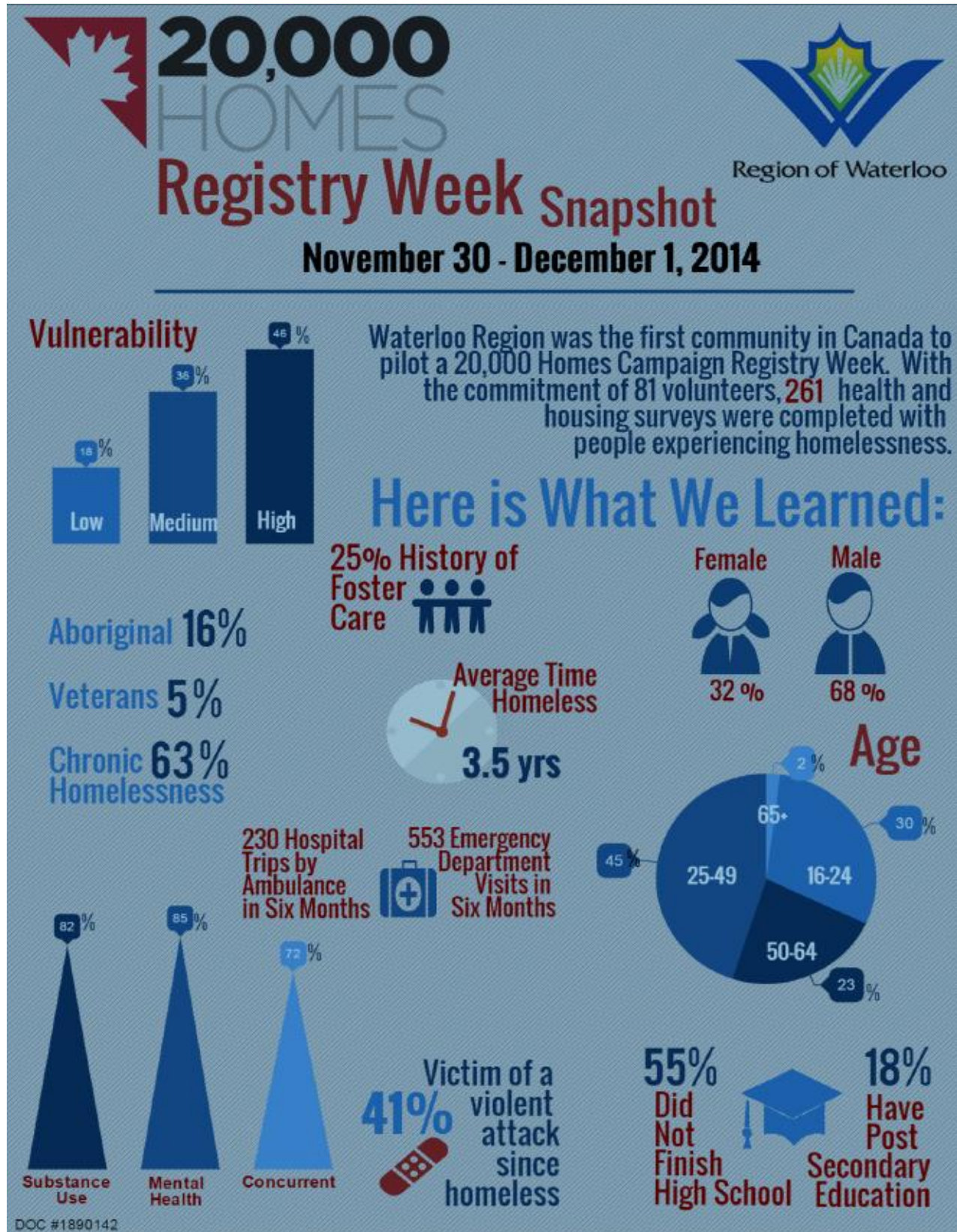
As announced at the Community Debrief, the immediate goal post-Registry Week was to support 40 of the most vulnerable people experiencing homelessness in Waterloo Region to secure housing over the 2014/15 winter season. This goal was exceeded: between November 1, 2014 and April 30, 2015, 50 people experiencing persistent homelessness moved to permanent housing with the support of STEP Home.

The 20,000 Homes Registry Week has resulted in increased community awareness and interest in partnering to end homelessness in Waterloo Region. The event received considerable media attention, with over two dozen articles, radio interviews and television reports. Feedback from volunteers who participated in Registry Week indicated that they appreciated the opportunity to be involved and make a difference in the community.

The 20,000 Homes Campaign officially launched across Canada on June 16, 2015. Campaign Communities commit to a variety of promising practices: using a common assessment tool, prioritizing service to people identified as the “most vulnerable”, utilizing a Housing First approach, reporting monthly on the number of people who secured housing, conducting a community self-assessment, and sharing ideas with other participating communities.

Since the local Registry Week was conducted in late 2014, Waterloo Region has implemented a number of these approaches. For example, Waterloo Region continues to implement the common assessment tool used during Registry Week which is helping to refocus policies and programs toward helping people with the greatest depth of need to access permanent housing as quickly as possible. Waterloo Region will continue to participate in the Campaign over the next three years.

Appendix B
Waterloo Region 20,000 Homes Campaign Registry Week Snapshot





Report: CSD-HOU-15-15

Region of Waterloo
Community Services
Housing Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015

File Code: D26-20

Subject: **Affordable Housing Strategy – Request for Proposals P2015-22
 Recommended Priority Projects and Investment in Affordable Housing
 (2014 Extension) Year 2 to 4 Funding Allocation**

Recommendation:

That the Regional Municipality of Waterloo approve the following actions with regard to the Region of Waterloo's Affordable Housing Strategy and Investment in Affordable Housing (IAH) (2014 Extension) Years 2 to 4 funding allocation, as outlined in report CSD-HOU-15-15, dated August 11, 2015:

- a) Approve the Affordable Housing Strategy – Request for Proposals P2015-22: Recommended Priority Projects as detailed in Attachment 1;
- b) Authorize the Director, Housing Services, to execute and deliver all documentation required by the Province of Ontario and the Region of Waterloo for the purpose of funding the recommended Priority Project proponents as shown in Attachment 1 and to finalize the funding and conditions with the proponents; and
- c) Authorize the Commissioner, Community Services, to execute such agreements and documentation in a form satisfactory to the Regional Solicitor, as may be required to process the advance of funding to the recommended Priority Project proponents.

Summary:

On June 4, 2014, Regional Council endorsed a new Affordable Housing Strategy (AHS) 2014-2019 to help address the housing needs of at least 700 low to moderate income households (P-14-063). The AHS provides direction for investment of any housing-

related funding from senior levels of government and other sources.

On August 11, 2014, the Investment in Affordable Housing for Ontario (IAH) Program (2014 Extension) was announced, which is a joint initiative between the provincial and federal governments that will provide another \$801 million across the province for more affordable housing over six years (2014–2020). The Region has entered into an Administration Agreement with the Province to access the new funding, as described in Report P-14-093. The Region submitted a Regional Council approved Program Delivery and Fiscal Plan (PDFP) for Year 2 to Year 6 to the Province on February 28, 2015 (CSD-HOU-15-02), which outlines how much of the notional allocation will be committed to each of the eligible components (Rental Housing, Homeownership, Ontario Renovates, Operating) and administration.

On June 2, 2015, staff released the Request for Proposals R2015-22 for new affordable rental housing over Years 2 to 4 of the IAH (2014 Extension) program. Fourteen proposals were received by the June 30, 2015 deadline; 12 from non-profit corporations, one private sector and one from a proposed public-private sector partnership. Combined, the projects include up to 211 units with funding requests totalling approximately \$21.4 million (see Attachment 1) for the Year 2 to 4 Rental Housing allocation of \$10,181,645

Report:

On June 4, 2014, Regional Council endorsed the new Affordable Housing Strategy (AHS) 2014-2019 to address the housing needs of at least 700 low to moderate income households through the creation of 350 new affordable housing units (250 new rental units and 100 homeownership units) and the preservation and retention of 350 existing affordable homes (250 homes repaired or revitalized, and 100 flexible housing assistance units) (P-14-063). The need for affordable housing for the lowest income households and supportive housing will remain key priorities of the proposed new AHS.

On August 11, 2014, the extension of the Investment in Affordable Housing for Ontario (IAH) Program (2014 Extension) was announced, which is a joint initiative between the provincial and federal governments that will provide another \$801 million across the province for more affordable housing over six years (2014–2020). The Region has entered into an Administration Agreement with the Province to access the new funding, as described in Report P-14-093. The Region was required to submit a Program Delivery and Fiscal Plan (PDFP) for the IAH (2014 Extension) allocation to the Province by February 28, 2014. The PDFP outlines how the annual funding allocations will be used across the four IAH program components: Rental Housing (new supply), Homeownership, Ontario Renovates, and a housing assistance operating component, as well as the administration fees.

1.0 Request for Proposals P2015-22

On June 2, 2015, a Request for Proposals (RFP) P2015-22 was issued to the community for the purpose of identifying proponents interested in creating more affordable rental housing in Waterloo Region. Under RFP P2015-22 proponents could identify which funding Year they would like to be considered for an allocation and amount of allocation based on availability as outlined in Table 1. Proponents could indicate that they would like to be considered for funding in one or multiple years based on the readiness of their project.

Table 1: Rental Housing Component Funding Available Under RFP 2015-22

YEAR 2 (2015-16)	YEAR 3 (2016-17)	YEAR 4 (2017-18)	TOTAL
\$1,866,890	\$4,033,850	\$4,280,905	\$10,181,645

A key component of the AHS is to foster partnerships with community groups that have demonstrated commitment and dedication towards the creation and operation of affordable housing projects in Waterloo Region. The Region's new AHS 2014-2019 and the program objectives and priorities outlined in RFP P2015-22 are consistent with the Province's IAH (2014 Extension) program. Each proposal was evaluated using program objectives and preferences, qualifications and partnerships, project concept, design and location and financial plan.

2.0 Responses Received Under RFP P2015-22

The RFP P2015-22 review team consisted of staff from Housing Services, Treasury Services and Procurement. The Region received 14 proposals; 12 from non-profit corporations, one private sector and one from a proposed public-private sector partnership. Combined, the projects include up to 211 units with funding requests totalling approximately \$21.45 million. Each of these projects incorporates innovative elements that complement both the range of units currently offered within the Region's AHS, and Regional and local priorities (see Attachment 1). The proposals were categorized and given priority based on how they meet the required criteria, and how they addressed the program objectives and preferences.

Staff discussed the proposed sites that meet the basic requirements with Area Municipal planning staff to determine Area Municipal interest and confirm approvals that may be required for each proposal. The names of proponents, locations and size of projects, funding sources, and level of allocation may change for various reasons. For example, some proponents may incorporate for the purpose of building and maintaining

projects, others still might have not finalized the purchase of suitable property for the project, or have not completed the site plan process resulting in the reduction or increase in number of units.

3.0 Priority Projects

Eight of the proposals submitted most fully meet the requirements of RFP P2015-22 and are recommended for conditional allocations for IAH (2014 Extension) funding under the Region's AHS funding as a Priority Project at this time, as indicated in Attachment 1. Funding for each of these recommended projects will be subject to additional refinement with the project proponent and there are several standard pre-conditions to the authorizing of the advance of funding. These include confirmation of other equity sources, confirmation that the property and the proponent are not engaged in any litigation or legal proceedings which may impact the Region's interest in funding the project, and that appropriate liability, planning approvals, and support service funding are in place.

Kitchener Housing Inc. (Kitchener)

Kitchener Housing Inc. is proposing to build a 16 unit apartment at 430 Connaught Street in Kitchener. The site is currently owned by a sister company, Kitchener Non-Profit Property Management Inc., and will contain 16 one-bedroom apartments.

Young Women's Christian Association of Kitchener-Waterloo (Waterloo)

The Young Women's Christian Association of Kitchener-Waterloo (YWCA) is proposing to build three, four-bedroom units at 155 Lincoln Road in Waterloo. The triplex will provide affordable housing for larger families. The site will be under the permitted minimum density and will require approval from the Committee of Adjustment prior to applying for a building permit.

Elmira Development Support Corporation (Elmira)

Elmira Developmental Services Corporation (EDSC) delivers an innovative supportive housing model to assist individuals with developmental disabilities live more independently. The current proposal is to help fund up to 6 of the 7 units to be created on lands the proponent owns on McGuire Lane in Elmira.

MennoHomes Inc. (Elmira)

MennoHomes Inc. has submitted a proposal to help fund a new 25 unit apartment at 5/7 Memorial Avenue in downtown Elmira. The building would provide a mix of one-bedroom (14), two-bedroom (9), and three-bedroom (2) units, in a three storey building with elevator. The staff recommendation is to only fund the 14 one-bedroom units.

Heartwood Place (Kitchener)

Heartwood has requested funding to secure an existing rental building that requires repairs and renovations in order to provide safe, affordable and adequate for low income households.

Supportive Housing of Waterloo (Waterloo)

SHOW has a conditional offer to purchase a single family home at 402 Erb Street West and is proposing to build a nine unit apartment building for individuals who are experiencing barriers to housing stability.

Home Concept Property Management (Cambridge)

Home Concept Property Management, a sister company to Housing Cambridge, is proposing a 30 unit apartment building at 175 Hespeler Road, Cambridge consisting of 27 one-bedroom units and three two-bedroom units. An official plan amendment and zone change are required to permit the development.

4.0 Potential Priority Projects

There was one proposal that addressed several of the RFP's objective and priorities and is in the development stage, but because of additional refinements and potential environmental issues, is not recommended for funding at this time. Should any of the recommended Priority Projects not be able to proceed within the required timeframe or additional funds become available through the Province from other Service Managers, their allocation could be used for the Potential Priority Project.

The Co-operative Housing Federation of Canada (CHF Canada) submitted a proposal for a 55-unit mixed affordability building at 432 Charles Street, East in Kitchener. CHF Canada is proposing to fund 22 units privately and has requested funding for the other 33 units.

5.0 Early Stage Proposals

Five of the proposals addressed several of the RFPs objectives and priorities, but because of the need for additional refinements or details to meet program requirements, they are not recommended for funding at this time. They may be reconsidered as part of a future call for RFPs subject to available funding and further project refinement. Staff propose to continue to work with the remaining proponents noted in Attachment 1, subject to their interest, to bring their proposals in line with the AHS and IAH (2014 Extension) requirements.

6.0 Conceptual Proposals

The Region encourages private and non-profit proponents interested in developing affordable rental and supportive housing to respond to calls for RFPs even if they do not currently have a site identified. This provides staff the opportunity to work with proponents to refine their concepts and to explore partnerships for potential future consideration by Regional Council. Conceptual Proposals were received from one proponent.

7.0 Area Municipal Consultation/Coordination

Regional staff reviewed the proposed sites with all affected Area Municipal staff to determine any issues, concerns or implications relating to any potential new projects. Area Municipal staff, based on the information available, had no concerns regarding the recommended Priority Projects. Proponents were also requested to consult with the Area Municipality prior to submitting their proposal and advised that successful proponents would be required to continue to work collaboratively with the Area Municipality on an ongoing basis.

Corporate Strategic Plan:

Allocating IAH funding and assisting the recommended priority projects through development will assist in achieving the Region's 2011 – 2014 Corporate Strategic Plan Focus Area 4: Healthy and Inclusive Communities; Strategic Objective 4.5 (to) work collaboratively to increase the supply and range of affordable housing and reduce homelessness.

Financial Implications:

The Region's Years 2-4 allocation under the IAH (2014 Extension) Rental Housing Component is \$10,181,645. As proposed, the Priority Projects would result in 118 units housing and requiring up to \$9,650,745 in IAH (2014 Extension) funding. The remaining \$530,905 in Year 4 funding is proposed to be included in a future RFP for new affordable rental housing proposals for Years 4 to 6 IAH (2014 Extension) Rental Housing Component. This program will not impact the current tax levy for housing programs as funds from senior levels of governments are being utilized. The Region will continue its existing policy of providing limited grants to offset Regional Development Charges (RDC) for rental and supportive project priorities which proceed to building permit stage on a first come, first served basis, as contained in Council-approved Report P-03-046. There is currently an uncommitted balance of approximately \$1.2 million for this purpose which is sufficient to address any RDC grants for the proposed Priority Projects. Finally, the Region has also adopted the Optional Property Class for

New Multi-Residential Development that provides preferential tax treatment (a tax ratio of 1.000) for new multi-residential developments relative to residential properties for 35 years (F-02-031). The Optional Property Class for New Multi-Residential Development applies to all projects involving seven or more units developed under the new AHS.

The following table summarizes the recommended approach to IAH (2014 Extension Funding) for Year 2-4 for the Rental Housing Component.

Table 2: Proposed Priority Projects

Priority Projects	Amount	Number of Units	Timeframe
Kitchener Housing Inc.	\$1,866,890	16	Year 2
Year 2 Total	\$1,866,890	16	
Young Women's Christian Association of Kitchener-Waterloo	\$450,000	3	Year 3
Elmira Developmental Support Corporation	\$300,000	6	Year 3
MennoHomes Inc.	\$1,703,850	14	Year 3
Heartwood Place	\$500,000	40	Year 3
Supportive Housing of Waterloo	\$1,080,000	9	Year 3
Year 3 Total	\$4,033,850	72	
Home Concept Property Management	\$3,750,000	30	Year 4
Remaining to allocate	\$530,905		Year 4
Year 4 Total	\$4,280,905	30	
Total	\$10,181,645	118	

Other Department Consultations/Concurrence:

Staff from Treasury Services and Procurement have been consulted in the preparation of this report.

Attachments: Attachment 1 – RFP P2015-22 Priority Summary

Prepared By: Jeffrey Schumacher, Supervisor, Housing Supply Initiatives

Deb Schlichter, Director, Housing Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services

Attachment 1 – RFP P2015-22 Priority Summary

Recommended Priority Projects	Potential Priority Projects	Early Stage Proposals	Conceptual Projects
Kitchener Housing Inc. - 430 Connaught St., Kitchener - 16 units - new construction - up to \$1,866,890 total - Year 2	CHF Canada -512 Coronation Blvd., Cambridge - 33 units - new construction - up to \$4,625,000 total	MennoHomes Inc. - 7-23 Howe Dr., Kitchener - 1 unit - acquisition - \$140,000 total	Lutheran Homes - various sites - new construction
YWCA - 155 Lincoln Rd., Waterloo - 3 units - new construction - up to \$450,000 total - Year 3		2468812 Ontario Inc. - 116 Mausser Ave., Kitchener - 3 units - Renovation/addition - \$250,000 total	
Elmira Developmental Support Corporation - McGuire Lane, Elmira - up to 6 units - up to \$300,000 total - Year 3		Beachwood Cooperative Homes Inc. - 693 Beechwood Dr., Waterloo - 16 units - new construction - \$1,670,000 total	
MennoHomes Inc. -5/7 Memorial Ave., Elmira - Up to 14 units - new construction - up to \$1,703,850 total - Year 3		Setman Ltd., (on behalf of Ontario Street Housing) -30 Duke St. W., Kitchener -14 units - conversion -\$1,343,250 total	
Heartwood Place - 48 Weber St., W., Kitchener - up to 40 units - new construction - up to \$500,000 - Year 3		Cypriot Homes Association - 695 Strasburg Rd., Kitchener - 28 units - new construction - \$3,500,000	

Recommended Priority Projects	Potential Priority Projects	Early Stage Proposals	Conceptual Projects
Supportive Housing of Waterloo -402 Erb St. W., Waterloo - up to 9 - new construction - up to 1,080,000 total - Year 3			
Home Concept Property Management - 175 Hespeler Rd., Cambridge - up to 30 units - new construction - up to \$3,750,000 - Year 4			

- Priority projects proposed to be submitted to the Province when construction-ready and funding is available.
- Projects which require further refinement before submitting to the Province, as funding is available.
- Projects which require further development before consideration by Regional Council for future funding under the AHS.



Report: CSD-HOU-15-17

COR-TRY-15-74

Region of Waterloo
Community Services
Housing Services
Corporate Services
Treasury Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: August 11, 2015 **File Code:** L04-20

Subject: Capital Works Loan – Region of Waterloo Community Housing Inc.

Recommendation:

That the Regional Municipality of Waterloo take the following action regarding a proposed loan agreement for Region of Waterloo Community Housing Inc. (ROWCHI) as outlined in report CSD-HOU-15-17/COR-TRY-15-74, dated August 11, 2015:

- a) Enter into and execute an agreement with ROWCHI, a community housing provider owned by the Region of Waterloo, for an interest free loan to assist with capital needs in an amount not to exceed \$180,000 and such other documentation as may be required to secure the loan, with the form of the loan agreement and other documentation to be satisfactory to the Region's Chief Financial Officer and the Regional Solicitor;
- b) Provide the interest-free loan through the Region's Housing Reserve Fund; and
- c) Require the loan to be secured by a mortgage registered on title for 199 Elm Ridge Drive, Kitchener with consent obtained from the mortgagee for ROWCHI Inc. for the mortgage registration in a form satisfactory to the Regional Solicitor.

Summary:

In August 2014 Regional Council approved the restructuring of La Capanna Homes (Non-Profit) Inc. and La Capanna II Homes (Non-Profit) Inc. and Region of Waterloo Community Housing Inc. (ROWCHI), a Region owned corporation, as outlined in Report CR-RS-14-066/P-14-085/F-14-093. The restructuring allowed the transfer of the community housing properties owned by these non-profit corporations to ROWCHI, a corporation that held no assets, for their continued use as community housing. The restructuring was completed on January 1, 2015 and the properties are now owned by ROWCHI. This interim step allows for the Region to make a subsequent decision on whether to retain the properties in ROWCHI, transfer the properties to the Region (Waterloo Region Housing) or transfer them to another non-profit corporation.

The current Board of the ROWCHI is represented by two officers: the Commissioner of Planning, Development and Legislative Services, Rob Horne, and the Chief Financial Officer, Craig Dyer. The Board is exploring potential governance models with a future report to be brought to Community Services Committee.

A Building Condition Assessment was completed in 2015 which outlined considerable capital work that needed to be completed. There are three projects that need to be completed during 2015; eaves troughs and downspout replacement, water softener installation, asphalt and sidewalk repairs. The estimated cost of these items is \$204,500. The capital reserve for the two properties as of the end of 2014 totalled \$73,374 and is sufficient to cover the eaves troughs and downspout replacement and water softener installation, but not the asphalt and sidewalk repairs. It is recommended that the Region provide a loan not to exceed \$180,000 to ROWCHI to allow for the asphalt and sidewalk repairs to be completed this year. The mortgage on the Elgin Street property is to be refinanced in October 2015, and significant savings are anticipated which will allow the properties to accumulate capital reserves for future work.

Report:

At its meeting of August 22, 2014 Regional Council approved the transfer of two community housing properties (LaCapanna Homes (Non Profit) Inc. and LaCapanna II Homes (Non Profit) Inc.) to the Region of Waterloo Community Housing Inc. (ROWCHI). This action was taken after the Boards of each of the providers requested the Region to assist with the transfer of the properties to either ROWCHI or another housing provider.

The transfer to ROWCHI was completed on January 1, 2015 and the ROWCHI Board has assumed all governance activities for the properties.

1.0 Description of the Properties

199 Elm Ridge Drive, Kitchener – this property, formerly La Capanna Homes, is a 40 unit townhouse and 10 unit apartment rental property located at 199 Elm Ridge Drive in the City of Kitchener. The property was built in 1984 with funds from a federal housing program administered by Canada Housing and Mortgage Corporation. The funding provided by this program is secured by a thirty-five year mortgage that expires on October 1, 2020. The operating agreement expires at the same time after which time the property will not be subject to any further restrictions concerning transfer or the amount of rents that may be charged.

86 Elgin Street, Cambridge – this property, formerly La Capanna II, is a 42 unit four story rental building located at 86 Elgin Street South in the City of Cambridge. The property was constructed in 2005 and received \$1,592,326 from the Federal-Provincial Affordable Housing Program (AHP). The project also received a Regional grant in the amount of \$134,552 equivalent to the regional development charges payable at the time of building permit issuance. The mortgage has a 40 year amortization with the first renewal in 2015. The conditions of the federal-provincial funding agreement for the La Capanna II project provide that the federal-provincial funding is forgivable after twenty years (2025).

2.0 Building Condition Audits

The 2014 committee report indicated that up to \$2.7 million in capital improvements could be required by 2025 (eleven years). Building condition audits (BCA) were conducted on both properties in 2015. Over the next twenty years, the Elm Ridge Drive Property could require \$4.2 million in capital work while the Elgin Street property could require \$3.0 million.

Facilities Management has reviewed and supports the BCA findings for both properties.

3.0 Capital Reserves

Normally capital projects are funded by the housing provider's capital reserves. These reserves are funded by annual contributions from the provider's operating budget to a capital reserve account.

As of December 31, 2014, the capital reserves for the combined properties total \$73,374. The Elm Ridge property has been loaning the Elgin Street property funds in order to allow it to meet operational expenses and avoid default on its mortgage. As a result, neither property has sufficient resources to meet all the capital requirements for their facilities.

In October 2015 the mortgage on the Elgin Street property is to be refinanced. It is anticipated that there will be significant savings due to lower interest rates which should allow for the properties to begin accumulating capital reserves for future work.

4.0 2015 Capital Projects

Both the contracted Property Manager and Facilities Management staff have reviewed the BCA and there are three projects that need to be completed in 2015. These projects are related to health and safety issues, or are required to avoid significant damage to the existing structures and systems. The three projects are, as follows:

1. Commercial Water Softener (Elgin Street, Cambridge)
During the period January 1st 2014 to May 31st 2015 a total of \$10,867 was spent on replacing the individual unit “power vent hot water tanks” which over time become damaged and non-functional as a result of the hard water in Cambridge. In addition another \$16,354 was spent replacing and or repairing plumbing fixtures and pipes within the building. It is recommended that a commercial water softener be installed in order to extend the useful life of the individual unit hot water tanks (see Table 1 – Estimated Project Costs).
2. Eaves Troughs & Downspouts (Elm Ridge Drive, Kitchener)
In order to maintain the building integrity and assure safety the eaves troughs and downspouts which have impact damage and / or missing components will need to be replaced (see Table 1 – Estimated Project Costs).
3. Asphalt and sidewalks (Elm Ridge Drive, Kitchener)
The driveways, roadways, walkways and curbs are in very poor condition and represent numerous safety / trip hazards as well as a deterioration of the curb appeal (see Table 1 – Estimated Project Costs).

Table 1 – Estimated Project Costs (net of HST rebate)

Commercial Water Softener	\$19,000
Eaves Troughs and Downspouts	8,000
Driveways, roadways, walkways and curbs	177,500
Total	\$204,500

As the capital reserve balance is \$73,374 there are not sufficient funds available within ROWCHI to complete all of the required work. The Board has approved the first two projects at a total cost of \$27,000.

At its meeting of June 29, 2015, the ROWCHI Board requested one time capital funding in the amount of \$210,000 for the required work from the Region of Waterloo. As the cost of the first two projects was less than originally estimated, the request of the Region has been reduced to \$180,000.

5.0 Previous Capital Loans

The Region has provided capital loans to housing providers in the past. The “Revolving Housing Capital Loan Fund” was established in 2008 (P-08-088) to provide interest-free loans to prescribed housing providers. A listing of the loans made to housing providers is attached as Appendix 1.

The Revolving Housing Capital Loan Fund has a balance of \$32,846 which is not sufficient to address the loan amount requested. Previously, in the absence of this funding, interest bearing loans have been made available through the Regionally-funded Housing Reserve Fund (HRF). The mandate of this fund is to 1) maintain the existing housing stock; 2) replace any lost units; and 3) increase the supply of affordable housing. To date, two providers have received loans from the HRF (at a rate of prime plus 1%), New Generation Housing Co-operative and KW Multigroup. KW Multi-group has repaid the HRF portion of their loan (as detailed in Report P-014-028 dated March 4, 2014), leaving New Generation Housing as the only provider with an interest bearing loan from the Region. There is a need to address the issues of funding provider’s capital needs and the availability of funds from the Revolving Housing Capital Loan Fund on a longer term basis. Staff continues to develop a long term plan including policy and potential sources of funding.

As ROWCHI is owned by the Region and consistent with more recent loans to housing providers, it is recommended that the loan be funded on an interest free basis from the Housing Reserve Fund.

The loan would be registered on title of the property and repayment of the loan could commence when the provider has established a healthy capital reserve fund (i.e. sufficient funds to address capital repairs scheduled for completion in a Building Condition Audit within the next five year period), and has a sufficient accumulated operating surplus.

6.0 Region of Waterloo Community Housing Inc.

Region of Waterloo Community Housing Inc. (ROWCHI) is a community housing provider owned by the Region of Waterloo. The Board is comprised of the Commissioner of Planning, Development and Legislative Services and the Commissioner of Corporate Services / Chief Financial Officer. ROWCHI administration is provided by Regional staff.

The Board and Regional staff are reviewing governance structures, including Board membership. The only assets of ROWCHI are the two properties noted in this report, prior to January 1, 2015 the corporation held no assets.

Corporate Strategic Plan:

The 2011-2014 Strategic Plan includes the objective improving accessibility to housing. This report seeks to both maintain, and where possible, enhance this focus area by stabilizing the accessibility to housing and ensuring that the Region of Waterloo and its housing providers operate in a responsible and sustainable environment.

Financial Implications:

Based on the current financial position, the capital reserve fund balance of \$73,374 is not sufficient to cover the costs of the necessary capital repairs. ROWCHI can fund some of the work from its reserve fund balance (approx. \$27,000), and are requesting \$180,000 from the Region to complete the necessary asphalt and sidewalk repairs.

In October 2015 the mortgage on the Elgin Street property is to be refinanced. It is anticipated that there will be significant savings due to lower interest rates which should allow for the properties to begin accumulating capital reserves for future work.

As the current balance in the Revolving Housing Capital Loan Fund is \$32,846 it is recommended that the loan be funded from the Housing Capital Reserve. As funds are received back from ROWCHI, they will be returned to the Housing Capital Reserve Fund.

Other Departmental Considerations:

Corporate Services (Facilities and Fleet Management) reviewed the Building Condition Audits and agree with the recommended 2015 expenditures. If approved, Planning, Development and Legislative Services (Legal Services) will be required to register the loan on title.

Attachments: Appendix 1 – Loans Provided to Community Housing Providers

Prepared By: Jennifer Murdoch-Martin, Manager, Housing Programs

Lee Parent, Manager, Finance

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services

Craig Dyer, Commissioner of Corporate Services/Chief Financial Officer

August 11, 2015

Report: CSD-HOU-15-17/COR-TRY-15-74

The Regional Municipality of Waterloo**Appendix One****Loans provided to Community Housing Providers**

		# Units	Maximum Approval	Actual Loan	Interest Charged	Principal Repayment	Outstanding Balance
Housing Reserve Fund (Interest Bearing)							
Fed	K-W Multigroup Homes Inc.	60	46,000	46,000	2,626	48,626	0
Prov	New Generation Cooperative Homes Inc.	30	200,000	177,243	39,058		216,301
		90	\$246,000	\$223,243	\$ 41,684	\$ 48,626	\$ 216,301
Revolving Loan Fund (Non Interest Bearing)							
Prov	Cambridge Non Profit Housing Corporation	387	218,000	218,000			218,000
Fed	Fairview Mennonite Homes Inc. (Section 95)	49	375,000	375,000			375,000
Fed	Fairview Mennonite Homes Inc. (Section 26)	123	234,104	234,104			234,104
Fed	Hellenic Community of K-W and Suburbs Housing Inc.	50	771,000	770,869			770,869
Prov	Highland Homes Cooperative Inc.	74	35,000	35,000			35,000
Prov	Kitchener Housing Inc.	683	309,597	309,597			309,597
Fed	K-W Multigroup Homes Inc.	60	450,000	442,072		135,622	306,450
Fed	K-W Urban Native Wigwam Project	38	135,000	108,652			108,652
Fed	Millflow Charitable Foundation	50	215,000	215,000			215,000
Prov	New Generation Cooperative Homes Inc.	30	200,000	199,999			199,999
Prov	Seven Maples Housing Cooperative Inc.	18	200,000	57,352			57,352
		1,562	\$3,142,701	\$2,965,645	\$0	\$135,622	\$2,830,023
Provincial Loans (transferred from Province)							
Prov	Changemakers Cooperative Homes (Kitchener) Inc.	79	162,798	162,798			162,798
Fed	Victoria Park Community Homes Inc. (Village Lifestyles)	50	450,000	450,000			450,000
Prov	Victoria Park Community Homes Inc. (Village Lifestyles)	50	236,345	236,345			236,345
		179	\$849,143	\$849,143	\$0	\$0	\$849,143
Total		1,831	\$4,237,844	\$4,038,031	\$ 41,684	\$184,248	\$3,895,467

Council Enquires and Requests for Information				
Community Services Committee				
Meeting date	Requestor	Request	Assigned Department	Anticipated Response Date
05-May-15	G. Lorentz	That staff provide a report on harm reduction activities, specifically a review of the most used disposal sites, how often they are emptied, and cost of tamper proof disposal units	Public Health and Emergency Services	Fall 2015

Low Income Status in Waterloo Region, 2007-2012

A Series of Public Health Briefs



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Introduction

Income is considered a 'determinant of health', an external factor which directly influences our health and well-being. A lack of income often translates to an inability to afford healthy food choices, health care services such as dental check-ups, or even access to safe and adequate housing. Individuals and families who experience low income may not have the resources to afford food, shelter and other necessities, or to ensure their financial security. Measuring the extent to which low income status is present in the population is one step necessary for understanding and responding to the health and social needs of the residents of Waterloo Region.

There are many different ways to measure income status. The Public Health Briefs on Low Income Status explore income status of Waterloo Region residents using Statistics Canada's Low Income Measure After-Tax (LIM-AT). The LIM-AT measures the number and per cent of people living in households with incomes that are less than 50 per cent of the median adjusted household income, where 'adjusted' indicates that different needs of families of different sizes and compositions are taken into consideration. For example, adjustment for household size reflects the fact that a household's needs increase as the number of members increase, although not necessarily by the same proportion per additional member.

These Public Health Briefs on Low Income Status are a compilation of seven brief documents describing the prevalence of low income status in Waterloo Region from 2007 to 2012. Each brief describes a different priority population, including children, older adults, and families.

This report complements a previous report on low income status in Waterloo Region, available on the Region of Waterloo Public Health and Emergency Services website: http://chd.region.waterloo.on.ca/en/researchResourcesPublications/resources/LowIncomeSeries_Brief.pdf. The previous version of this report examined Census data from 1996, 2001 and 2006 and used a different measure of low income status (Low Income Cut-Offs) that is no longer readily available. Therefore, caution must be used when comparing data in this report to the previous version. Direct comparisons, including the calculation of percentage and absolute changes over time, should not be made.

Methodology and Data Notes

Data Source

The information in this series of Public Health Briefs highlights low income trends in Waterloo Region from 2007 to 2012 using Statistics Canada's Annual Estimates for Census Families and Individuals (otherwise known as Taxfiler data). This data is generated from income tax returns and provides information on income and some demographic indicators (age and family type) for residents across Canada, including Waterloo Region. Taxfiler data offers income-related information down to the Census Tract (CT) and rural six-digit postal code level. This information is generated from individual tax files from the Canada Revenue Agency, and published on a yearly basis.

The Taxfiler data set consists of administrative data that is generated by matching personal income tax records with other records, such as the Canada Child Tax Benefit, SIN, addresses and birth files. The data is then aggregated into population profiles for families and people not in families. Statistics Canada follows strict confidentiality procedures to develop the data and no personal information or identifiers are provided. It is a reliable data set based on near complete (>94 per cent) coverage of the Canadian and Ontario populations.

Income tax data uses Statistics Canada's Low Income Measure After-Tax (LIM-AT) to identify people who are living with low income. LIM-AT is calculated as income levels that are 50 per cent of the Canadian after tax median income adjusted for family size and age of children. A person is considered low income if the income of the family they live in (or, in the case of a person not living in a family, their individual income) fell below the LIM-AT for their family size.

Statistics Canada uses census families to calculate LIM-AT for income tax data. A census family includes couples living in the same dwelling with or without children, and lone parents with one or more children. All other people are classified as persons not in census families. They may live alone or with another person, such as a family to whom they are related (e.g., brother-in-law, cousin, grandparent) or with a roommate.

LIM-AT is just one of several low income lines Statistics Canada uses to track and analyze income trends in Canada. Other measures of low income include the Low Income Cut-Off (LICO) and Market Basket Measure (MBM). Each has their own methodology and different low income thresholds. Income tax data is only available with the Low Income Measure (LIM).

Methodology

Using income tax data and LIM-AT is a new approach for this series of Public Health Briefs on Low Income Status in Waterloo Region. Earlier publications of low income information were based on data from the long form Census, which used the before tax Low Income Cut-Off

(LICO) to measure low income. However, in 2011, the long form Census was replaced with the voluntary National Household Survey (NHS) which affected how low income trends in Waterloo Region could be examined over time. Voluntary surveys are prone to people not responding. This is particularly the case among low and high income groups and can result in an unrepresentative sample of the population (known as non-response bias). With the new methodology of the National Household Survey, Statistics Canada has indicated that estimates of low income between the National Household Survey and earlier Census long form may not be comparable.

Income tax data helps fill this gap. It follows a consistent methodology to identify people living with low income so data can be compared over time. Unlike Census or NHS data, which is available only every five years, income tax data is collected annually and estimates can be compared year-over-year.

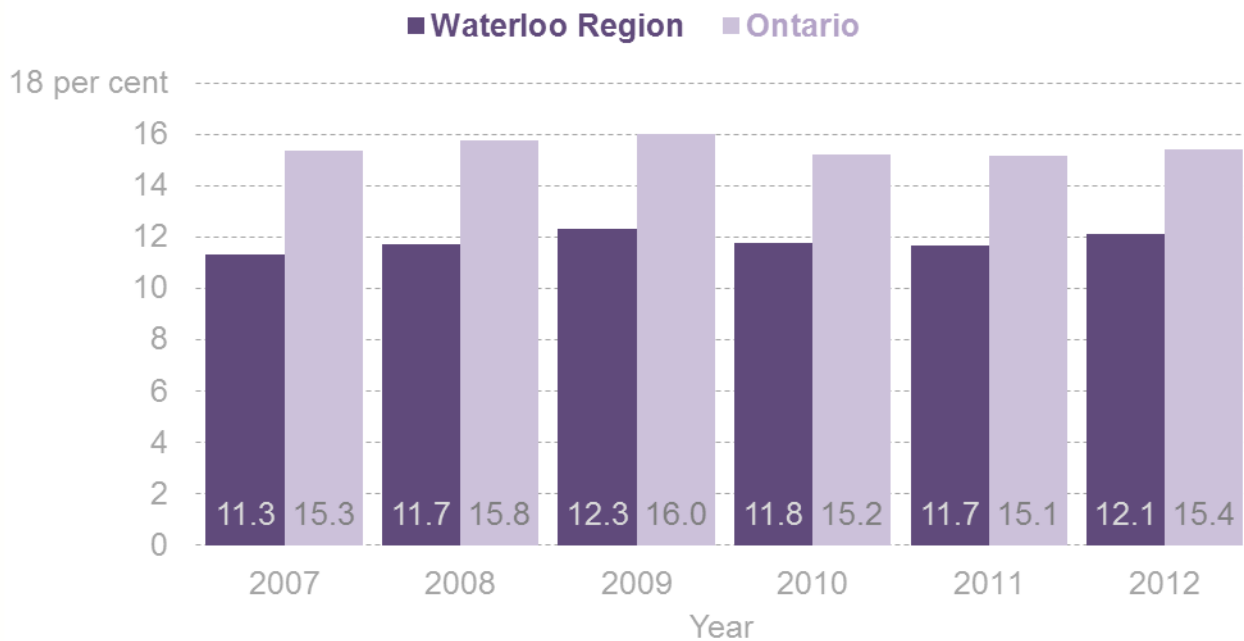
It is important to note that different types of data and low income measures will provide different estimates of low income populations. Data users should be aware of these differences when comparing information from different data sets.

All analyses for this series of Public Health Briefs on Low Income Status in Waterloo Region were completed using SAS version 9.3.



Total Population

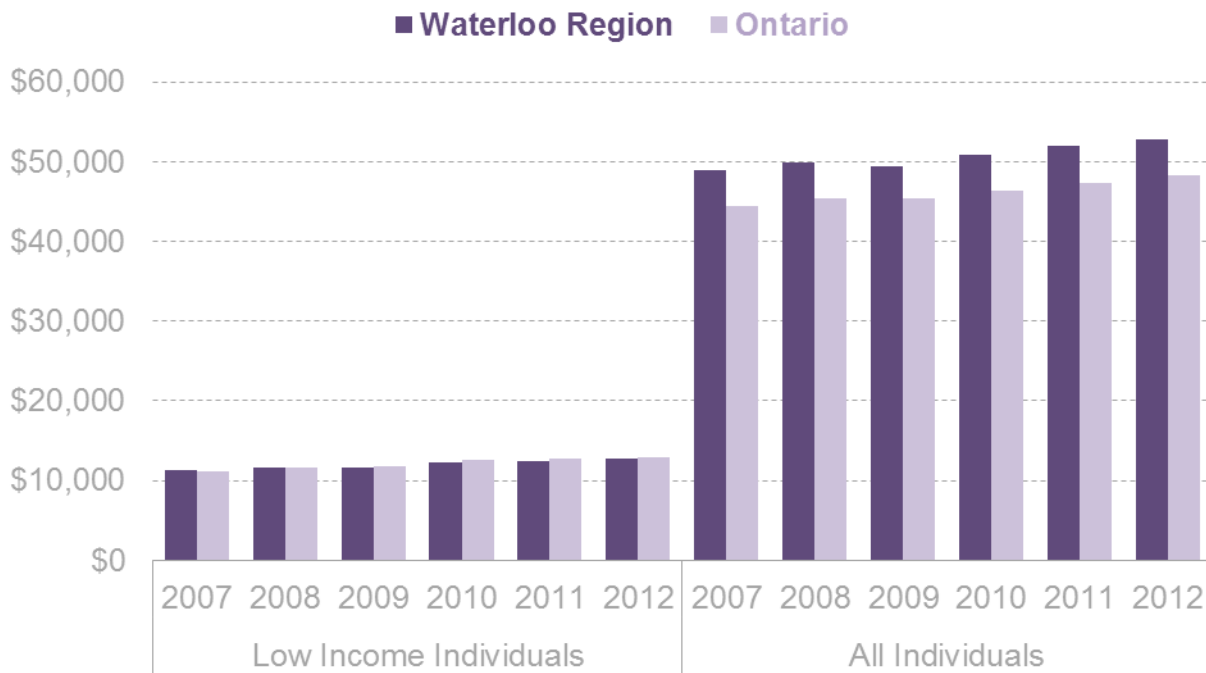
Proportion of total population living with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012, approximately 60,610 residents of Waterloo Region, or 12.1 per cent of the total population, were living with low income.
- Overall, there has been little change in the proportion of individuals living with low income in Waterloo Region and Ontario between 2007 and 2012.
- Between 2007 and 2012, Waterloo Region had a lower proportion of individuals living with low income as compared with Ontario.

Median after-tax income for total population and those with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012, the median after-tax income of all Waterloo Region residents was four times greater than that of residents living with low income (\$52,800 versus \$12,740).
- The income gap between all residents and those living with low income in Waterloo Region has increased steadily over time. In 2007, there was a disparity of \$37,690 in median after-tax income, which grew to \$40,060 in 2012.
- Between 2007 and 2012, Waterloo Region had a slightly higher median after-tax income compared with all of Ontario. However, among those living with low income, median after-tax income was similar between Waterloo Region and Ontario.

Notes

1. Statistics Canada's Low-Income Measure (LIM) defines a relative measure of low income status. LIMs represent a fixed percentage (50 per cent) of family income adjusted to take into consideration the needs of a particular family. The adjustment for family size used in calculating LIMs is based on the understanding that family needs increase with family size. A family is considered to be in low income when their income is below the LIM for their family type and size. For all LIMs, a further adjustment is made for income from capital gains.
2. Median after tax income is the amount at which 50 per cent of families or individuals have a higher income, and 50 per cent of families or individuals have a lower income. After tax income refers to total income of a family or individual minus provincial and federal income taxes.

Contact

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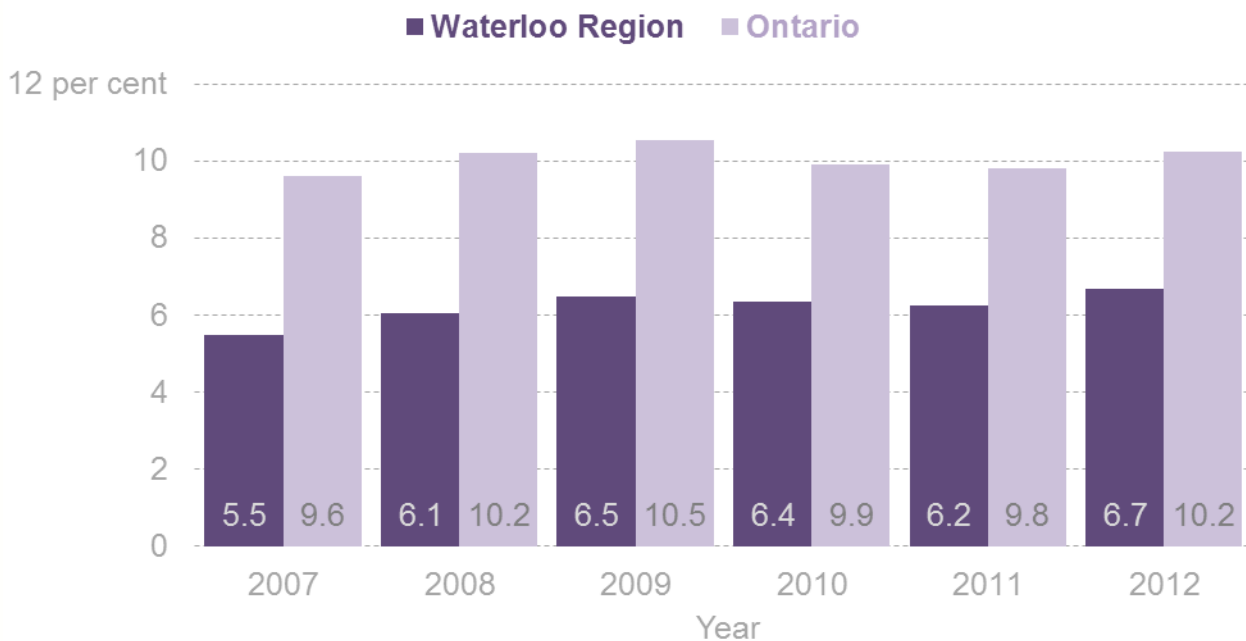
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Couple Families without Children

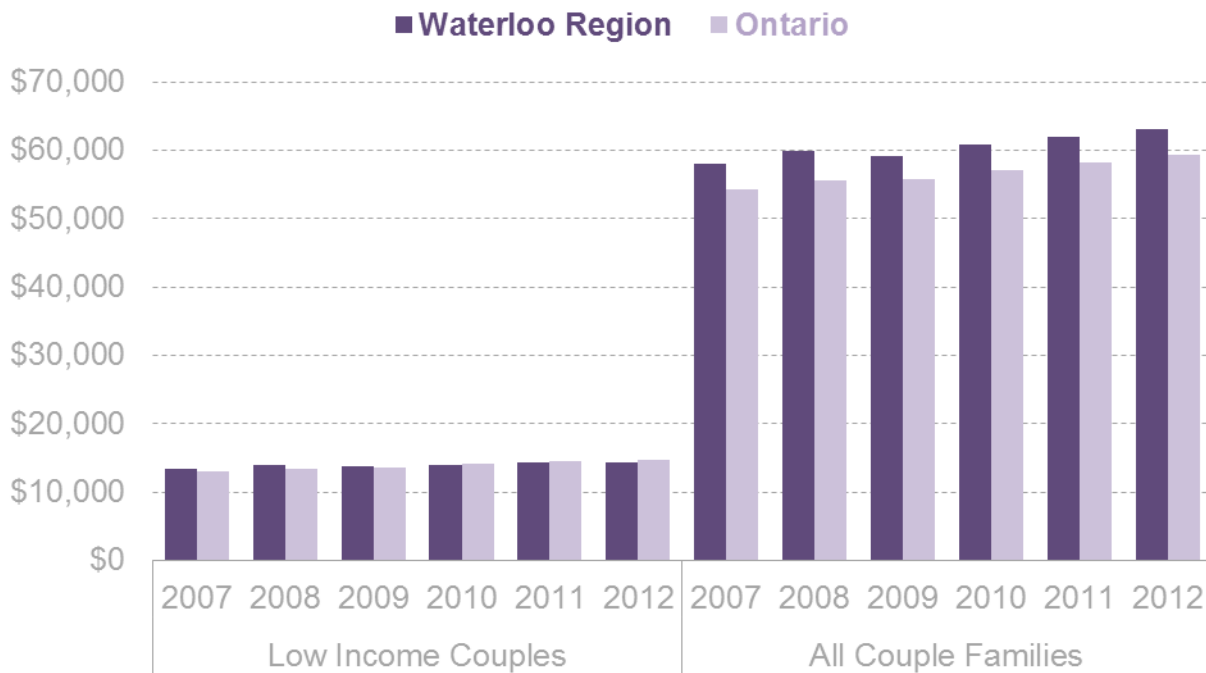
Proportion of couple families without children living with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012, 3,680 (6.7 per cent) of couple families without children were living with low income in Waterloo Region.
- Between 2007 and 2012, there has been a slight increase in the proportion of couples without children living with low income in Waterloo Region.
- Couple families without children in Waterloo Region had a lower rate of low income compared with Ontario (6.2 per cent versus 10.0 per cent, on average between 2007 and 2012).

Median after-tax income of couple families without children and those with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012, the median after-tax income of all couple families without children in Waterloo Region was four times greater than for those living in low income (\$63,120 versus \$14,340).
- Median after-tax income values for low income families without children have increased at a lower rate than for all couple families without children. In Waterloo Region, the income gap has risen from a difference of \$44,670 in 2007 to \$48,780 in 2012. The provincial trend was similar.
- Between 2007 and 2012, Waterloo Region had a higher median after-tax income for couple families without children compared with Ontario. Among low income couple families without children, regional and provincial median after-tax income values were more comparable over this time period.

Notes

1. Statistics Canada's Low-Income Measure (LIM) defines a relative measure of low income status. LIMs represent a fixed percentage (50 per cent) of family income adjusted to take into consideration the needs of a particular family. The adjustment for family size used in calculating LIMs is based on the understanding that family needs increase with family size. A family is considered to be in low income when their income is below the LIM for their family type and size. For all LIMs, a further adjustment is made for income from capital gains.
2. Median after tax income is the amount at which 50 per cent of families or individuals have a higher income, and 50 per cent of families or individuals have a lower income. After tax income refers to total income of a family or individual minus provincial and federal income taxes.
3. The classification of individuals used in this report follows the Statistics Canada Census Family construct. This definition classifies people into (1) couples (married or common-law) living in the same dwelling, with or without children; and (2) lone-parents (male or female) with one or more children. The remaining population is classified as persons not in census families and are defined as persons living alone and those living in a household, but who are not part of a couple family or lone-parent family.
4. Couple families described here consist of a couple living together (married or common-law) at the same address. This definition includes couples of both the same and opposite sex.

Contact

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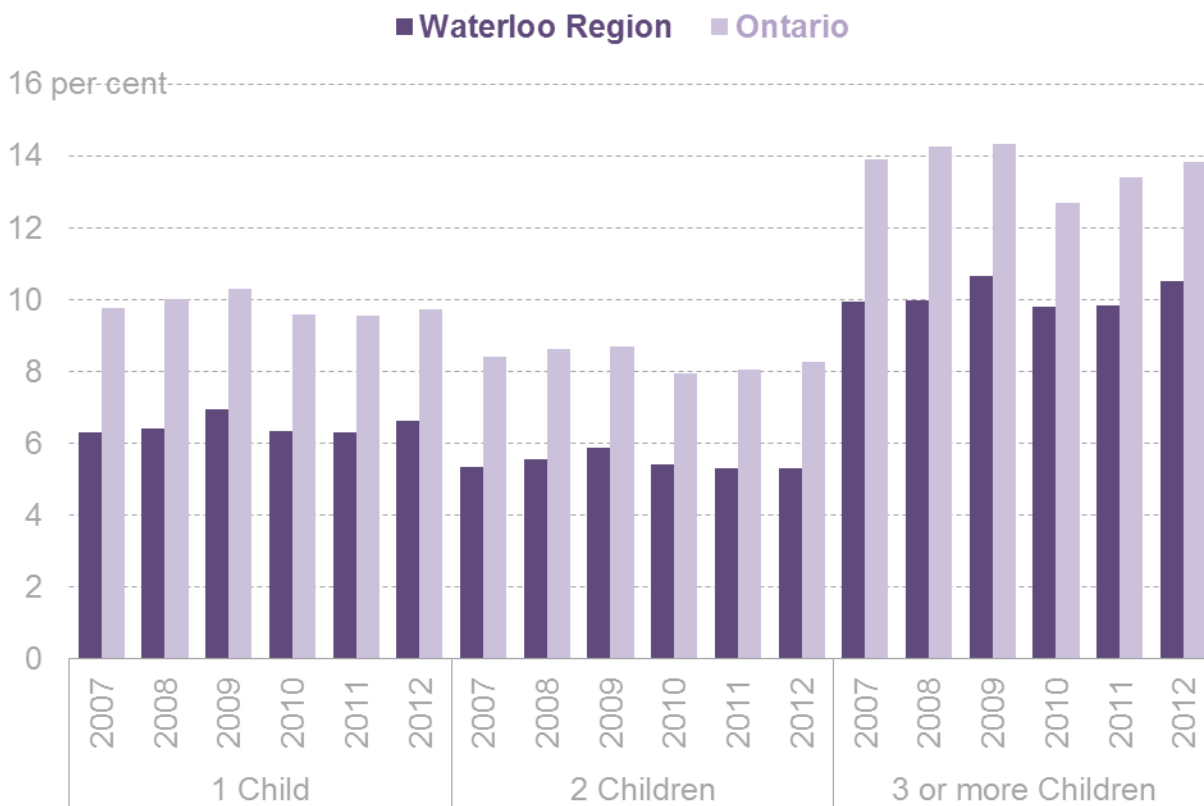
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Couple Families with Children

Proportion of couple families with children living with low income in Waterloo Region and Ontario, by number of children, 2007-2012



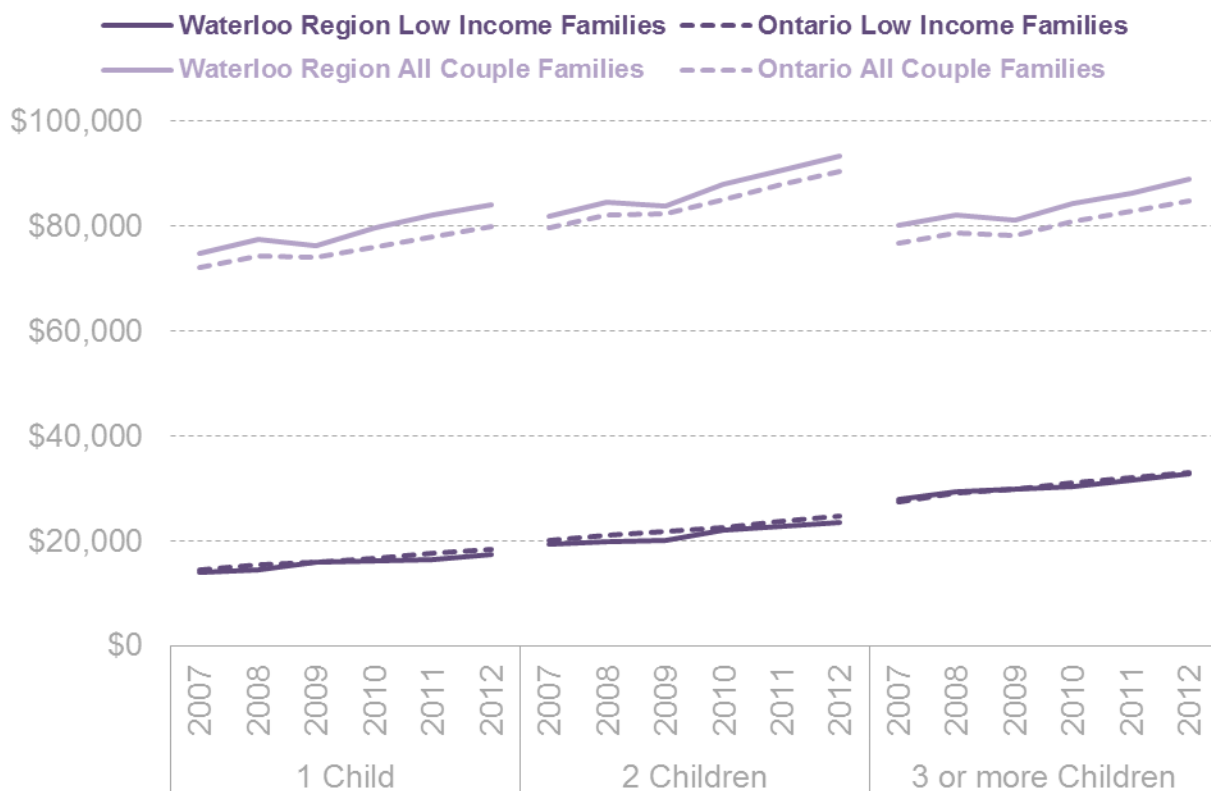
Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In Waterloo Region in 2012, more than 4,600 couple families with children were living below the Low Income Measure. This represents about 6.8 per cent of all couple families with children in Waterloo Region. Provincially, almost 10 per cent of couple families with children were living with low income in 2012.
- A greater proportion of families with three or more children were living with low income compared to families with only one or two children, both in Waterloo Region and Ontario. In 2012, 6.6 per cent of families with one child, 5.3 per cent of families with two

children, and 10.5 per cent of families with three or more children were living with low income in Waterloo Region.

- The proportion of families with children living in low income has been relatively stable in Waterloo Region and Ontario between 2007 and 2012, regardless of the number of children in the family. Low income rates for families with children declined slightly in 2010, but have been increasing slowly since that time.
- Between 2007 and 2012, Waterloo Region had a lower proportion of low income families with children compared with Ontario.

Median after-tax income of couple families with children and those with low income in Waterloo Region and Ontario, by number of children, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012 in Waterloo Region, the median after-tax income of all families with children was more than double that of those living in low income. The largest difference was seen in families with one child, with those in low income earning almost five times less than all families with one child (\$17,370 versus \$84,100).

- The income gap between all families with children and those living with low income has steadily increased over time. In Waterloo Region in 2012, there was a disparity in median after-tax income of \$66,730 for families with one child, \$69,990 for families with two children, and \$55,890 for families with three or more children.
- Between 2007 and 2012, median after-tax incomes of all families with children residing in Waterloo Region have been slightly higher compared with Ontario. Among low income families with children, regional and provincial income values have been on par.

Notes

1. Statistics Canada's Low-Income Measure (LIM) defines a relative measure of low income status. LIMs represent a fixed percentage (50 per cent) of family income adjusted to take into consideration the needs of a particular family. The adjustment for family size used in calculating LIMs is based on the understanding that family needs increase with family size. A family is considered to be in low income when their income is below the LIM for their family type and size. For all LIMs, a further adjustment is made for income from capital gains.
2. Median after tax income is the amount at which 50 per cent of families or individuals have a higher income, and 50 per cent of families or individuals have a lower income. After tax income refers to total income of a family or individual minus provincial and federal income taxes.
3. The classification of individuals used in this report follows the Statistics Canada Census Family construct. This definition classifies people into (1) couples (married or common-law) living in the same dwelling, with or without children; and (2) lone-parents (male or female) with one or more children. The remaining population is classified as persons not in census families and are defined as persons living alone and those living in a household, but who are not part of a couple family or lone-parent family.
4. Couple families described here consist of a couple living together (married or common-law) at the same address. This definition includes couples of both the same and opposite sex.
5. Children are defined as taxfilers in a couple or lone-parent family. Children do not live with their spouse, have no children of their own and live with their parent or parents. Statistics Canada uses the Canada Child Tax Benefit file, provincial births file or a previous T1 families file to identify children.

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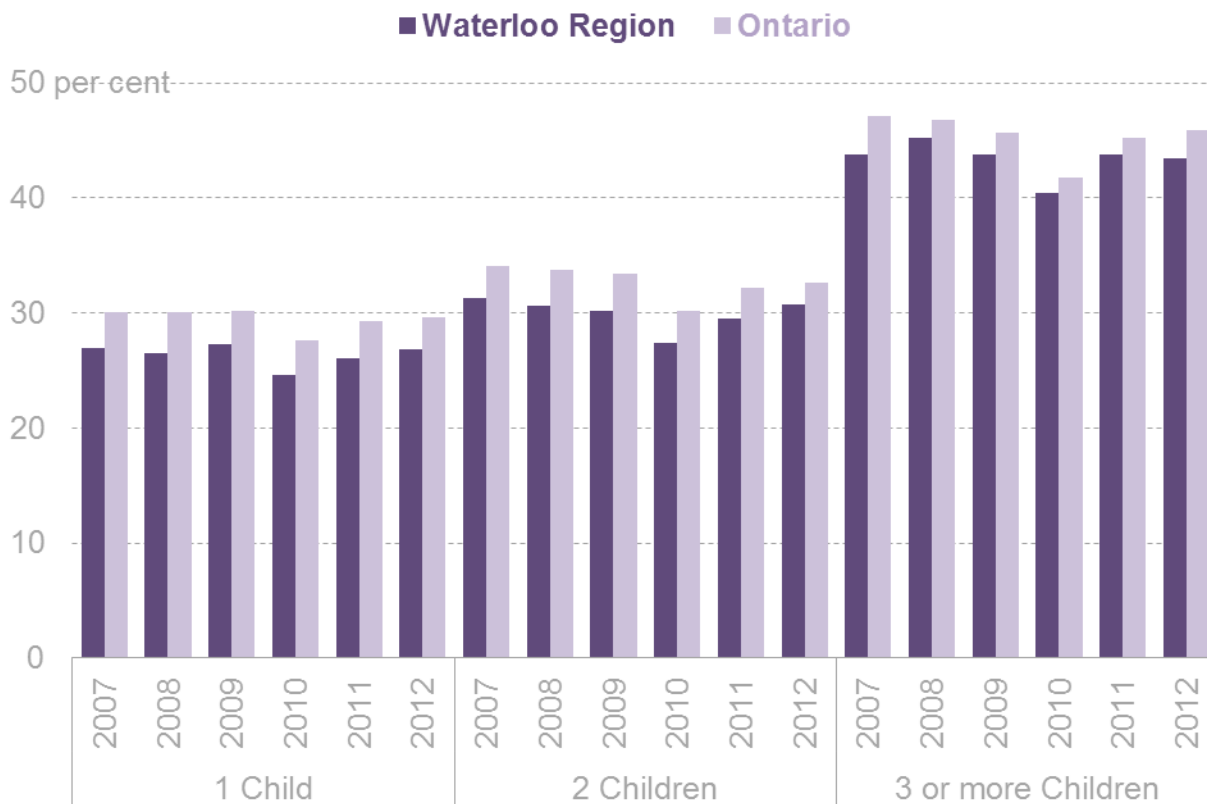
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Region of Waterloo
PUBLIC HEALTH

Lone-Parent Families with Children

Proportion of lone-parent families with children living with low income in Waterloo Region and Ontario, by number of children, 2007-2012



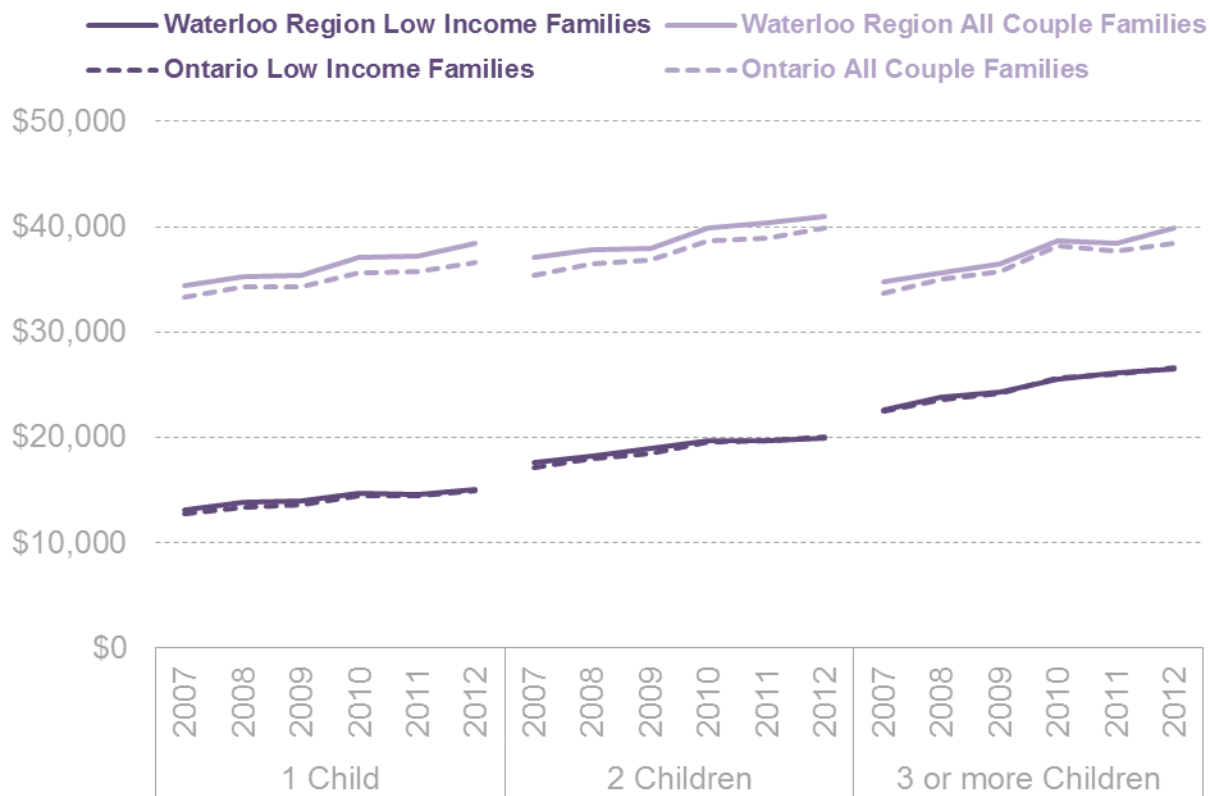
Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- More than 6,000 lone-parent families were living below the low income measure in Waterloo Region in 2012. This represents approximately 30 per cent of all lone-parent families in Waterloo Region in 2012. In Ontario, approximately 32 per cent of lone-parent families are living with low income.
- In terms of family size, lone-parent families with three or more children had the highest rate of low income in Waterloo Region 2012 (43.5 per cent), followed by lone-parent

families with two children (30.7 per cent) and lone-parent families with one child (26.8 per cent).

- Following a small decline in low income rates in 2010, there has been an increase in the proportion of lone-parent families living with low income in Waterloo Region for all family sizes since that time.
- Compared with Ontario, there was a smaller proportion of lone-parent families living with low income in Waterloo Region between 2007 and 2012.

Median after-tax income of lone-parent families with children and those with low income in Waterloo Region and Ontario, by number of children, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012 in Waterloo Region, the median after-tax income of all lone-parent families with children was close to double that of those living in low income. The largest difference was seen in lone-parent families with one child, with those in low income earning 2.5 times less than all lone-parent families with one child (\$15,120 versus \$38,410).
- The income gap between all lone-parent families with children and those living with low income has increased between 2007 and 2012. In Waterloo Region in 2012, there was

a disparity in median after-tax income of \$23,290 for lone-parent families with one child, \$20,960 for lone-parent families with two children, and \$13,330 for lone-parent families with three or more children.

- Between 2007 and 2012, median after-tax incomes of all lone-parent families with children residing in Waterloo Region have been slightly higher compared with Ontario. Among low income lone-parent families in Waterloo Region, incomes values were similar to those in Ontario for all family sizes.

Notes

1. Statistics Canada's Low-Income Measure (LIM) defines a relative measure of low income status. LIMs represent a fixed percentage (50 per cent) of family income adjusted to take into consideration the needs of a particular family. The adjustment for family size used in calculating LIMs is based on the understanding that family needs increase with family size. A family is considered to be in low income when their income is below the LIM for their family type and size. For all LIMs, a further adjustment is made for income from capital gains.
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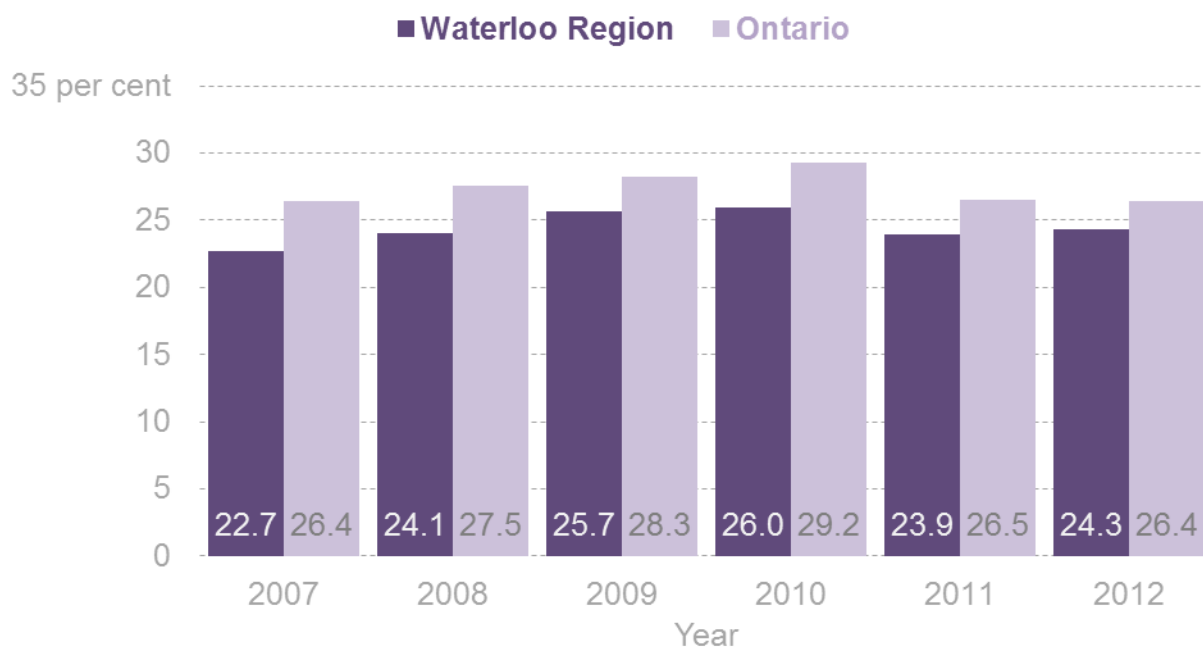
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Individuals

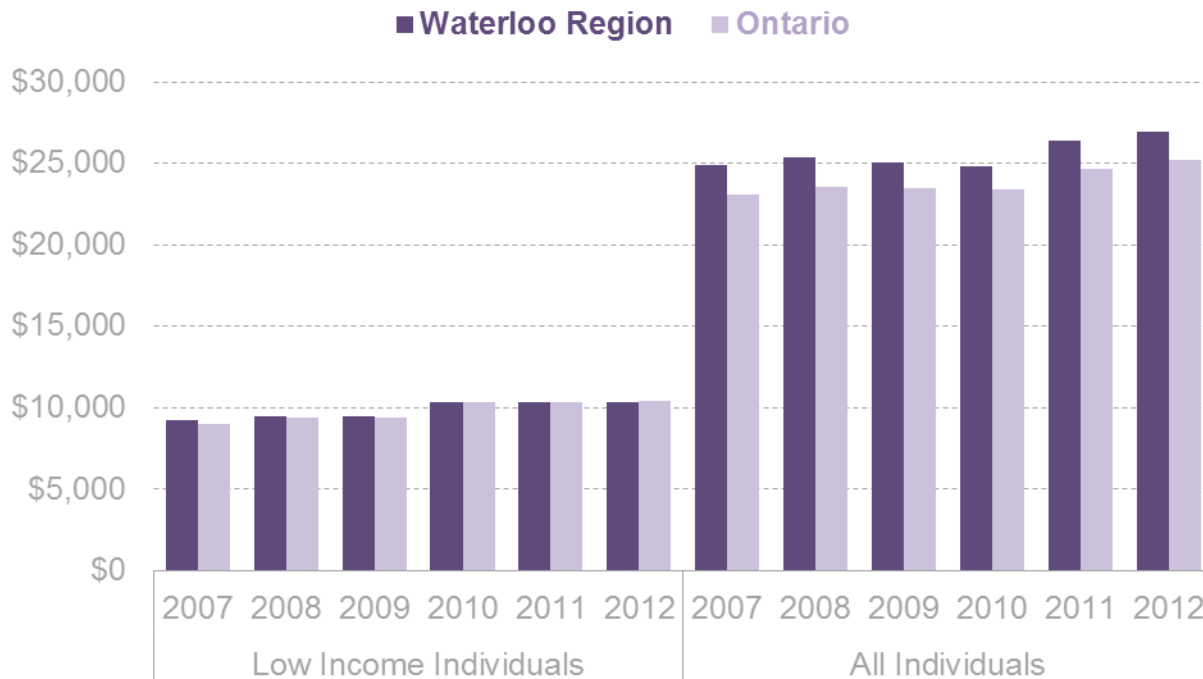
Proportion of non-family individuals living with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012, an estimated 17,650 individuals were living below the low income measure in Waterloo Region. This amounts to approximately a quarter of non-family individuals in Waterloo Region. In Ontario, an estimated 26.4 per cent of non-family individuals were living in low income in 2012.
- The proportion of non-family individuals living with low income has been lower in Waterloo Region compared with Ontario between 2007 and 2012.
- The proportion of individuals living with low income has been relatively stable in Waterloo Region and Ontario, increasing marginally between 2007 and 2010, followed by a slight decline in 2011.

Median after-tax income of non-family individuals and those with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In Waterloo Region in 2012, non-family individuals living in low income earned about 2.6 times less compared with those not living in low income.
- The income gap between all individuals and those living with low income has increased since 2010 in Waterloo Region. The difference between the median after-tax incomes of those living in low income and those that are not was \$16,570 in 2012.
- Between 2007 and 2012, the median income values of non-family individuals living with low income were similar in Waterloo Region and Ontario.

Notes

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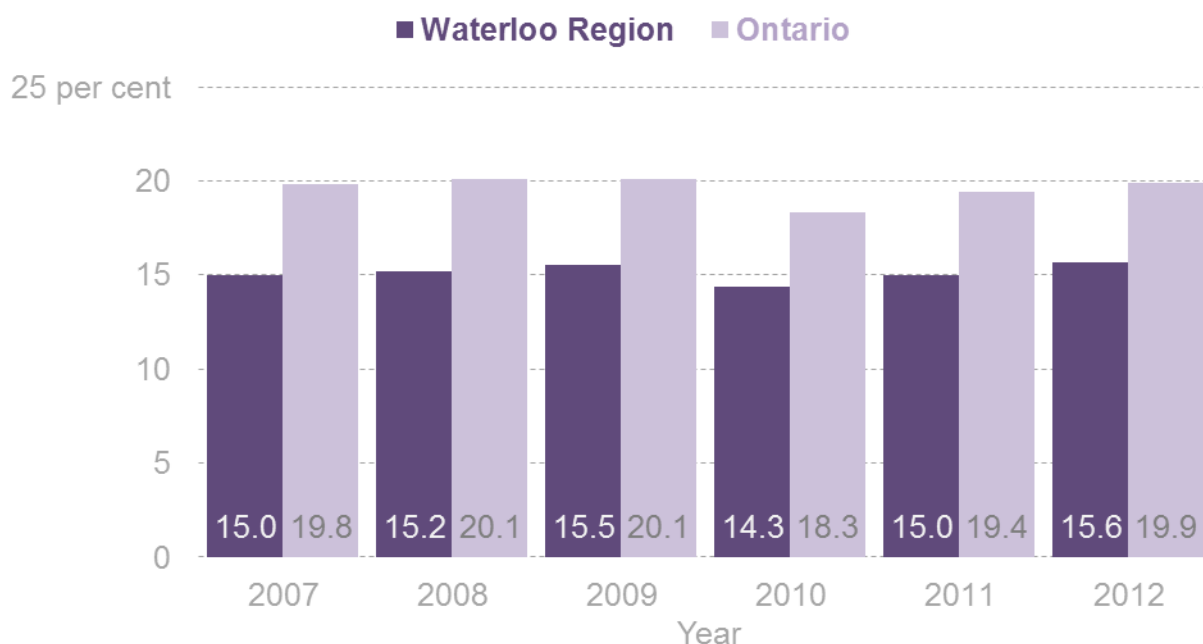
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Children

Proportion of children aged 17 years and younger living with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- In 2012, approximately 17,880 children, or 15.6 per cent of all children less than 18 years of age were part of a family living with low income in Waterloo Region. In Ontario, nearly 20 per cent of all children were part of a family living with low income in 2012.
- Between 2007 and 2012, the proportion of children in families with low income has been relatively stable, representing approximately 15 per cent of all children in families in Waterloo Region.
- Over the same time period, Waterloo Region had a lower proportion of children living in a family with low income compared with Ontario.

Notes

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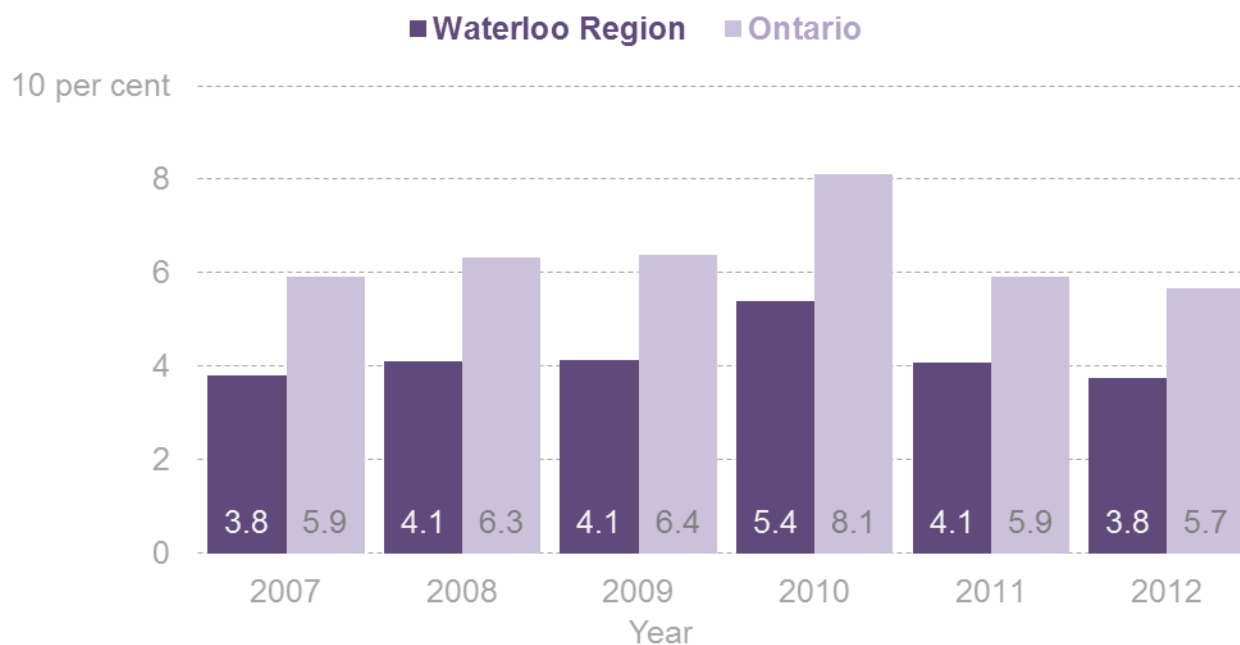
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Older Adults

Proportion of adults aged 65 years or older living with low income in Waterloo Region and Ontario, 2007-2012



Source: Statistics Canada, Income Statistics Division, 2007-2012, Annual Estimates for Census Families and Individuals, 13C0016

- An estimated 2,510 older adults aged 65 years and older were living with low income in Waterloo Region in 2012. This represents 3.8 per cent of all older adults in Waterloo Region. A slightly larger proportion of older adults (5.7 per cent) were living with low income in Ontario in 2012.
- In Waterloo Region, the proportion of older adults living with low income has decreased since 2011 following a peak low income rate of 5.4 per cent in 2010. Provincially, there was a similar trend.
- The proportion of older adults living with low income in Waterloo Region has been consistently lower than that of Ontario between 2007 and 2012.

Notes

1. Statistics Canada's Low-Income Measure (LIM) defines a relative measure of low income status. LIMs represent a fixed percentage (50 per cent) of family income adjusted to take into consideration the needs of a particular family. The adjustment for family size used in calculating LIMs is based on the understanding that family needs increase with family size. A family is considered to be in low income when their income is below the LIM for their family type and size. For all LIMs, a further adjustment is made for income from capital gains.
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The New Child Care and Early Years Act: *What Providers and Parents Need to Know*

General

What is the Child Care and Early Years Act?

Together, we have been working hard to ensure child care in Ontario reflects the realities of our modern world. Our overarching goal is to build a child care and early years system that better supports parents and gives children the best possible start in life. Extensive consultation with parents and early years partners was key to developing this modernization plan.

To support our ambitious goals, the *Child Care and Early Years Act, 2014* (CCEYA) will come into effect on August 31, 2015. This legislation will replace the outdated *Day Nurseries Act* (DNA) and establish new rules governing child care in Ontario.

Many of the new provisions will strengthen compliance and health and safety in child care settings, and help parents make informed choices about their options. Many of the provisions that existed under the regulations under the *Day Nurseries Act* are unchanged and will be carried forward under the CCEYA.

Who does the Act apply to?

The Act will apply to:

- Unlicensed child care
- Home child care providers contracted by a licensed agency
- Licensed home child care agencies; and
- Licensed child care centres.

Who is exempt from the Act?

The following are some examples:

- Nannies or babysitters that provide care to children in the children's home
- Care by relatives
- Camps that only care for children aged 4 and over
- Programs with a primary purpose of academic or skill-based recreation
- Private schools that only care for children aged 4 and over.

When do the new rules come in effect?

The new rules will come into effect on August 31, 2015. However, the following two rules for **unlicensed providers** will not apply until January 1, 2016:

1. Providers must count their own children under the age of 6*
2. Providers can only care for a maximum of 2 children under the age of 2*.

The following rule will not apply until August 31, 2017:

- Providers must include 10, 11, and 12 year olds in the total count of children they care for.

* However, these exceptions only apply to children who were already being cared for by the provider on December 4, 2014. For example, if a provider was caring for three 1-year-old children on December 4, 2014, they can continue to care for those children until January 1, 2016.

What happens if someone doesn't follow the rules?

Contraventions of the Act and its regulations could lead to administrative penalties, and/or convictions that could include fines. The Ministry of Education will typically take progressive measures, such as compliance orders, as appropriate, before issuing a penalty. Administrative penalties would increase based on the length of the violation, and previous violations.

For instance, if a provider has more than the permitted number of children in care, the penalty would start at \$2,000 per child per day. In addition to financial penalties, the ministry will post on their website when a child care provider has been issued a compliance order, administrative penalty, protection order and/or restraining order.

Where can I get more information on the new rules?

- Child Care and Early Years Act, 2014
- Ontario regulations made under the Child Care and Early Years Act, 2014:
 - ◆ O. Reg. 137/15: [General](#)
 - ◆ O. Reg. 138/15: [Funding, Cost Sharing and Financial Assistance](#)
- The Minister's Policy Statement on Programming and Pedagogy

Home-based Child Care

How many children can a home child care provider care for?

A licensed home child care provider can care for a maximum of 6 children under the age of 13.

An unlicensed child care provider can care for a maximum of 5 children under the age of 13.

Does a provider have to count their own children?

Yes. Both licensed home child care providers and unlicensed providers must count their own children under the age of 6.

Are there age restrictions for the children a home child care provider can care for?

Yes. Both licensed and unlicensed child care providers must:

- Count their own children under the age of 6
- Care for a maximum of only 2 children under the age of 2 (including their own children).

Is it true that a home child care provider can only care for 3 children under the age of 3?

No. Both licensed home child care providers and unlicensed providers must:

- Count their own children under the age of 6
- Care for a maximum of only 2 children under the age of 2 (including their own children).

Can a home child care provider care for more children if another adult is present?

No. The maximum number of children applies regardless of the number of adults in the home.

Do the rules apply any time of day, or can a home child care provider care for more children outside of regular school hours?

The rules apply at any time of day.

If a home child care provider has a child in Full-Day Kindergarten, do they count toward the maximum number of children they can care for?

If a provider's own 4 or 5 year old child is attending publicly-funded Full-Day Kindergarten or grade one, they only need to count them during summer vacation. The provider's own child does not need to be included in their count during the school year (including March break and PA days), as long as:

- Care is only being provided between 6 a.m. and 7 p.m.
- The provider cares for a maximum of one child younger than 2 years old; and
- The provider has not been convicted of an offence under the DNA or CCEYA.

If an unlicensed home child care provider is caring for five children and their child aged 6 or older is home sick from school, would they be over the maximum number of children?

No. Licensed and unlicensed home child care providers must only include their own children under the age of six in their total count.

What other new requirements will take effect?

An unlicensed provider must inform parents that they are unlicensed in writing (either hard-copy or electronic). A provider must keep proof of their disclosure for two years. The disclosure must say: "This child care program is not licensed by the Government of Ontario."

All providers, both licensed and unlicensed, are required to provide receipts for payment of services upon request.

With specific exceptions, all providers, both licensed and unlicensed, are required to allow parental access to the premises and their child.

An unlicensed provider cannot operate in more than one location.

Licensing Standards

What are the ratios for licensed child care centres?

Licensed child care centres are required to meet the minimum standards set out in the following ratios.

The majority of the ratios for licensed child care centres remain unchanged. Only the ratios for 4-5 year olds and 9-12 year olds have been changed and operators may choose to use the former ratios or the new ones.

Licensed child care centres can choose to have more staff than is required, but may not have less:

Age Grouping	Ratio of staff to children	Maximum number of children in group
Infants (younger than 18 months)	3 to 10	10
Toddlers (18 months or older but younger than 30 months)	1 to 5	15
Preschool (30 months or older but younger than 6 years)	1 to 8	16
Kindergarten (44 months or older but younger than 68 months)	1 to 13	26
Primary/junior school age (68 months or older but younger than 13 years)	1 to 15	30
Junior school age (9 years or older but younger than 13 years)	1 to 20	20

The square footage requirements for licensed child care centres have been aligned to support the new kindergarten and school-age ratios to 2.58 square metres per child.

What new health and safety regulations are required under the new Act?

Many provisions were carried forward from the DNA and remain unchanged.

All staff, volunteers, and students at licensed child care centres and agencies require criminal reference checks. This includes vulnerable sector screening, which must be updated every five years. Offence declarations must be provided every year that Vulnerable Sector Checks are not required.

All child care supervisors, employees, and home child care providers must have a valid standard first aid certification including infant and child cardiopulmonary resuscitation (CPR).

All parents must be notified when any accident or incident occurs that could affect the health, safety, or well-being of their child, and be provided with a copy of the report.

All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents “Canada’s Food Guide”, “Canada’s Food Guide – First Nations, Inuit and Métis” or “Nutrition for Healthy Term Infants”, as the case may be.

Is there a deadline for employees to get their first aid certification?

Many employees and home child care providers already have their first aid certification. It is expected that when the CCEYA is proclaimed, employees and home child care providers would have valid certification in standard first aid, including infant and child CPR.

When do employees or home child care providers have to complete their Vulnerable Sector Checks?

Many employees and home child care providers already have a Vulnerable Sector Check. Employees and home child care providers with Vulnerable Sector Checks older than five years must apply to obtain a new one within 30 days after the legislation comes into force.

Can a new employee start work before they have their Vulnerable Sector Check?

New employees and home child care providers must obtain a Vulnerable Sector Check before they begin employment and/or provide care to children.

In certain circumstances, new employees and home child care providers can begin working with children before they receive their Vulnerable Sector Check, as long as they apply for it as soon as possible and the length of time it takes to receive it justifies the delay.

Employers and agencies are required to ensure additional measures are in place to protect children until the Vulnerable Sector Check is obtained.

What are the new program requirements for licensed providers?

Every licensed provider must have a program statement that is consistent with the Minister of Education’s Policy Statement that sets out *How Does Learning Happen?* (HDLH) as the framework to guide programming and pedagogy. HDLH

reflects the province's view of children as competent, capable, curious and rich in potential. It is grounded in current research in early child development and provides a positive framework to support children and families.

To read the Minister of Education's Policy Statement go to: <http://www.edu.gov.on.ca/childcare/programCCEYA.pdf>.

How will parents know their child care is licensed?

Under the new legislation, all licensed child care centres, home child care agencies, and homes contracted with a home child care agency will receive and display decals to identify them as licensed by the government of Ontario. Decals will be mailed to centres in fall, 2015.

How will the new Act affect child care centres in schools?

A child care centre located in a school, serving children age 4 and up, will be considered part of the school. This means the building and accommodation standards and requirements that apply to the school will also apply to the child care centre. Separate requirements such as zoning, building code, playground regulations and window glass will no longer be required for these centres.

Are there any changes to staff qualifications?

Staff qualifications remain unchanged for licensed child care centres.

A home visitor, who is employed by licensed home child care agencies to visit and monitor homes providing licensed home child care, must now be a Registered Early Childhood Educator (RECE), or otherwise have director approval.

Anyone who possesses an Early Childhood Educator (ECE) qualification, and is working within the scope of practice (planning, delivering and assessing inclusive play-based programs for children), must register with the College of ECEs.

Further Resources

- *How Does Learning Happen? Ontario's Pedagogy for the Early Years:*
<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>
 - ◆ An Introduction to *How Does Learning Happen?* for Educators:
<http://www.edu.gov.on.ca/childcare/EducatorsEn.pdf>
 - ◆ An Introduction to *How Does Learning Happen?* for Leaders:
<http://www.edu.gov.on.ca/childcare/LeadersEn.pdf>
 - ◆ An Introduction to *How Does Learning Happen?* for Home Child Care Providers: <http://www.edu.gov.on.ca/childcare/HomeChildCareEn.pdf>
- *Think Feel Act: Lessons from Research about Young Children:*
<https://www.edu.gov.on.ca/childcare/ResearchBriefs.pdf>
 - ◆ Think Feel Act Videos: <http://www.edu.gov.on.ca/childcare/research.html>
- ECE Qualifications Upgrade Program: As of July 1, 2015 this program will be expanded to allow unlicensed home child care providers to apply for funding. Funding will be prioritized for individuals working under a Director Approval.
http://www.ecegrants.on.ca/English/home_en.html
- The College of Early Childhood Educators: www.college-ece.ca

newsletter

HOUSING STABILITY SYSTEM EVOLUTION

Summer 2015

SHIFTING OUR *THINKING* AND *DOING* TO END HOMELESSNESS IN WATERLOO REGION

This is the sixth *Housing Stability System Evolution* newsletter, a series designed to provide updates on key system change processes between 2013 and 2016.



Housing Stability System: Looking Back – Moving Forward Community Forum

Who was there? A Community Forum was held May 21, 2015. It was attended by 105 people from 37 different organizations, representing a variety of roles in the housing stability system.

What did people learn/take away from the day?

1 System Evolution: Participants gained an appreciation for how things are changing in the housing stability system and ways to support the process: “The ‘big picture’ of change in the region, including advances in each dimension of a multi-dimensional approach”; “Highlighting the stages of change for people and what’s helpful during implementation of system change”; “Change is difficult but we’re on our way - there’s a light at the end of the road – it’s home”.

2 Shared Approach to Ending Homelessness: Participants identified that seeing the extent and importance of broad engagement in the work to end homelessness was a key ‘take away’ for them: “That many different community groups are very actively involved in ending homelessness”; “We all play a part in the change”; “Collective impact”.

3 STEP Home Overview and Presentations: People shared how much they enjoyed hearing about STEP Home and from people with lived experience: “The stories of lived experiences”; “Recommendations for moving forward – incorporating participants’ experience into work plans”.

4 Out of The Cold Transition: People appreciated the update on the Out of the Cold transition: “How much progress has been made since OOTC closures”; “OOTC Results: managing vs. ending homelessness”.

5 Data: Several participants highlighted that “seeing change” through sharing data was helpful for their learning: “Interesting data presented at end of day”.

What’s Inside?

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STEP Home Pilot Enhancements	3-4
20,000 Homes Update	4

How the Community Forum Participants Described their “Ideal” Housing System”



Save the Date

The next Housing Stability System Forum will be held on September 25, 2015.

To RSVP visit:

<https://www.surveymonkey.com/s/Sept-25-15>

Participants' View of their Roles in Ending Homelessness:



What's New with the CHPI Supportive Housing Redesign?

Supportive housing programs previously funded through the Domiciliary Hostel (DH) per diem and the Consolidated Homelessness Prevention Program (CHPP) are in the process of being redesigned to create the Community Homelessness Prevention Initiative (CHPI) Supportive Housing Program. The first part of the application process for the CHPI Supportive Housing Program has been completed. Some previously funded supportive housing operators either did not apply or were unsuccessful including Argus Five Beds, Doon Valley Manor, Kingsview Residence, Marsdale Manor, Optimum Healthcare, Riverside Manor, and Saginaw House. As such, the Region is working collaboratively with these homes to support them in transitioning from offering Region subsidized supportive housing. Supports include providing funding for six months and 1:1 support through Lutherwood Housing Services for tenants who choose to move to another housing option.

The second part of the application process is currently underway. The Request for Proposals (RFP) P2015-01 was released on April 30, 2015 and closed on July 6, 2015. The RFP submissions will be evaluated over the summer/fall and it is anticipated that the results of the RFP will be announced in November/December of 2015.

How Have Tenant Admission Procedures Changed?

To support tenants impacted by the seven programs transitioning from providing Region subsidized supportive housing, a temporary tenant admission procedure has been implemented for homes continuing to receive Region funding and moving to the second and final stage of the application process. Homes that are following the new temporary tenant admission procedure include: House of Friendship - Cramer House, Grand River Retirement Home, HUGO, Kaljas Homes, Millwood Manor, Trinity Village Studios, and Underhill Residential Home. From April 1, 2015 to March 31, 2016, all referrals to these homes are being managed through Lutherwood Housing Services, prioritizing tenants moving from homes that are transitioning from receiving Region funding. Therefore, referrals from all other sources (e.g., hospitals, community-based organizations, friends, family members) will not be accepted throughout this period. A new tenant admission procedure is in development for the redesigned CHPI Supportive Housing Program that begins April 1, 2016.

When Will the Standards be Available?

The Waterloo Region CHPI Supportive Housing Program Standards (the Standards) were approved by Regional Council on June 24, 2015 for implementation beginning April 1, 2016. The Standards serve as a common reference point for both the Region and supportive housing providers, reinforcing their mutually supportive roles with respect to continuous quality improvement and service excellence.

Want more information?

Go to the CHPI Supportive Housing Redesign webpage:

<http://communityservices.regionofwaterloo.ca/en/>

and search:

“CHPI Supportive Housing Redesign”



What's Happening with OOTC?

The Kitchener-Waterloo Out of the Cold (OOTC) – comprised of a number of churches in Waterloo Region – have been providing meals and overnight shelter on a rotating basis throughout the winter months for the past 15 years. Beginning in August 2014, churches began to announce that they would not be re-opening for overnight shelter in the fall of 2014.

In response to the OOTC closure announcements, the Region facilitated a consultation process over the fall of 2014 to engage stakeholders in planning a system response to support people impacted by the changes. The OOTC response plan includes both short-term initiatives that were implemented over the winter months (November 2014 to April 2015) and longer-term housing stability initiatives that are continuing into 2016 and beyond. The OOTC transition response plan encompasses a multi-pronged approach focused on six key areas contextualized within the ongoing Homelessness to Housing Stability Strategy and the 10 Year Housing and Homelessness Plan.

Response Plan Focus Areas

1. Overnight Shelter Options
2. Outreach, Drop-in and Meal Options
3. Community-wide registry
4. Supports for Establishing Housing Stability
5. Fostering Community Engagement
6. Communication

An evaluation report of the short-term initiatives that were implemented over this past winter is planned to be brought forward to Regional Council in August 2015. While winter 2014/15 has concluded, many of the longer-term housing stability initiatives are already underway and continuing into 2016. Key learning from this past winter and the most effective aspects of pilots will be integrated into existing housing stability services on an ongoing basis.



What's New? STEP Home Pilot Enhancements 2014-2016

STEP Home includes 12 programs through ten organizations that provide options and supports to prevent and end persistent homelessness in our community. In support of the local longer-term response to the closure of Out of the Cold (OOTC) programs, in late 2014, STEP Home received additional resources to support people to establish long term housing stability. These resources supported the following enhancements:

- The addition of a Housing Specialist
- Flexible rent assistance for 48 units
- Increased Streets to Housing Stability workers
- An additional Circle of Friends worker
- A pilot project to assist participants with moving expenses and household items

"A participant moved into a supportive housing unit this month. The transformation in her has been phenomenal. She is excited about joining groups, meeting new people and getting to know her neighbours."

-STEP Home direct support worker

Want more information?

Go to the Region of Waterloo's Community Services website:
<http://communityservices.regionofwaterloo.ca>
and search:
"OOTC Transitions and Responses"



What is the Future of STEP Home? Next Year and Beyond

As of March 2014, STEP Home had supported 521 participants to move to permanent housing. Despite recognition and celebration of the outstanding work that has been done over the past several years, we also know that we need to continue to “think about what we do and how to do it better”! In 2016, we head into a time of change as we undergo an extensive review of STEP Home. Although the details of the STEP Home Review will be determined over the upcoming months, we know that it will include:

- Continuing to refine a coordinated and data-informed approach to prioritizing housing stability resources for people experiencing persistent homelessness
- Integrating the learning from Housing First Training and Technical Assistance and the initiatives that we have been piloting over 2014/15
- Planning for a more team-based approach
- Strengthening bridges and supporting seamless transitions between STEP Home and other systems (e.g., health care, mental health and addiction, judicial)
- Improving data collection and management processes

Want more information?

Go to the Region of Waterloo’s Community Services website:

<http://communityservices.regionofwaterloo.ca>

and search:
“STEP Home”



What’s Happening with the 20,000 Homes Campaign?

Waterloo Region was the first community in Canada to pilot the 20,000 Homes Campaign Registry Week in the fall of 2014. The immediate goal post-Registry Week was to support 40 of the most vulnerable people experiencing homelessness in Waterloo Region to secure housing over the 2014/15 winter season. This goal was exceeded: between November 1, 2014 and April 30, 2015, 50 people experiencing persistent homelessness moved to permanent housing with the support of STEP Home. A report is planned to go forward to Regional Council in August with the updated results from Waterloo Region’s Registry Week.

The 20,000 Homes Campaign officially launched across Canada on June 16, 2015. Waterloo Region will continue to participate in the Campaign over the next three years. Campaign Communities commit to a variety of promising practices: using a common assessment tool, prioritizing service to people identified as the “most vulnerable”, utilizing a Housing First approach, reporting monthly on housing placement targets, conducting a community self-assessment and sharing ideas with other participating communities.

Want more information? Please visit the 20,000 Homes Campaign website at: www.20Khomes.ca



If you have any questions about the information provided in this newsletter or require an alternate format, please contact:

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Future Communication

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