



Media Release: Friday, November 13, 2015, 4:30 p.m.

## **Regional Municipality of Waterloo**

### **Community Services Committee**

#### **Agenda**

Tuesday, November 17, 2015

9:00 a.m.

Regional Council Chamber

150 Frederick Street, Kitchener

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- 1. Declarations of Pecuniary Interest under The Municipal Conflict Of Interest Act**
  - 2. Delegations**
    - 2.1 CSD-HOU-15-24**, Update on the Community Homelessness Prevention Initiative Supporting Housing Redesign (Staff Presentation) (Information) 3
      - I. Lynn Macaulay, Homelessness and Housing Umbrella Group

#### **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-HLV-15-07**, Smoke-Free Ontario Act Amendments and Electronic Cigarettes Act (Information) 16

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| <b>4.2</b> | <b>PDL-CUL-15-18</b> , Doors Open Waterloo Region 2015 (Information) | 21 |
| <b>4.3</b> | <b>CSD-SEN-15-08</b> , Sunnyside Home Accreditation                  | 37 |

**Recommendation:**

That the Regional Municipality of Waterloo appoint two Councillors to support the Accreditation process at Sunnyside Home as outlined in Report CS-15-08 dated November 17, 2015.

**Regular Agenda Resumes**
**5. Reports – Waterloo Region Crime Prevention Council**

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| <b>5.1</b> | <b>CPC-15-05</b> , Breaking the Silence on Hidden Violence: Addressing Hate Crime and Violence Against the LBGTQ Community in Waterloo Region (Presentation) | 40 |
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**Recommendation:**

That the Community Services Committee endorse the report “Breaking the Silence on Hidden Violence: Addressing Hate Crime & Violence against the LBGTQ Community in Waterloo Region” and support the opportunities described in the Take Action section of the report in the community whenever possible.

**Reports – Immigration Partnership**

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| <b>5.2</b> | <b>IPP-15-01</b> , Immigration Partnership Update on Incoming Syrian Refugees and Community Preparedness Efforts (Available at Meeting) |  |
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**Reports - Community Services**

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| <b>5.3</b> | <b>CSD-EIS-15-12</b> , Waterloo Region Energy Assistance Program (WREAP) Update II (Information) | 44 |
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**Reports – Public Health and Emergency Services**

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| <b>5.4</b> | <b>PHE-15-07</b> , Health Status Report on Tobacco Use in Waterloo Region (Information) | 53 |
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**6. Information/Correspondence**

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| <b>6.1</b> | Council Enquiries and Requests for Information <a href="#">Tracking List</a> | 58 |
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**7. Other Business****8. Next Meeting – December 8, 2015****9. Adjourn**



**Report:** CSD-HOU-15-24

## **Region of Waterloo**

### **Community Services**

### **Housing Services**

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

**Date:** November 17, 2015

**File Code:** S13-30

**Subject: Update on the Community Homelessness Prevention Initiative  
Supportive Housing Redesign**

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#### **Recommendation:**

For information.

#### **Summary:**

This report contains information related to the redesign of the supportive housing programs funded through CHPI and an update on tenant transitions and next steps.

In January 2013, the Ministry of Municipal Affairs and Housing (MMAH) implemented the Community Homelessness Prevention Initiative (CHPI), which consolidated the following five homelessness prevention programs under one fixed funding envelope: Emergency Hostel Services, Provincial Rent Bank Program, Emergency Energy Fund, Consolidated Homelessness Prevention Program (CHPP), and Domiciliary Hostel (DH) per diem. The DH per diem and the CHPP both funded supportive housing programs in Waterloo Region. In response to this initiative, Waterloo Region has been undergoing a redesign of these supportive housing programs to meet the new CHPI expectations.

In March 2014, Council approved in principle the CHPI supportive housing redesign approach towards implementing a new CHPI Supportive Housing Program effective April 1, 2016 (SS-14-009). The redesign approach included multiple consultations and opportunities for the community, tenants and supportive housing providers to be involved and provide input into the new CHPI Supportive Housing Program (Program). Two foundational documents that explain the Program were developed: the CHPI

Supportive Housing Program Framework (Framework) (SS-14-030), and the CHPI Supportive Housing Program Standards (Standards) (CSD-HOU-15-08). These documents provide a broad description of the new program including values, principles, outcomes, funding model, and quality assurance measures to inform the Prequalification and Request for Proposals process. The new Program represents a significant shift in service delivery, moving from a more institutional program that was not meeting tenant and community needs, to a program which provides individualized support matched to tenants' needs that works towards the goal of ending homelessness.

A Prequalification (PQ) 2014-04 for the CHPI Supportive Housing Program was issued on November 3, 2014 and closed January 8, 2015. The results of the PQ were brought forward to Council for information in February 2015 (CSD-HOU-15-03). Fifteen proponents and twenty supportive housing program ideas were prequalified to participate in the subsequent Request for Proposals (RFP) process. On April 30, 2015, the Region issued Request for Proposal (RFP) 2015-01 for the CHPI Supportive Housing Program which closed July 6, 2015. A report will be brought forward to the December 8, 2015 Community Services Committee regarding the results of the RFP.

As a result of the PQ there were seven supportive housing programs funded through the Region that were either unsuccessful in their bid submission or choose not to apply. Lutherwood Housing Services was funded to create the Tenant Transition program to provide support to tenants that would like assistance to transition to find and establish new housing. To date, the Tenant Transition program has assisted 60 percent of the 76 tenants who requested assistance into new housing and the remainder have housing plans in place.

## **Report:**

### **1.0 Supportive Housing Redesign Background**

The Community Homelessness Prevention Initiative (CHPI) was implemented January 1, 2013 consolidating five homelessness prevention programs under the Ministry of Municipal Affairs and Housing: Emergency Hostel Services, Provincial Rent Bank Program, Emergency Energy Fund, Consolidated Homelessness Prevention Program (CHPP) and Domiciliary Hostel (DH) per diem. The DH per diem and the CHPP both funded supportive housing programs in Waterloo Region. Together, these programs include 480 spaces (see Appendix A for a list of current providers) which accounts for approximately one quarter of available supportive housing in the community. The CHPI consolidation brings these two separate funding programs under a new legislative and policy framework (i.e., the "Housing Services Act, 2011" and the CHPI Program Guidelines, 2012) focused on preventing and ending homelessness. As such, these previous provincial funding programs no longer exist and all supportive housing

programs are now included under the CHPI Housing with Related Supports service category. With this change, Service Managers now have the opportunity to redesign programs to better align with local needs and provincial direction. For more historical information about the DH per diem and the CHPP programs please see Appendix B.

Since 2011, Region staff has engaged in research and consultation regarding emerging trends, service improvement practices, and financial impacts related to providing quality service to prevent and end homelessness. As such, with the announcement of CHPI in 2013, the Region was well placed to use the research and service improvement practices to inform our local “redesign” of supportive housing programs to align with the new provincial legislation and CHPI Program Guidelines. In March 2014, Council approved in principle the CHPI supportive housing redesign approach towards implementing a new CHPI Supportive Housing Program (SS-14-009). The redesign process gathered feedback and input from service providers, tenants, key community stakeholders, and the current supportive housing operators over a two year timeframe. A variety of opportunities were offered for the community to be engaged and participate in the process including: site visits, public consultations, small group meetings, surveys, focus groups, and presentations. Communication tools were also created to inform the community about the process and what opportunities were available to provide feedback: dedicated website URL with all materials about the redesign, question and answer documents, communication plans, key message documents, and quarterly newsletters. Please see Appendix C for more information about the redesign process.

## **2.0 Supportive Housing Redesign Rationale**

There are numerous reasons that the supportive housing redesign process is timely and necessary. There are concerns with the original structure of supportive housing programs that grew up in an unregulated, unplanned and unstructured way, more so under a funding mechanism than a designed program. The supportive housing programs now funded through CHPI are under a new legislative framework (the “Housing Services Act, 2011” rather than “Ontario Works Act, 1997”) and under a new Ministry (Ministry of Municipal Affairs and Housing rather than Ministry of Community and Social Services). The programs now have to align with the provincial CHPI Program Guidelines (2012) which call for, “a better coordinated and integrated service delivery system that is people-centred, outcome-focused and reflects a Housing First approach to prevent, reduce and address homelessness...” (p. 3). There is also a call through the local Ten Year Housing and Homelessness Plan for supportive housing programs to have:

1. Easier access with the right supports for tenants;
2. Increased options for private rooms or self-contained units;
3. Increased security and sense of safety;
4. Tenants retain more personal income after contributing to rent and support costs;
5. Improved physical space that is desirable and well maintained;

6. Regularly scheduled social/recreation opportunities to improve quality of life; and
7. Support services focused on keeping tenants housed and increasing their independence.

Prior to the redesign, the Region funded approximately 480 spaces<sup>1</sup> for supportive housing (through the former DH per diem and the CHPP grants) however, there are three primary reasons that the number of spaces can and must be adjusted:

1. Not all of these beds were being utilized. Approximately 15 percent of the spaces available were unoccupied as either the housing model was not desirable or it did not offer the type or level of supports that matched people's needs. Approximately 35 percent of programs did not have enough staff to adequately support people experiencing homelessness with medium to high level support needs.
2. A number of current tenants did not need these spaces as they required more or less support than what was being provided. In the work of supporting tenants to other appropriate housing from transitioning homes it has been revealed that 17 percent were eligible for Long-Term Care Homes, thirty percent could live more independently, and five percent would be better suited in other specialized supportive housing (e.g., for developmental disabilities, mental health etc.).
3. The number of beds was not financially sustainable. The Region inherited former funding programs (DH per diem and CHPP grants) in the consolidation under CHPI that had not kept pace with inflation and are now limited within a fixed funding envelope. Operators were requesting additional funding and needed an opportunity to address increased expectations within a realistic funding model. It is understood that until significant additional investment is made by the provincial and/or federal government, the need for supportive housing will continue to exceed availability with more people on waitlists than there are spaces within all community supportive housing programs<sup>2</sup>.

The purpose of the new CHPI Supportive Housing Program is to provide permanent, affordable housing with on-site support staff designated to the entire building for people experiencing or at-risk of homelessness living on a low-income who have medium to high level support needs. There are two foundational documents created through the redesign process that further describe and operationalize the CHPI Supportive Housing Program: the CHPI Supportive Housing Program Framework (Framework) (SS-14-030), and the CHPI Supportive Housing Program Standards (Standards) (CSD-HOU-15-08).

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<sup>1</sup> Following the Prequalification (PQ) process earlier in 2015, the number of spaces has already aligned to 340 for the 2015/16 funding year (as outlined in Appendix A).

<sup>2</sup> The Housing Stability Data Summary (2014/15) identifies a total of 1,675 spaces of supportive housing available across the community for which there are 1,403 households on supportive housing waitlists.

The Framework provides a high level description of the program and outlines the local context, funding model, values, principles, key program improvements, outcomes and the process for implementations over 2016-2018. The Standards outline the new performance expectations, quality assurance processes, and specific operational policy and procedures to ensure quality of life for tenants. The Framework and Standards describe a significant shift in service delivery, moving from a more institutional program that was not meeting tenant and community needs, to a program which provides individualized support matched to tenants' needs that works towards the goal of ending homelessness. These two documents form the basis of the proponent eligibility and program evaluation requirements of the Prequalification (PQ) and Request for Proposals (RFP).

Given the redesigned program will be a "new program" and there was interest beyond existing providers, it was important to offer an open, fair, and transparent opportunity for all to apply through the PQ and RFP process. The PQ and RFP process has allowed all proponents to submit supportive housing programs that align and integrate the expectations outlined in the Framework and Standards.

The redesign of CHPI supportive housing has a number of goals which will be realized through the RFP and the further development of the Program over the implementation period 2016-2018 (see Appendix D for further details). This process will result in a supportive housing system that is better aligned with tenant support needs and creates a safe and secure place for tenants to call home.

### **3.0 Overview of the Prequalification (PQ) and Request for Proposals (RFP) Process**

A total of \$3,431,789 is available in the RFP for the CHPI Supportive Housing Program. The CHPI Supportive Housing Program PQ and RFP has been a thorough and comprehensive process, second only to that of the Light Rail Transit RFP. There were longer than typical bid timelines to allow for completion of comprehensive proposal documents and ample opportunity to seek clarification. The review process went far beyond simply evaluating written proposals and included interviews, site visits, communication with a number of governing bodies (i.e., zoning, by-law, property standards, Fire departments, Retirement Home Regulatory Authority, and Public Health) and negotiation meetings. The PQ and RFP bid submissions were evaluated by Regional staff with expertise in a number of areas including staff from Housing Services, Senior's Services, Treasury Services, and Procurement. The review committee's process and evaluation was robust and adhered to the information within PQ and RFP bid documents.

#### **3.1 Prequalification (PQ) 2014-04**

The PQ for CHPI Supportive Housing Program was issued on November 3, 2014 and closed January 8, 2015. The PQ considered both the proponent and their

supportive housing idea(s). A total of 20 proponents with 40 program ideas were reviewed. The results of the PQ were brought forward to Council for information in February 2015 (CSD-HOU-15-03). Fifteen proponents and 20 supportive housing program ideas were successful in the PQ and were eligible to participate in the RFP.

### **3.2 Request for Proposals (RFP) 2015-01**

The RFP for the CHPI Supportive Housing was issued April 30, 2015 and closed July 6, 2015. A total of 14 Proponents with 19 programs submitted proposals. A report will be brought forward to the December 8, 2015 Community Services Committee regarding the results of the RFP.

### **4.0 Supporting Program and Tenant Transitions**

There were seven supportive housing programs with the ability to house up to 136 people that were not successful in their PQ bid submission or chose not to apply. Region staff have been working with these operators to develop plans to transition them from receiving Regional funding (a subsidy “top-up” beyond tenant contributions) and support tenants that desire to move to alternative housing arrangements. Region staff negotiated six month shorter term transition agreements starting April 1, 2015 to support tenants and the operator in determining their next steps. Any extensions beyond six months are considered on an individual basis to support tenant transitions. Most operators are identifying that they will continue to operate their buildings to be affordable for tenants living on a low income under a new private pay model. Region staff are anticipating that most of these operators will be ready to transition from Regional funding and move into their new operating model by December 31, 2015.

Lutherwood Housing Services’ Tenant Transition program has supported these tenants and will continue to have three full-time workers available to provide assistance in finding and establishing alternative housing. These workers meet with each tenant individually to assess their support and housing needs and to explore housing options desirable to the tenant. As of October 2015, 76 people requested and received support from the Tenant Transition program. A total of 60 percent of tenants have already been re-housed in housing options that are desirable and aligned with their existing support needs. Approximately 17 percent require additional support and have already moved or will be moving to Long Term Care. Approximately 30 percent of tenants have moved or will be moving to more independent housing including market rental or Community Housing (e.g., non-profit housing, co-operative housing, Waterloo Region Housing). A number moved to retirement residences or other specialized supportive housing more appropriate to their needs. Many tenants have reported that through the support of the Tenant Transition program they have been able to access housing that is more aligned with their support needs and has improved their quality of life. The remaining tenants have housing plans in place with transitions expected to be completed by March 2016.

**5.0 Next Steps**

A total of \$3,431,789 is available in the RFP 2015-01 for the CHPI Supportive Housing Program. Fourteen proponents and 19 supportive housing program ideas responded to the RFP and the results will be brought forward to the December 8, 2015 Community Services Committee for approval.

**Corporate Strategic Plan:**

Undertaking the CHPI funded supportive housing redesign supports the 2015-2018 Corporate Strategic Plan Focus Area 4: Healthy, Safe and Inclusive Communities, and Strategic Objective Action 4.3. (to) increase the supply and range of affordable and supportive housing options and is consistent with Focus Area 5: Responsive and Engaging Government Services and Strategic Objective 5.4: (to) ensure Regional programs and services are efficient, effective and provide value for money.

**Financial Implications:**

CHPI is 100% provincial funding through the Ministry of Municipal Affairs and Housing and can only be used for operating expenses. It is expected that the 2016 proposed budget is sufficient to provide funding for overall CHPI program expectations which includes redesign, tenant transitions, program delivery and various administrative expenses.

**Other Department Consultations/Concurrence:**

Staff from Corporate Services, Finance, Procurement, and Legal Services have been involved in consultations, development of PQ/RFP process, and providing input on reports.

**Attachments:**

- Appendix A Current Funded Supportive Housing Programs 2015/16
- Appendix B Historical Information Regarding the DH and CHPP
- Appendix C Research and Consultation Opportunities Informing the Development of the CHPI Supportive Housing Program
- Appendix D Achieving the Goals of the Redesign Process

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

**Appendix A**  
**Current Funded Supportive Housing Programs 2015/16**

**Supportive Housing Providers with Annual Agreements (ending March 31, 2016)**

<b>Program Name</b>		<b>Subsidized Spaces</b>
1	Cambridge Shelter Corporation - Bridges Supportive Housing	20
2	Grand River Retirement Home	15
3	House of Friendship Supportive Housing - Cramer House	9
4	House of Friendship Supportive Housing - Charles Village	22
5	House of Friendship Supportive Housing - Eby Village	64
6	Housing Under Group Organization (HUGO)	20
7	Kaljas Homes	15
8	K.W. Underhill Residential Home	30
9	Lutheran Homes - Trinity Village Studios	10
10	Millwood Manor Retirement Home	60
11	Supportive Housing of Waterloo (SHOW)	30
12	YWCA Supportive Housing - Lincoln Road	45
	<b>TOTAL</b>	<b>340</b>

**Transitioning Providers with Short-Term Funding Agreements (over 2015/16)**

<b>Program Name</b>		<b>Subsidized Spaces</b>
1	Argus Residence for Young People - Five Beds to Home	5
2	Cambridge Shelter Corporation - Saginaw House	8
3	Doon Valley Manor	16
4	Kingsview Residence	20
5	Marsdale Manor	52
6	Optimum Healthcare Services	19
7	Riverside Manor	16
	<b>TOTAL</b>	<b>136</b>

## **Appendix B**

### **Historical Information Regarding the Domiciliary Hostels (DH) and Consolidated Homelessness Prevention Program (CHPP)**

#### **Domiciliary Hostel**

Municipalities first began providing financial support for adults experiencing poverty who were living in unregulated boarding or lodging homes during the late 1950s. In the early 1970s, the Province began to develop more formalized policies to help support adults, who would otherwise be homeless, with shelter and basic needs in lieu of direct financial assistance. In 1972, the Nursing Home Act was passed which outlined legislation to license and fund operators of long-term care homes for people requiring over 1.5 hours of nursing care per day, leaving those requiring less than 90 minutes of care per day to be served by the hostels. As a result of the unregulated nature of the hostel program, it has grown in an unplanned and unstructured way. The Region has been working with the Domiciliary Hostel per diem since the Region was established in 1973.

Prior to CHPI implementation January 1, 2013, under the “Ministry of Community and Social Services Act, 1990”, municipalities were able to enter into Agreement(s) with local operators to provide permanent accommodation with 24/7 supervision and some supports to daily living for those with physical, cognitive, mental health, and/or substance use issues. Under the Regulations and Directives of the “Ontario Works Act, 1997”, persons who live in such homes and who qualify for assistance could have a per diem paid on their behalf by the Region. Since 1999, funding provided by the Ministry of Community and Social Services (MCSS) under the Domiciliary Hostel per diem was capped and cost shared on an 80/20 basis.

There have been a number of inquests and program reviews by the Province over the years in relation to the Domiciliary Hostels. In 2006, instead of developing a provincial regulating structure, MCSS released a Domiciliary Hostel Program Framework that required Service Managers to create, approve and monitor local standards. The Region approved initial local standards in 2006 and began monitoring homes in receipt of Domiciliary Hostel per diem in late 2007. In 2010, the Province approved the Retirement Homes Act that regulates and licences retirement homes with more than six unrelated adults over age 65, however the Act does not regulate spaces funded through the Domiciliary Hostel per diem.

Prior to the beginning on the CHPI Supportive Housing redesign, supportive housing programs previously funded under the Domiciliary Hostel per diem included 13 programs (three retirement homes, seven supervised boarding homes, and one apartment building with shared self-contained units). There were a total of 297 contracted beds with homes overall averaging an 85% occupancy rate since 2009. A

maximum per diem was set by the Province in 2009 at \$47.75. Since CHPI implementation, the Region increased per diem by 5 percent to \$50.14 when new annualized CHPI funding was received in late 2014 with the understanding that plans were in place for a new funding model under the supportive housing redesign process.

### **Consolidated Homelessness Prevention Programs**

In 2005, the Ministry of Community and Social Services (MCSS) consolidated five provincial homelessness programs into a single funding envelope under the Consolidated Homelessness Prevention Program (CHPP). One of these programs was Supports to Daily Living (supportive housing) which began in 1990 and locally includes Eby Village and Lincoln Road Apartments. Over time, additional grant funded supportive housing was added (with supports funded either through the Consolidated Homelessness Prevention Program and/or the Region's Homelessness to Housing Stability Strategy Fund and/or the Domiciliary Hostel per diem).

Prior to the beginning of the CHPI Supportive Housing redesign, there were eight grant funded supportive housing programs with approximately 200 units/beds. Five of the eight programs consisted of self-contained apartment units and three are group living environments. All of the programs with self-contained units are also funded through Region Housing Services (either from the provincial transfer in 2001 or through the Region's Affordable Housing Strategy) and participate on the Region's Coordinated Housing Access Waitlist. Region Housing is also currently in the process of implementing their Housing Provider Performance Standards Matrix quality assurance process for housing operations (P-12-125) which includes some but not all grant funded supportive housing programs.

**Appendix C**  
**Research and Consultation Opportunities Informing the Development of the CHPI Supportive Housing Program**

Development Activities	Timeframe
Fourteen local research background reports	2011- 2014
Thirty-two site visits - six with other Service Manager communities' supportive housing programs, 20 with current supportive housing providers (DH per diem and CHPP), six with other local supportive housing programs.	2010-2014
Sixteen community consultations regarding the redesigned CHPI Supportive Housing Program.	2013-2014
Eight letters to current supportive housing providers regarding the development of the CHPI Supportive Housing Program.	Sept 2012-Oct 2014
Two survey feedback opportunities provided to staff and current supportive housing providers.	Sept 2013-Jan 2014
Seven focus groups with tenants currently living in DH per diem and CHPP funded supportive housing program (70 participants).	Jan-Feb 2014
One public community consultation meeting on the Draft CHPI Supportive Housing Program Framework (99 participants).	Mar 26, 2014
Five community consultation meetings on the draft CHPI Supportive Housing Program Framework.	April-May 2014
One key community service provider consultation with the primary community service agencies serving current supportive housing tenants.	May 2014
Nine consultation meetings with current supportive housing providers to develop the CHPI Supportive Housing Program Framework and the CHPI Supportive Housing Program Standards.	Jan-Oct 2014
Seven Housing Stability System Newsletters including information on the CHPI supportive housing redesign.	Sept 2013-Oct 2015
CHPI Supportive Housing Program Providers successful through the Request for Proposals (RFP) process will participate in regular meetings and pilots to support the further development of the Program over the two year implementation period 2016-2018.	April 2016 – March 2018

Additional information regarding the CHPI Supportive Housing redesign is available at: <http://communityservices.regionofwaterloo.ca/en/housing/CHPI-Supportive-Housing-Redesign.asp>.

### Appendix D Achieving the Goals of the Redesign

The redesign of CHPI supportive housing had a number of goals which have begun to be realized through the completion of the RFP and will continue to be realized through the further development of the Program over the implementation period 2016-2018.

<b>Goal #1 – Alignment with new provincial legislation and the CHPI Guidelines</b>	
<b>Past</b>	<b>Future</b>
Providers operate based on different philosophies, service expectations, data requirements, and quality assurance measures.	Providers will be committed to operating as a system of supportive housing providers committed to implementing the Program Framework and Standards which operationalize the system values, principles, and outcomes to achieve our mutual goal of ending homelessness.
Some providers operated from an outdated model of institutional care and tenants were not supported to reach their full potential.	Provider's support services will be consistently designed around supporting tenant support needs as identified by the tenant to encourage independence, skill building, and autonomy.

<b>Goal #2 – Improved access and quality supports for tenants</b>	
<b>Past</b>	<b>Future</b>
People have difficulty accessing supportive housing because there were not consistent admission criteria, process, or central waiting list.	People will now access the CHPI Supportive Housing Program through a coordinated system that involves an assessment and a prioritized list.
Some programs had spaces that were never utilized, whereas other programs had long waiting lists.	All vacancies will be managed through a coordinated system and all Providers will be accountable to maintain a high level of occupancy.
At times people with low level support needs, which could be better met in other settings, were accessing spaces while people with higher needs were turned away.	People will now be assessed for eligibility for the CHPI Supportive Housing Program through a common assessment to ensure that people with medium/high level support needs are prioritized.
Tenant quality of life was compromised in some instances with cramped quarters, misaligned supports (too little, too much, not the right supports), lack of	There will be increased options for private rooms/self-contained units, increased security, and dedicated funding to provide meaningful social, recreational, and quality of

security and privacy, and lack of meaningful activity.	life programming for tenants.
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<b>Goal #3 – Increased program sustainability through rationalized budgets and increased opportunity for partnerships.</b>	
<b>Past</b>	<b>Future</b>
Providers have not received funding increases to align with inflation or increased service demands.	Providers will have an opportunity to propose a funding model that aligns with the Program expectations.
There are untapped community partnership opportunities.	The Program will be working towards establishing partnerships with other systems (e.g., mental health, healthcare, and substance use) to provide better integrated service to tenants.



**Report:** PHE-HLV-15-07

**Region of Waterloo**  
**Public Health and Emergency Services**  
**Healthy Living**

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

**Date:** November 17, 2015                      **File Code:** P13-80

**Subject:** **Smoke-Free Ontario Act Amendments and Electronic Cigarettes Act**

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**Recommendation:**

For information

**Summary:**

In May of this year, the Provincial government passed significant changes to the Smoke Free Ontario Act as well as the new Electronic Cigarettes Act. The new legislation and regulations\* effective January 1, 2016 include:

Amendments to the Smoke-Free Ontario Act:

- Ban the sale of flavoured tobacco products
- Ban smoking on the property of specified provincial government buildings
- Increase the maximum fines for those who sell tobacco to youth
  
- As of January 1, 2018, smoking will be banned on hospital grounds

The new Electronic Cigarettes Act will make it illegal to:

- Sell or supply electronic cigarettes (e-cigarettes) to anyone under the age of 19
- Sell e-cigarettes in places where the sale of tobacco is prohibited
- Use e-cigarettes in places where tobacco use is prohibited
  
- As of January 1, 2017, e-cigarette display and promotion inspections will begin for places where e-cigarettes are sold or offered for sale

\*This report is based on the draft regulations for the SFOA amendments and Electronic Cigarettes Act. The confirmed regulations are expected by mid November.

The Region will have responsibility to enforce the amendments and new legislation. One-time funding has been received from the Ministry of Health and Long Term Care, and based on additional ongoing funding, there will be an adjustment to the base budget in 2016 to support enforcement activities.

**Report:**

On May 26, 2015, the Ontario government passed Bill 45, Making Healthier Choices Act. The approved Bill has defined amendments to the Smoke-Free Ontario Act and included new legislation, the Electronic Cigarettes Act.

**Smoke-Free Ontario Act Amendments**

Effective January 1, 2016, amendments to the Smoke-Free Ontario Act will include a ban on the sale of flavoured tobacco products. This includes a temporary exemption for menthol flavoured tobacco products and clove cigarettes (kreteks); the sale of these will be banned effective January 1, 2017. All flavoured pipe tobacco and some cigars will be exempt from the ban. Making it illegal to sell flavoured tobacco products is part of the effort to make tobacco products less tempting for youth.

Effective January 1, 2016, public hospitals, private hospitals and psychiatric facilities will have a ban on smoking on outdoor grounds. Designated smoking areas can remain on the grounds but must be removed as of January 1, 2018. The Region's tobacco enforcement staff will inspect and work with these properties to ensure compliance.

Specified provincial government buildings must ban smoking on their grounds and the sale of tobacco as of January 1, 2016.

In addition, there will be an increase to the maximum fines for those who sell tobacco to youth, making Ontario's maximum fines the highest in Canada.

Minor changes will be made to the Automatic Prohibition signage that may require the reposting of signs.

**Electronic Cigarettes Act**

The new electronic cigarette legislation will protect youth from the potential harms of electronic cigarettes, minimize visual cues for those who wish to quit smoking and limit challenges in enforcement. The Ministry of Health and Long-Term Care is phasing in the implementation of the E-Cigarettes Act. The first phase coming into effect January 1<sup>st</sup>, 2016, will focus on the sale and supply of e-cigarettes to minors, and the use of e-cigarettes in specified places. The second phase coming into effect January 1<sup>st</sup>, 2017 will regulate the display and promotion of e-cigarettes.

### Use of Electronic Cigarettes

Effective January 1, 2016, the Act will prohibit the use of electronic cigarettes at:

- Workplaces
- Enclosed public places
- Public schools and private schools
- Indoor common areas of condominiums, apartment buildings and university/college residences
- Day cares and private home day cares
- Reserved seating area of a sports arena or entertainment venue, public areas within 20 metres of sporting arenas and adjacent spectator areas
- Restaurant and bar patios
- Children's playgrounds

Effective January 1, 2016, public hospitals, private hospitals and psychiatric facilities will have a ban on using e-cigarettes on outdoor grounds. These locations are able to establish one temporary "designated vaping area" on their grounds which must be separate from designated smoking areas, and must be removed by January 1, 2018.

### Sales of Electronic Cigarettes

Regarding sales of electronic cigarettes, the Act will make it illegal to:

- Sell and supply e-cigarettes to anyone under the age of 19
- Sell e-cigarettes in certain places where the sale of tobacco is prohibited

Display and promotion of e-cigarettes will be prohibited for places where e-cigarettes are sold or offered for sale. Display and promotion inspections are part of phase two and will begin January 1, 2017.

### Enforcement

The Region will have responsibility to enforce the amendments and new legislation.

Licensing and Enforcement Services staff will work with existing tobacco retailers to ensure they understand the new components of the Smoke-Free Ontario Act regarding the prohibition of sale of flavoured tobacco products. This is to ensure they are in compliance on January 1, 2016. Throughout 2016, enforcement activities will include; complaint-based inspections, inspection-based compliance, graduated enforcement and continued education. An annual youth access inspection and secondary school inspection for e-cigarettes will occur in addition to Smoke-Free Ontario Act inspections.

Training for the enforcement staff will be provided by the Ministry in November 2015.

In anticipation of the additional workload related to the new legislation, Licensing and Enforcement Services have recruited a temporary full-time Tobacco Enforcement Officer using additional funding provided by the Ministry. It is anticipated that once the

initial education and enforcement activities are done, the ongoing enforcement work can be completed within the allocated enhanced base budget.

Public Health will continue to support Licensing and Enforcement Services' activities. In 2015, Public Health will assist with the identification of vendors selling or intending to sell electronic cigarettes. Information related to the new regulations will be provided to electronic cigarette vendors and all public places and workplaces affected by the new legislation. Required new indoor and outdoor signage will be distributed in 2015 and 2016.

### **Signage**

The Ministry of Healthy and Long-Term Care has indicated that they are creating a sign for both the Smoke-Free Ontario Act and the Electronic Cigarettes Act on one sign.

All places that currently have "No Smoking" signs will be required to post the new signs either in addition to or as a replacement for the old signs, ensuring they are clearly visible to the public.

Retail outlets that sell electronic cigarettes will be required to post two signs: one indicating "It is illegal to sell or supply electronic cigarettes to anyone under 19 years of age" and the other stating "Government I.D. with a photo and birth date must be shown when requested. You must be 19 or older to purchase electronic cigarettes." These signs must also be posted in addition to the required Smoke-Free Ontario Act signage.

### **Next Steps**

Public Health and Licencing and Enforcement staff will continue to monitor communication from the Ministry and will work together to further develop and implement an education and enforcement plan for the new legislation.

In preparation for implementation of the legislative changes for the Smoke-Free Ontario Act and the new Electronic Cigarettes Act, both the Region of Waterloo Public Health website and a variety of Regional social media channels will be used to educate the public and those affected by the legislative changes.

### **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 provides information related to the compliance of Chronic Disease Prevention Standards requirement 13: implementation and enforcement of the Smoke-Free Ontario Act. It also provides information that supports ongoing education for Board of Health members to help them remain abreast of relevant trends and emerging public health issues.

**2015-2018 Corporate Strategic Plan:**

4.4 Promote and support healthy living and prevent disease and injury.

**Financial Implications:**

Tobacco prevention and enforcement programs are 100% funded by the provincial Ministry of Health and Long Term Care. The Ministry has provided Public Health Units with additional dollars specific to supporting the enforcement of the new amendments and legislation. Region of Waterloo Public Health has been notified of the following budget allocations:

September 1, 2015 – March 31, 2016	\$32,500 Additional One-Time Funding
April 1, 2015 – December 31, 2015	\$24,375* Base Budget Increase
	*annualized to \$32,500 in 2016

These funds have been included in the 2016 Preliminary Operating Budget currently under consideration by Regional Council.

**Other Department Consultations/Concurrence:**

Licensing & Enforcement Services, Planning, Development and Legislative Services.

**Attachments**

To read the text for the Smoke-Free Ontario Act, go to  
<http://www.ontario.ca/laws/statute/94t10>

To read the text for the Electronic Cigarettes Act legislation, go to  
<http://www.ontario.ca/laws/statute/15e07>

**Prepared By:** **Jonathan Mall**, Manager, Tobacco & Cancer Prevention, Healthy Living  
**Bethany Mazereeuw**, Manager, Information & Planning, Health  
Protection & Investigation  
**Sharlene Sedgwick Walsh**, Director, Healthy Living Division

**Approved By:** **Dr. Liana Nolan**, Commissioner/Medical Officer of Health



Report: PDL-CUL-15-18

## Region of Waterloo

### Planning, Development and Legislative Services

### Cultural Services

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

**Date:** November 17, 2015                      **File Code:** D25-01

**Subject:** Doors Open Waterloo Region 2015

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#### **Recommendation:**

For information.

#### **Summary:**

The year 2015 marked another very successful year for Doors Open Waterloo Region. Based on preliminary results, of the 44 Doors Open events that take place in communities across Ontario, Waterloo Region had the fifth highest number of site visits and the fourth highest number of participating sites. The local Doors Open event was included in the Doors Open Ontario brochure, which has a circulation of 1.2 million copies annually, most of which are inserted in community newspapers province-wide.

Doors Open Waterloo Region (DOWR) was held on Saturday, September 19, 2015, at 40 locations throughout Waterloo Region. Buildings of architectural, technical and/or historical significance – many of which are not normally open to the public – opened their doors to over 10,000 visitors. Since the first Doors Open Waterloo Region event in 2003, there has been an average of 10,358 site visits annually, which is indicative of its sustained popularity. Participation in 2015 was somewhat below average due to inclement weather and the fact that several key sites had more limited access than usual.

The theme for the 2015 Doors Open Waterloo Region event was “Play on! Sports Past, Present and Future,” which coincided with the 2015 Pan Am and Parapan Am Games. This year, 23 sites were first-time participants and many popular sites from past years opened their doors again. Initiatives and activities for the event included walking tours, brewery tastings, live action robot demonstrations, a number of interactive sport-related

activities, expert lead panel discussions and presentations, organ recitals, and numerous children's activities. Three-hundred and sixty-two volunteers contributed approximately 2,394 hours of their time. Their knowledge and enthusiasm helped to ensure that the visitor's experience at each site was informative and memorable. Suggested improvements for next year's event include renewed branding and cross marketing to new audiences. A full report from the event coordinators is provided in Attachment 1.

### Report:

Doors Open Waterloo Region (DOWR) is a local event of Doors Open Ontario, a province-wide initiative of the Ontario Heritage Trust to celebrate community heritage. The aim of Doors Open Waterloo Region is to facilitate the understanding and enjoyment of local architecture and built heritage; to celebrate the community's history; and to encourage partnerships between building owners, the business community, the cities and townships, the heritage community, and community volunteers. This free event allows visitors access to properties that are either not usually open to the public, or would normally charge an entrance fee. The local Doors Open event was included in the Doors Open Ontario brochure, which has a circulation of 1.2 million copies annually, most of which are inserted in community newspapers province-wide.

The 2015 event had over 10,000 site visits to the 40 participating sites. These numbers are indicative of the sustained popularity of DOWR. This year's visitor total was somewhat lower than the last four years due to inclement weather, and the fact that a number of new and unique sites with more limited access (shortened hours, only accessible by guided tour, or focused presentation) were showcased. The number of visits to each participating site is shown in Attachment 2. Site visit totals from past Doors Open Waterloo Region events are shown in the following table:

2007	2008	2009	2010	2011	2012	2013	2014	2015
7,110	8,496	8,032	10,000	18,000	13,845	13,873	14,940	10,036

Of the 44 Doors Open events that take place in communities across Ontario, the Waterloo Region event has the fifth highest number of site visits and the fourth highest number of participating sites. In a recent Socio-Economic Study conducted by Doors Open Ontario, it was shown that 92% of Ontario's population lives within a municipality that has participated in Doors Open, and that the province-wide program stimulates an estimated annual contribution of \$5 million to the local economy. The event received outstanding media attention, being featured in the local print media as well as on radio and television. Sites were staffed by knowledgeable volunteers with 362 individuals contributing approximately 2,394 hours of their time. Local heritage organizations participated by setting up displays and leading tours at various sites.

The theme for DOWR 2015, “Play on! Sports Past, Present and Future,” was inspired by the 2015 Pan Am and Parapan Am Games. Doors Open events across Ontario were invited by the Ontario Heritage Trust (Doors Open Ontario) to use sport as their event theme. As a result, DOWR featured 10 sport-themed sites including legendary venues, community sports clubs and their time-honoured traditions, professional teams, and innovative technologies and facilities. Four hands-on DOWR sports sites offered visitors a chance to learn some basics, test their skills, or pick up expert advice.

Another group of sites showcased the high-tech sector. As a result, Doors Open Waterloo Region was invited to be part of GeekWeekWR, a collaborative event coordinated by Communtech that involved Maker Expo, Nerd Night, HackerNest, Accelerator Centre Client Showcase, Waterloo Innovation Summit, and Hack the North. This new partnership expanded the Doors Open audience, with many people attending both events.

This year, the Doors Open Waterloo Region coordinators and Regional staff worked with the Waterloo Region Record to redesign the DOWR Map and Guide to improve its layout and readability. Visitor feedback regarding the effectiveness of the Map and Guide was very positive, proving it is still a useful promotional tool.

Following the event, 321 visitor experience surveys were collected – a marked increase from the number of surveys completed in previous years. Approximately 63% of the respondents indicated that they had previously attended a Doors Open event while the remainder were first time attendees. Eleven percent of DOWR visitors were from outside of the Region and of this number, 26% reported that the Doors Open event was the purpose of their visit.

DOWR received positive feedback. When asked how they felt about the event, participating sites and partners had the following to say, “Thank you for having included us in Doors Open 2015! It was our pleasure to open up to the community to share what CIGI is all about! Our volunteers and staff had a wonderful time supporting CIGI and our participation in this event, and we look forward to participating again in the future!” and “It [Doors Open Waterloo Region] went extremely well...we answered hundreds of questions and we received as many hundreds of thank-yous!” A number of Twitter users also had positive things to say about DOWR. Responses included: “@DoorsOpenWR is a highlight of the year for our family. Great, great job!” and “Thanks, @DoorsOpenWR for a great event. Saw places today we didn't know existed!”

Suggested improvements for 2016 include renewed branding and cross marketing to new audiences. Planning is now underway for the 2016 Doors Open Waterloo Region event.

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

Area Municipal staff is consulted each year concerning the selection of sites. Area

Municipalities also promote the event through various channels.

**Corporate Strategic Plan:**

Doors Open Waterloo Region supports Strategic Objective 1.3, Enhance arts, culture and heritage opportunities to enrich the lives of residents and attract talent and visitors.

**Financial Implications:**

Doors Open is funded by the Region of Waterloo through the Planning, Development and Legislative Services Operating Budget and coordinated by Photographic Memory, a Waterloo-based heritage event management company. Media sponsorships are an important contribution to publicizing the event and in-kind contributions by The Record, CTV, the City of Waterloo, the City of Kitchener, and the City of Cambridge are gratefully acknowledged. Total funding by the Region in 2015 was approximately \$45,000 including \$7,000 in paid advertising. Additional in-kind sponsorship by local businesses and media sponsors is estimated at a value of \$75,000.

**Other Department Consultations/Concurrence:**

Nil.

**Attachments:**

Attachment 1 – Doors Open Waterloo Region 2015 – Final Report

Attachment 2 – Doors Open Waterloo Region 2015 – Site Visit Figures

**Prepared By:** Lindsay Benjamin, Cultural Heritage Planner

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

## Attachment 1

### Doors Open Waterloo Region (DOWR) 2015 Final Report

Submitted on: October 26, 2015

Submitted by: Jane Snyder and Karl Kessler, Photographic Memory

#### Introduction

The thirteenth annual Doors Open Waterloo Region (DOWR) was held September 19, 2015 at 40 locations. Buildings of architectural and/or historical significance – many of which are normally not open to the public – opened their doors, including commercial, public, and private buildings. Admission to all sites was free.

#### Doors Open 2015 Theme: Play on! Sports Past, Present and Future

To coincide with the 2015 Pan Am & Parapan Am Games, Doors Open events across Ontario were invited by the Ontario Heritage Trust (Doors Open Ontario) to use sport as their event theme. To that end, DOWR featured 10 sport-themed sites including legendary venues, community sports clubs and their time-honoured traditions, professional teams, and innovative technologies and facilities. Four hands-on DOWR sports sites offered visitors a chance to learn some basics, test their skills, or pick up a little expert advice.

Due to participating high-tech sites, Doors Open Waterloo Region was invited to be part of GeekWeekWR, a collaborative event coordinated by Communitech that involved Maker Expo, Nerd Night, HackerNest, Accelerator Centre Client Showcase, Waterloo Innovation Summit, and Hack the North.

#### DOWR 2015 Site Locations

Note: Due to the large geographic area of Waterloo Region, each year DOWR includes sites in two townships, and rotates township inclusion in alternating years. In 2016, sites in Woolwich and Wellesley Townships will be featured.

Below, DOWR 2015 sport-themed sites are marked \*; GeekWeekWR technology sites are marked ^.

**Cambridge:** Galt Collegiate Institute, \*Galt Arena Gardens, Trinity Anglican Church, Young Chapel, Mount View Cemetery, Grand River Brewing, Big Footprints Inc. at the Hespeler Furniture Building, \*Old Hespeler Town Hall/The Hespeler Heritage Centre

**Kitchener:** McMaster University Michael G. DeGroote School of Medicine, First Church of Christ, Scientist, \*Sport Stories Spotlight at The Boathouse, Former Waterloo County Courthouse and Gaol, Polocorp (former J.M. Schneider Home), \*Kitchener Memorial Auditorium Complex, \*Rockway Golf Course, St. John the Baptist Romanian Orthodox Church, ^Clearpath Robotics, \*Playball Academy Canada

**Waterloo:** ^Aeryon Labs, Button Factory Arts, Centre for Cold Regions and Water

Science at Wilfrid Laurier University, Church of the Holy Saviour, CIGI Campus, \*City of Waterloo Museum, \*^HockeyTech Analytics On-Ice Demonstrations, Kitchener-Waterloo Little Theatre, Sorbara, Schumacher, McCann LLP, \*Waterloo Tennis Club, Waterloo Masjid, St. Louis Catholic Church

**Wilmot:** Cranberry House B&B, St. Peter's Evangelical Lutheran Church, New Hamburg Library, Historic Walking Tours by Heritage Wilmot, Puddicombe House, Trinity Lutheran Church

**North Dumfries:** \*Ayr Lawn Bowling Club, Robson Carpenter LLP/Former Canadian Bank of Commerce, Ayr Financial Services/Former Ayr Carnegie Library, Detweiler Meetinghouse, Greenfield Village Heritage Walking Tour

### **Funding, Sponsorship and Partnerships**

Presenting sponsor: The Region of Waterloo

Media sponsors: The Waterloo Region Record, CTV, City of Waterloo, City of Cambridge

Program partners: City of Kitchener, Townships of Wilmot and North Dumfries, Ontario Heritage Trust

Promotional partners: Communitech (GeekWeekWR), Kitchener, Waterloo, Cambridge and Region of Waterloo Libraries; Waterloo Historical Society; ACO North Waterloo Branch, LiveLocalKW, Downtown Kitchener BIA, Uptown Waterloo BIA

### **Visitor Statistics**

The 40 DOWR 2015 sites recorded 10,036 individual visits on September 19. Site visit totals for past DOWR events are: 2003 - 7,262; 2004 - 5,639; 2005 - 7,246; 2006 - 10,179; 2007 - 7,110; 2008 - 8,496; 2009 - 8,032; 2010 - 10,000; 2011 - 18,000; 2012 - 13,845; 2013 - 13,873; 2014 - 14,940

### **DOWR Direction and Staffing**

DOWR is guided by Waterloo Region arts, architecture, municipal and heritage organizations. Planning and coordination is provided by Jane Snyder and Karl Kessler, with Region of Waterloo staff support.

### **DOWR Volunteers**

Sites are responsible for recruiting and training their own volunteers, with guidance from DOWR where required. In 2015, 362 volunteers contributed 2,393.5 hours to DOWR; sites that provided volunteer names and e-mail addresses received a thank-you letter and an invitation to a volunteer appreciation event.

### **Communication between Site Operators/Owners and DOWR**

Each site completed a DOWR application and provided a certificate of insurance (\$1 million liability), and received the following: Doors Open Ontario signage, "Don't Miss

This Site!" pre-event lawn signs, Information Sheet for Property Owners/Operators, DOWR Emergency Procedures and Emergency Contact List, Volunteer Information Package, Visitor Tracking Sheet, Visitor Survey.

Twenty-two representatives from 15 participating sites attended the DOWR information meeting on September 9, 2015 at the Centre for Cold Regions and Water Science at Wilfrid Laurier University, Waterloo. Meeting topics included: welcoming and tracking visitors, guided tour guidelines, emergency procedures, visitor surveys, coordinating volunteers, and media/promotions. DOWR coordinators contacted sites absent from the meeting to discuss event details.

### **Post-event comments from participating sites via e-mail and Twitter:**

McMaster School of Medicine: All the students were terrific and relayed to me that they had a lot of fun leading tours around the school. I don't think we had any "silent" groups – everyone was so engaged and had a lot of great questions! We all had a lot of fun!

St. John the Baptist Romanian Orthodox Church: It went extremely well...we answered hundreds of questions and we received as many hundreds of thank-yous!

Aeryon Labs: Doors Open was incredibly successful at our site. We ran six tours of 25 people per hour, so the wait to get in was about 30 minutes for guests - and they waited rain or shine! We were totally surprised by the number of people that visited us. Everyone - visitors and volunteers - had a great day and enjoyed the event. We received some very positive feedback throughout the day.

CIGI Campus: Thank you for having included us in Doors Open 2015! It was our pleasure to open up to the community to share what CIGI is all about! Our volunteers and staff had a wonderful time supporting CIGI and our participation in this event, and we look forward to participating again in the future!

Cranberry House B&B: Most visitors thanked us personally for opening Cranberry House doors for Doors Open when they went out the back door.

Big Footprints Inc. at the Hespeler Furniture Building: I was surprised by the turnout. It kept me pretty hopping but all visitors were great and most interested in the space.

Thank you to the nearly 200 Waterloo Regioners for checking out [@PBACanada](#) today for the [@DoorsOpenWR](#). Awesome experience! [#KWawesome](#) [#PBAC](#)

Great to host [@HockeyTech](#) at [@WlooWarriors](#) CIF Arena as part of the [@DoorsOpenWR](#) events! [#partnership](#) [#community](#)

## **Publicity and Advertising**

### **DOWR 2015 Publications and Distribution**

Eighty thousand copies of the four-page DOWR 2015 Map & Guide (created by DOWR and The Record) were distributed in The Record on Saturday, September 12, 2015. Sales racks for single copies featured DOWR “rack talkers” advertisements. Ten thousand copies of the Map & Guide were distributed, along with the DOWR poster, to libraries, recreation facilities, museums, municipal facilities and tourism offices throughout Waterloo Region from July to September.

### **Doors Open Ambassadors**

Six volunteer social media journalists were engaged as “Doors Open Ambassadors,” promoting DOWR to their networks through advance entry to Doors Open sites, and sharing their explorations in photographs and text on Facebook, Twitter, personal and professional blogs and websites, and on the Doors Open Ontario and DOWR Flickr pages. Ambassadors also served as social media reporters during DOWR 2015.

### **Paid and Sponsored Advertisements/Promotions**

- Waterloo Region Record: ‘post-it note’ ad (front page) Sat. Sept. 12; 1/4 page ad (Local section) Sat. Sept. 5; 1/8 page ad (Nightlife Section) Fridays August 14, 21, 28, Sept. 4, 11, 18
- CTV: 30-second commercial spots running mid-Aug. to Sept. 19
- Princess Guide: ad July/August 2015; The Community Edition: ad August 2015; Recreation guide ads: City of Kitchener, summer and fall 2015; City of Cambridge, fall 2015
- City/township/partner/sponsor/site promotions: featured web ads (Waterloo Chronicle); digital sign and digital screen listings (Waterloo, Cambridge, CIGI); intranet distribution (Waterloo, Cambridge); DOWR TV ad (City of Waterloo and Region of Waterloo YouTube channels; City of Kitchener’s Cube digital monitor); website coverage, Facebook listings and social media campaigns (Cambridge, Waterloo, Kitchener, Wilmot, North Dumfries, DOWR sites, University of Waterloo, Wilfrid Laurier University); paid ads (CIGI); website promotions and e-newsletters (KPL, WPL, Idea Exchange/Cambridge Libraries and Region of Waterloo libraries, Uptown Waterloo BIA, Downtown Kitchener BIA)

### **Website and Social Media Content**

The Doors Open Waterloo Region page on the Region of Waterloo website featured 2015 site listings, theme information, a Google site map, a digital copy of the 2015 Map & Guide, DOWR media articles, video clip and press releases, a list of sponsors and partners, past DOWR sites, tourist information, frequently asked questions, volunteer opportunities, and links to DOWR on Facebook, Twitter and Flickr.

From May 1 to September 25, 2015, 48% of website visitors found the DOWR website through search engines (82% of which are through Google). Twenty-five percent of the visits were direct traffic, meaning the user was already familiar with the DOWR URL.

Common referral sites were Facebook (11%), Twitter (8%), Doors Open Ontario (20%), the Region's internal portal (9%), Waterloo Region Record (6%), and the Uptown Waterloo BIA (6%).

Following their DOWR website visits, 24% of users downloaded the PDF file of the DOWR map/guide. Eighty-four percent of visitors viewed the DOWR page on their desktop, 13% on a tablet, and 0.14% on mobile.

DOWR has more than 1,660 Twitter followers. During September 2015, DOWR posted 380 Tweets, gained 106 new followers, and registered 139,000 tweet impressions, 3,550 visits, and 331 mentions.

DOWR has more than 820 likes on Facebook. During September 2015, more than 30 posts were created, our Facebook page total reach averaged 243 people, five posts each reached over 500 Facebook users directly from our page, and our posts were shared or re-shared 45 times.

DOWR has 45 members on its Flickr photo-sharing page. Members have shared 750 DOWR event photographs since 2012, including nearly 150 taken during DOWR 2015. DOWR photographs shared on Flickr have won or been finalists in the annual Doors Open Ontario photo contest in 2012, 2013 and 2014, and have been featured as key images on both the Doors Open Ontario brochure and website in 2013, 2014 and 2015.

### **Heritage, Arts, Community Group and Tourism Listings**

DOWR news releases and event listings generated further listings in:

- Doors Open Ontario brochure
- E-newsletters and websites of Architectural Conservancy of Ontario (North Waterloo Branch), Heritage Wilmot, Pennsylvania German Folklore Society, Waterloo Historical Society, Region of Waterloo, Building.ca, Canadian Architect, Ontario Heritage Trust, Waterloo Regional Heritage Foundation, Ontario Association of Architects, Grand Valley Society of Architects
- Kitchener Public Library KPL News and Teen News e-newsletters, KPL "In Touch"
- E-newsletters of neighbourhood associations in Waterloo, Kitchener and Cambridge
- Region of Waterloo's heritage e-newsletter
- Waterloo Region Tourism Marketing Corporation (2015-2016 Official Travel Guide), "Catch the Culture" in Wilmot and Wellesley visitor guide
- DOWR displays at Waterloo Public Library (main branch)
- City of Waterloo's "Foundations" publication

### **Newspaper, Digital Media, Radio and TV Coverage**

Targeted news releases, 15- and 30-second public service announcements and digital media kits (including print-quality photos and captions, news releases and posters) were sent to television, radio, online news, and daily-, weekly- and specialty-print media in

Waterloo Region and Southwestern Ontario. Twitter news releases were sent to the 2015 Doors Open Ambassadors.

The campaign resulted in the following media coverage (links are posted on the DOWR website): 33 print or blog articles, 3 radio interviews (CBC KW; CKWR twice) and 1 television appearance (Rogers daytime).

Print and digital articles appeared in: Waterloo Region Record, Cambridge Times, Waterloo Chronicle, Kitchener Post, Kitchener Citizen, Woolwich Observer, New Hamburg Independent, Baden Outlook, The Community Edition, The Cord, Guelph Mercury, London Free Press, Hamilton Spectator, Kingston Whig Standard, Norfolk News, St. Thomas-Elgin Weekly News, Parry Sound News, Inside Halton, Inside York Region, Caledon Enterprise, Exchange Magazine, Canadian Mennonite, CBC, CTV, 570 News, Canoe.com (Sun Media's website with more than 7 million unique visits a month), NOW Digital Network, One Tank Trips, Press Reader.com, Kingston Region.com, Muskoka Region.com, North Bay-Nipissing.com, Communitech News, Communitech Tech About Town, Golden Triangle Angel Network (GTAN), UW Daily Bulletin, Waterloo Free Press, World News.com. Links to these articles can be found on the DOWR website (see 'Doors Open in the News').

In addition to the Doors Open Ontario and Doors Open Waterloo Region websites, DOWR was promoted on the following websites:

Media: CBC Kitchener-Waterloo (Andrea's Five Fun Things To Do This Weekend, Sept. 19), CTV, The Record, Rogers TV, KoolFM, Kfun99.5, Woolwich Observer, Cambridge Times, Kitchener Post, Waterloo Chronicle, Waterloo Region Connected

Travel: Explore Waterloo Region, Cambridge Tourism, St. Jacobs Tourism, Attractions Ontario, Festivals & Events Ontario, Ontario Festivals Visited, Direction Ontario, Festival News, Best Western Inn, Simcoe Tourism, Pan Am and Parapan Am Games, Halton Hills

Municipal and business: Cities of Cambridge, Waterloo, and Kitchener, Townships of Wilmot and North Dumfries, Cambridge Now, KW Now, Communitech, Capacity Waterloo Region, Open Data Waterloo Region, 365 Cambridge, 365 Kitchener-Waterloo, Tech Triangle, Found Locally, WPL, KPL, Idea Exchange/Cambridge Libraries, Region of Waterloo Libraries, Uptown Waterloo BIA, Downtown Kitchener BIA, Waterloo Innovation Summit

Arts, heritage, architecture: Waterloo Region Museum, Canadian Architect, Building.ca, Ontario Heritage Trust, Architectural Conservancy of Ontario (ACO) and ACO North Waterloo Branch, Waterloo Regional Grand Valley Society of Architects, Ontario Association of Architects, Pennsylvania German Folklore Society of Ontario, Waterloo Historical Society

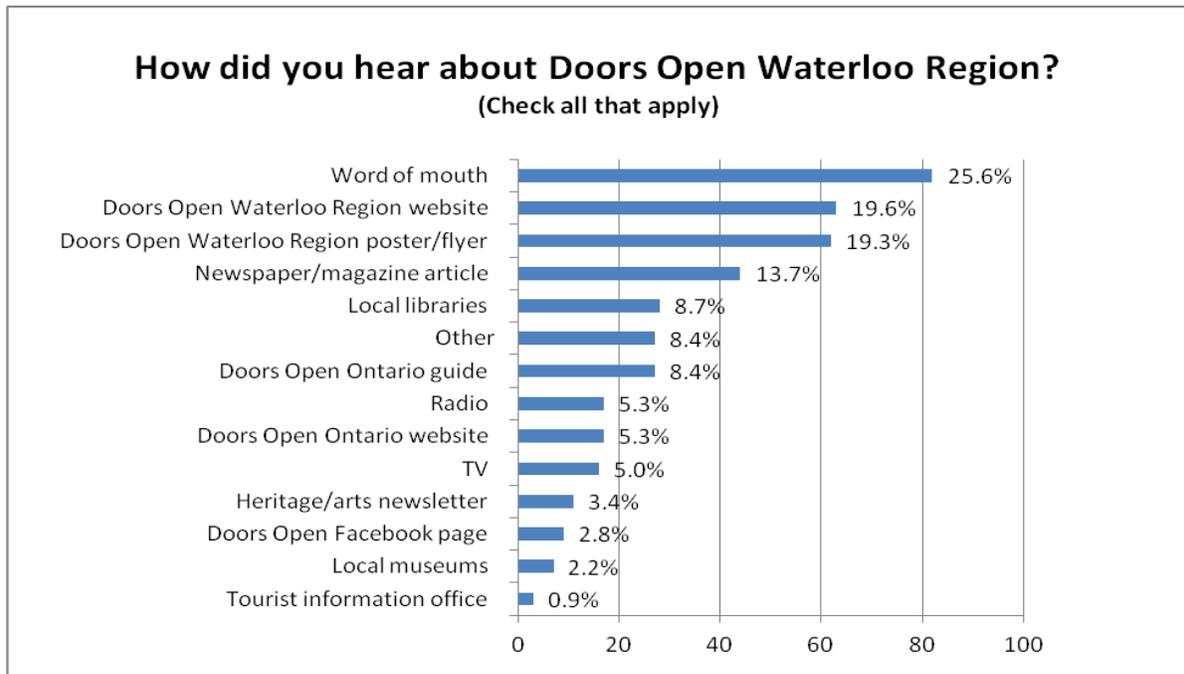
Participating sites: CIGI Campus, CIGI Events, Aeryon Labs, Church of the Holy Saviour, Wilfrid Laurier University, University of Waterloo, HockeyTech, Waterloo Region District School Board

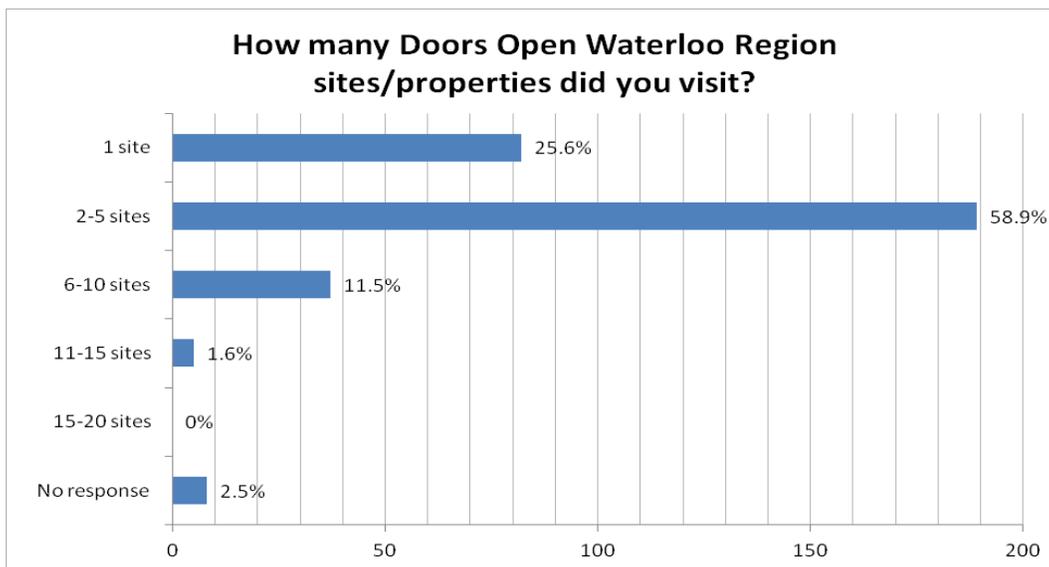
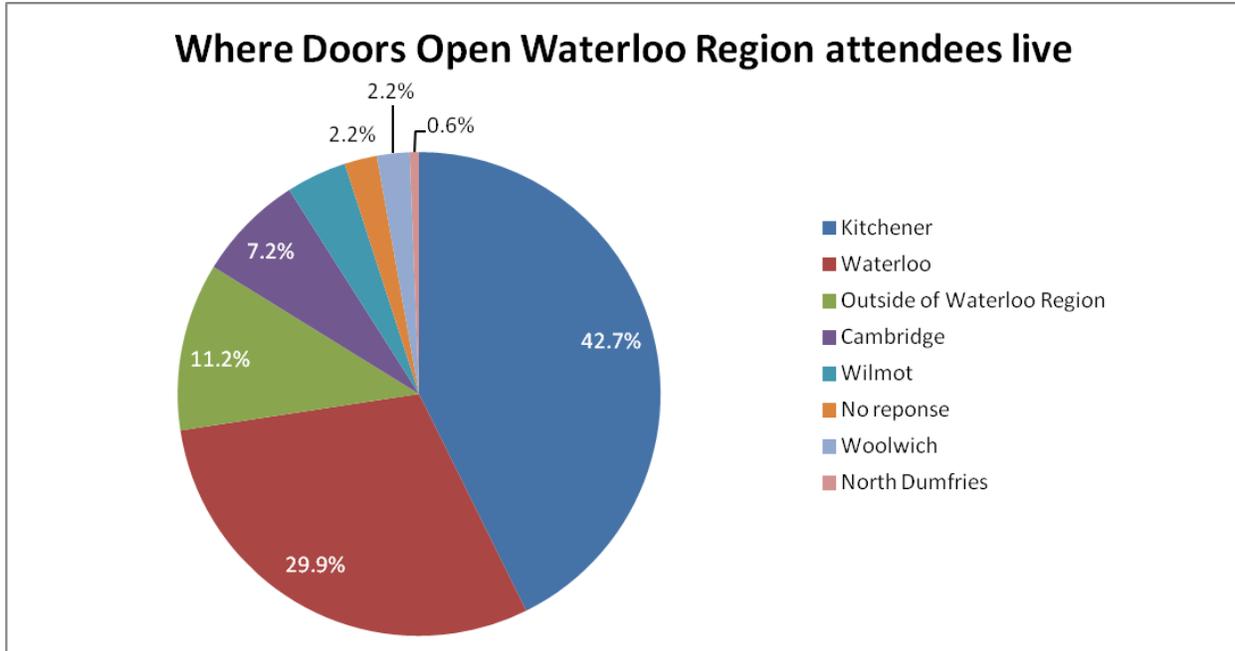
Community Organizations: 365 Things to Do in K-W, Immigration Waterloo Region, Eventful, and blogs by: Stuff to do with your kids in KW, Homes with Sue (real estate), We Are Waterloo, Year of Code, GeekWeekWR, Waterloo Today, LiveLocalKW, Grand Social, My Informs, Grand Social, Eventful, Maker Expo

Blogs: Village Photography, Little Letters, Joe Martz Photography and Brian Douglas Photography

**Visitor Surveys**

Copies of the Doors Open Waterloo Region Visitor Survey were distributed to visitors during the event, and 321 completed surveys were collected (280 in hardcopy and 41 online), resulting in the following statistics. A complete summary of the survey results is available.





- The top four reasons visitors reported participating in Doors Open: Interested in heritage buildings (61.7%); Want to learn more about Waterloo Region (60.1%); Interested in architectural styles (49.2%) Always enjoyed this event (19.3%).
- 36.5% of survey respondents were participating in Doors Open for the first time; 62.6% attended a past Doors Open Event; 28% of past attendees had visited five or more Doors Open events.
- Most survey respondents reported traveling either in groups of two (48.9%), or alone (33.6%). Many survey respondents were visiting Doors Open with children, as reflected in social media posts during the day of the event.

- 78.8% of survey respondents found the paper Map & Guide easy to use.
- The majority of survey respondents rated the Doors Open experience as 'excellent' (64.2%) or 'good' (18.7%).

### Selected Visitor Comments: E-mails, Twitter, Visitor Survey

#### Twitter:

- [@DoorsOpenWR](#) is a highlight of the year for our family. Great, great job!!
- At our first stop for [@DoorsOpenWR](#) [@PBACanada](#). Kids are loving it! Great people here!! Check it out!!! [@KWAwsome](#)
- Great learning at [@LaurierNews](#) [@DoorsOpenWR](#) 'which fish are resistant to estrogen hormones' My son loved the beaker!
- [#roofgoals](#) [@DoorsOpenWR](#) opens up some of the best sites in the region! [#galt](#) [#Cambridge](#) [#Cbridge](#)
- Young Chapel is the coolest site I've seen at [@DoorsOpenWR](#) - Thank you for participating.
- Thanks for the fascinating tour of the Centre for Cold Regions and water science [@LaurierResearch](#) and [@DoorsOpenWR](#)
- Saw some new places during [@DoorsOpenWR](#) including the old courthouse, [@CIGonline](#), [#WaterlooMasjid](#) and [#SorbaraLaw](#)
- Great to see big crowds join us to see behind doors not open to us at [#DoorsOpenWR](#). Thx to the [@DoorsOpenWR](#) team.
- [@DoorsOpenWR](#) [@aeryonlabs](#) we had a great guide! & I was glad to finally get to see a flight demo. So proud of [#WaterlooRegion](#) [#DoorsOpenWR](#)
- Thanks, [@DoorsOpenWR](#) for a great event. Saw places today we didn't know existed!
- Architecture & Technology [@CIGonline](#) [@clearpathrobots](#) [#SorbaraLaw](#). Thanks [@DoorsOpenWR](#) for a great day. [#Waterloo](#)
- beautiful buildings in Mary Allen [@DoorsOpenWR](#) [#kwawesome](#) [#doorsopenWR](#)
- Spectacular spot! Painted by 2 people in just 4 months! St. John the Baptist Romanian Church [@DoorsOpenWR](#)
- Major [#LiveLocalKW](#) day for me. Commons cafe for lunch, [@MakerExpo](#) KW, [@DoorsOpenWR](#) for regional council offices and Christian Science Church.
- Great presentation by [@HockeyTech](#) at today's [@DoorsOpenWR](#): next demo is at 4pm [#wrawesome](#) [#localinnovation](#)
- So much history at Polocorp (JM Schneider Home) [@DoorsOpenWR](#)
- Can't wait to tour [@aeryonlabs](#) during [@citywaterloo](#) [@DoorsOpenWR](#) weekend. Waiting in line.
- Young Scientists [@DoorsOpenWR](#) [#Laurier](#) Centre for Cold Regions & Water Science thx for the tour!

- Great look at Waterloo County Gaol from 1853 thanks to [@DoorsOpenWR](#). One prisoner still buried somewhere on grounds.
- [@DoorsOpenWR](#) Amazing history of Cambridge found inside the doors of Trinity Anglican Church. Built in Galt in 1844.

### **E-mails, Visitor Survey:**

- Enjoyed it! Very knowledgeable hosts in each location.
- Fabulous variety and amazing sites.
- Great to see places I've gone past my whole life!
- I find that everyone was excited about the subject that they were presenting. They were very knowledgeable and easy to approach with questions.
- I loved it! I wish I would have known about this before.
- I was very disappointed that the Greenfield Village was so restrictive in both numbers of visitors allowed and the very small number of tours. I arrived a half hour early to be told that it was full. Many other cars were also turned away. I realize that this is a private property but could more visitors be accommodated or more tours scheduled?
- Keep up the good work. Always nice to see a variety of different buildings from year to year.
- It was very interesting to see inside the [J.M.] Schneider House which I have always admired from the outside - especially with its beautiful interiors.
- Really interesting seeing inside manufacturing and other facilities that are not normally open to the public - historical tours excellent too. Awesome!
- Very good tour learned a lot about the mosque and Muslim culture!
- We enjoyed the talk at St. Louis Church regarding Globe Furniture Co. Having quick lunch at Holy Saviour Church was great too.

### **Recommendations**

#### **Continue to include high-tech sites (visitor comments):**

- Doors open Ontario needs more tech sites. Waterloo has these and my hope is that you will continue to include these in your sites. It was rainy etc. but 2 of the 3 tech sites I visited had hour long waits just to get in. If this doesn't say more of these are of interest to the public, I don't know what does.
- Clearpath robotics had a line-up, waiting time, but the long wait was well worth it.

#### **Increase awareness of Doors Open Waterloo Region (visitor comments):**

- Need to advertise. I just happened to stumble across the event accidentally.
- Should find more ways to appeal to university students.

**Mobile Applications; Map & Guide (summary):**

Visitor surveys showed that while 78.8% visitors liked the printed Map & Guide, a few survey respondents underlined the need to include better mobile-friendly versions of the guide in the future. One survey asked that we continue to produce a paper publication, as they don't have a computer. Several respondents would have liked maps with more detailed information.

Questions or comments about this report can be directed to:

Jane Snyder or Karl Kessler

Doors Open Waterloo Region 2015 coordinators

c/o Photographic Memory, 519-747-5139 or [doorsopen@regionofwaterloo.ca](mailto:doorsopen@regionofwaterloo.ca)

**Attachment 2****Waterloo**

Aeryon Labs (guided tour access only) - 714  
 City of Waterloo Museum - 200  
 Hockey Tech Analytics On-ice Demonstrations - 100  
 Centre for Cold Regions/Water Science at WLU (guided tour) - 413  
 Waterloo Tennis Club - 46  
 Waterloo Masjid - 375  
 CIGI Campus - 477  
 Kitchener-Waterloo Little Theatre - 140  
 Button Factory Arts - 220  
 St. Louis Catholic Church - 200  
 Church of the Holy Saviour - 236  
 Sorbara, Schumacher, McCann LLP - 550

**Kitchener**

McMaster University School of Medicine (guided tour only) - 350  
 First Church of Christ Scientist - 320  
 Former Waterloo County Courthouse & Gaol - 281  
 Sport Stories Spotlight at the Boathouse - 20  
 Polocorp / Former J.M. Schneider Home - 375  
 Kitchener Memorial Auditorium (guided tour access only) - 210  
 Rockway Golf Course - 77  
 St. John the Baptist Romanian Orthodox Church - 318  
 Clearpath Robotics (guided tour access only) – 1,200  
 Playball Academy Canada - 162

**Cambridge**

Galt Collegiate Institute - 500  
 Galt Arena Gardens - 100  
 Trinity Anglican Church - 255  
 Young Chapel, Mount View Cemetery - 418  
 Grand River Brewing (guided tour access only) - 203  
 Big Footprints Inc. at Hespeler Furniture Building - 50  
 Old Hespeler Town Hall - 97

**North Dumfries**

Ayr Lawn Bowling Club - 50  
 Robson Carpenter LLP / Former Canadian Bank of Commerce - 59  
 Ayr Financial Services / Former Ayr Carnegie Library - 49  
 Detweiler Meetinghouse - 138  
 Greenfield Village Heritage Walking Tour (two tours) - 66

**Wilmot**

Cranberry House B&B - 270  
 St. Peter's Lutheran Church - 170  
 New Hamburg Library - 135  
 Historic Walking Tours by Heritage Wilmot (three tours) - 102  
 Puddicombe House - 317  
 Trinity Lutheran Church - 73



Report: CSD-SEN-15-08

**Region of Waterloo**  
**Community Services Department**  
**Seniors' Services**

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

**Date:** November 17, 2015

**File Code:** A02-20

**Subject:** Sunnyside Home Accreditation

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**Recommendation:**

That the Regional Municipality of Waterloo appoint two Councillors to support the Accreditation process at Sunnyside Home as outlined in Report CSD-SEN-15-08 dated November 17, 2015.

**Summary:**

Sunnyside Home is preparing for an on-site Accreditation Survey which will occur November 14-16, 2016. The Survey will be completed by Accreditation Canada. This report seeks the appointment of two Councillors to participate in the Accreditation process.

**Report:**

In November 2012, Sunnyside Home was surveyed by Accreditation Canada and was accredited for four years with exemplary standing. The Home is scheduled to be re-surveyed November 14-16, 2016 and is seeking two Councillors to support this process by sitting on the Accreditation Governance Team. Two or three formal meetings will be scheduled between January and August, 2016 and Councillors would also need to be available during the survey period.

Accreditation is a voluntary process by which health service organizations can assess their performance against national standards of excellence. Results from the survey assist the Home in continuing to improve the quality and safety of its programs and services. In 2012, Sunnyside Home was surveyed under Accreditation Canada using a process for health care settings called "Qmentum". The program was designed and implemented in 2008 with the following five goals: streamline the process; improve the

validity and reliability of the measurement framework; help clients focus on quality improvement actions and results; encourage organizations to use the standards in their day to day work; and to focus the evaluation process on the delivery of services, quality, and safety. Eight dimensions are used to define quality including population focus, accessibility, safety, work life, client-centered services, continuity of services, effectiveness, and efficiency.

The Region's participation in Accreditation is a voluntary process, but is widely accepted in the health care industry as a strong indicator of quality services and resident satisfaction. It enables the Home to compare itself to national standards for the sector. The on-site survey will occur over a three day period in November 2016. The peer surveyors will speak directly to staff for the purpose of conducting "tracers". A tracer is an interactive process involving direct observation and conversation to gather evidence about the quality and safety of services. During the on-site survey there will be a Community Partner Focus Group in which the surveyors will ask for feedback from the agencies with which we partner to serve our clients and deliver our services. It is anticipated Sunnyside Home will receive its survey report within 45 days of the on-site survey. The accreditation process is intended to provide comprehensive and continuous mechanisms for both quality improvement and risk management.

**Corporate Strategic Plan:**

The accreditation process at Sunnyside Home supports the Region's 2015 – 2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities and Focus and Strategic Objective 4.4: (to) Promote and support healthy living and prevent disease and injury and Focus Area 5: Responsive and Engaging Government Services, and Strategic Objective 5.4 (to) Ensure regional programs and services are efficient, effective and provide value for money.

**Financial Implications:**

The Province provides a premium of \$0.33 per resident per day to accredited homes. Accreditation funding of \$31,678 is included in the 2016 operating budget revenues for Sunnyside Home. Expenditures related to the accreditation process will be accommodated within the 2016 approved budget.

**Other Department Consultations/Concurrence:**

Several Regional departments, including Human Resources and Citizen Service, Corporate Services and Finance, provide support services to Sunnyside Home and contribute to the Home's operation, quality improvement initiatives and accredited status.

**Attachments:**

Nil

**Prepared By:** Helen Eby, Administrator, Long-Term Care  
Constance Lacy, Director, Seniors' Services

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

## Region of Waterloo

### Waterloo Region Crime Prevention Council

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

**Date:** November 17, 2015      **File Code:** C06-60

**Subject: Breaking the Silence on Hidden Violence: Addressing Hate Crime & Violence against the LGBTQ Community in Waterloo Region**

#### Recommendation

That the Community Services Committee endorse the report “[Breaking the Silence on Hidden Violence: Addressing Hate Crime & Violence against the LGBTQ Community in Waterloo Region](#)” and support the opportunities described in the Take Action section of the report in the community whenever possible.

#### Summary:

This report introduces the Breaking the Silence: Addressing Hate Crime & Violence against the LGBTQ Community in Waterloo Region and provides a brief update on the community dialogue, engagement and follow up actions with regards to this issue in community safety. The report further provides highlights of community actions taken between the Fall of 2014 and the Summer 2015 including how the work has been transitioned from the Waterloo Region Crime Prevention Council (WRCPC) to the community. This transition aims to ensure that the implementation of the recommendations move beyond the network of one organization to receiving attention throughout the community and further afield if need be.

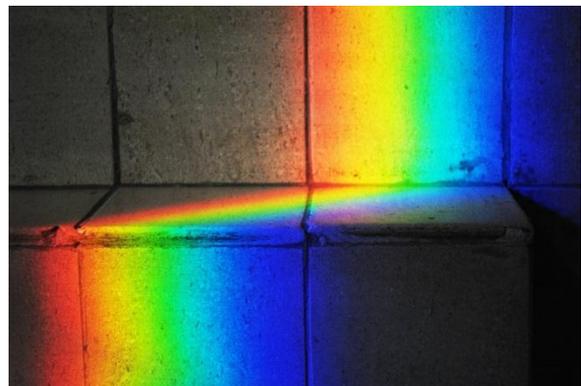


Image Credit: [Before the Universe](#)

This transition aims to ensure that the implementation of the recommendations move beyond the network of one organization to receiving attention throughout the community and further afield if need be.

#### Report:

Among the many roles that a municipally based crime prevention council plays in the community is to listen to and amplify the voices of those who speak out against marginalization, violence and oppression. The connection between victimization and

discrimination are well documented in research and provide unique prevention potential. Consequently, through fostering strong community relationships and active collaboration among sector leaders, the WRCPCC pays close attention to issues that otherwise may escape popular attention. The work of [Breaking the Silence](http://preventingcrime.ca/wp-content/uploads/2015/09/2015-BreakingTheSilence_web.pdf) ([http://preventingcrime.ca/wp-content/uploads/2015/09/2015-BreakingTheSilence\\_web.pdf](http://preventingcrime.ca/wp-content/uploads/2015/09/2015-BreakingTheSilence_web.pdf)) emerged as a result of paying attention to the lived experience of members of the LGBTQ community who report a higher than average rate of victimization and bullying when compared to their heterosexual peers. WRCPCC made the connection between these experiences and current research data which affirmed that hate crimes against the LGBTQ community are a reality in communities across Canada and that violence is especially prevalent against members of the Trans community. This type of violence meets the definition of hate crime as a criminal offence that is motivated in whole or in part by prejudice (see definition of hate crime and hate incident, pg. 10 of the report).

WRCPCC together with community partners utilized the Friends of Crime Prevention network in November 2014 to host a forum for dialogue and community action with regards to this situation.

The attached print copy of Breaking the Silence outlines several key highlights that emerged from this forum:

- The goals and objectives of the forum (pg. 6)
- The chronology of events from November 2014 – September 2015 (pgs. 3, 4)
- The imperative for addressing hate crime & violence against the LGBTQ community (pgs. 4,5)
- Direct action that can be taken by any one individual, organization, community group or larger system (pgs. 8,9)

What started as a [Friends of Crime Prevention](http://yourwrrc.ca/rainbow-community-council/) event quickly evolved into an active working group that subsequently aligned with the newly formed [Rainbow Community Council](http://yourwrrc.ca/rainbow-community-council/) (<http://yourwrrc.ca/rainbow-community-council/>). The Crime Prevention Council's community engagement work frequently mobilizes new resources and supports existing community actions for prevention through aligning with existing capacities in the community. This approach maximizes ownership over issues and ensures that the capacity to act on them is broadened beyond the sectors of Council whenever there is community willingness to do so. With Breaking the Silence, the community very clearly demonstrated that there was energy to address this issue and the working group has functioned as an implementation team since September 2015.

#### **Working Group Purpose and Areas of Priority:**

The Breaking the Silence working group has the mandate to prevent and reduce violence against the LGBTQ community in Waterloo Region by making the link between

community safety and inclusion and belonging.

Based on the Breaking the Silence consultation and recommendations, the working group identified three related priority areas:

- Safe Spaces (work, faith, school, public space, private business, etc.)
- The Role of Allies & Champions
- Safety with Police (reporting, interactions, etc.)

### **Taking Action**

Breaking the Silence provides a direct and clear way in which every person can play a role in preventing and reducing violence and ensuring that no-one is harmed as a result of who they are (pgs. 8, 9). Community development research shows that sustainable change happens only through multi pronged approaches that include opportunities for everyone in the community to take practical and substantive steps towards transformation. Policy development, public education, enforcement, legislation and social supports alone cannot reduce and prevent violence or hate crime. Only a combination of these approaches, especially when coupled with strong community leadership and efforts made by engaged allies, has the capacity to affect sustained long term change.

In that sense, Breaking the Silence is more of a community mobilizing and engagement tool rather than simply a report. Since its publication in September 2015 over 100 copies have been distributed to specific target audiences. Additionally, WRPCPC & community members have extensively shared the electronic version and as a result, staff at WRPCPC have received messages from well beyond Waterloo Region that organizations have reviewed, endorsed, and or are currently acting on the report. Some examples of where Breaking the Silence has been shared include: Waterloo Regional Police Service, the local Rainbow community, neighbouring policing services, Canadian Labour Council, Legal Aid lawyers, Family & Children Services and many more. WRPCPC staff are tracking the distribution and reach but more importantly have asked for organizations to share actions, which they are taking as a result of making the connection between hate crime and exclusion and discrimination and more significantly seeing that everyone has opportunities to contribute to its prevention. .

### **Corporate Strategic Plan:**

This report supports the 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe, Inclusive Communities and Strategic Objective 4.5 (to) Enhance Community Safety and Crime Prevention

**Financial Implications:**

Nil

The work has been completed within existing WRCPD resources in the community engagement area and through the Friends program. The newly established working group for Breaking the Silence is now aligned with the Rainbow Community Council, which is entirely volunteer, & community agency led and does not have any dedicated resources for these actions. The working group will no doubt seek to secure funding for future projects from a variety of sources.

**Other Department Consultations/Concurrence:**

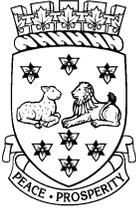
It is likely that the work of Breaking the Silence will cross over & intersect with the work of other departments as the work evolves.

**Attachments**

[Community Report: Breaking the Silence on Hidden Violence](#)

**Prepared By:** Juanita Metzger, Community Engagement Coordinator, WRCPD

**Approved By:** Christiane Sadeler, Executive Director, WRCPD



**Report:** CSD-EIS-15-12

## **Region of Waterloo**

### **Community Services**

### **Employment & Income Support**

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

**Date:** November 17, 2015

**File Code:** S09-80

**Subject: Waterloo Region Energy Assistance Program (WREAP) Update II**

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#### **Recommendation:**

For information

#### **Summary:**

This report provides further information to report CSD-HOU-15-20, as requested by Community Services Committee on September 15, 2015. The report provides further background on how the Waterloo Region Energy Assistance Program (WREAP) is funded, how the program funds have been used in the past several years, and how individuals who apply to the program on multiple occasions are being assisted given the eligibility changes.

#### **Report:**

##### **1.0 Background**

The Waterloo Region Energy Assistance Program (WREAP) provides financial assistance for energy arrears to low-income households in Waterloo Region. The program is administered by the Region's Employment and Income Support and Housing Services Divisions. The WREAP consolidates several energy assistance programs (described in section 2.0) to deliver a streamlined program to ensure that services are working together to respond to community need. WREAP has operated in this partnership model since the 2002/03 heating season. Households in need of assistance (i.e. have a disconnection notice) make application to the WREAP for assistance to pay their energy arrears, thereby avoiding the disconnection. Approved disbursements are paid directly to the utility; while Region staff allocate payments made to the appropriate funding programs, in accordance with each program's guidelines, in the background. The

WREAP is an award winning program (as presented by the Ontario Municipal Social Services Association in 2011) that offers emergency assistance to prevent housing instability in Waterloo Region.

## **2.0 WREAP Funding Sources and Distribution**

Funding for the WREAP is made up of a mix of funding programs. These programs have continued to evolve since 2002 to include various funding sources with different eligibility criteria. In 2015, the funding programs included were the Low-income Energy Assistance Program (LEAP), Hydro Settlement Funds, Winter Warmth, Community Homelessness Prevention Initiative (CHPI), and Waterloo Region Community Services through Discretionary Benefits.

### **Low-income Energy Assistance Program (LEAP)**

LEAP was implemented by the Ontario Energy Board (OEB) in January 2011. There are three components to LEAP: emergency financial assistance (EFA) for customers in need; access to more flexible customer service rules on matters such as bill payment and disconnection notices; and targeted conservation and demand management programs. Four local hydro companies participate in LEAP, including: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro, Waterloo North Hydro, and Kitchener Utilities<sup>1</sup>.

For the LEAP EFA component, utility companies are required by the OEB to allocate 0.12% of their revenues, annually, to assist low income utility customers with energy arrears. LEAP EFA is delivered locally under the umbrella of the WREAP within the guidelines set out by the OEB. LEAP funds from each hydro company are disbursed and monitored separately, as funds contributed by a utility must be used to fund arrears within that utility. The total LEAP funds available in 2015 are \$167,204. No significant changes in funding levels are anticipated for LEAP in 2016.

### **Hydro Settlement Funds**

Settlement Funds were introduced to assist low-income households across Ontario as a result of court settlements in 2011 involving utility companies charging late payment penalties ranging from five to seven percent per month up until the early 2000s. The Criminal Code prohibits charging interest of more than 60% per year. Settlement funds were one-time funds, and are not an on-going program. Settlement Funds are managed through the United Way of Toronto. Payments to the Region are made from United Way Toronto, as requested until funds are depleted. Locally, three hydro companies are involved: Cambridge and North Dumfries Hydro, Kitchener-Wilmot Hydro, and Waterloo North Hydro. Rules around the disbursement of Settlement funds follow those of the LEAP EFA.

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<sup>1</sup> Kitchener Utilities is not mandated to participate in LEAP; however, they have voluntarily chosen to participate.

At the beginning of 2015, the total remaining Settlement Funds for all 3 hydro companies was \$172,403. As a result of increasing demand for the WREAP, the program has drawn extensively upon Settlement Funds in the last few years. During 2015, Settlement funds for Kitchener-Wilmot Hydro were completely exhausted; and it is anticipated that Settlement funds for Cambridge & North Dumfries Hydro will also be exhausted by the end of 2015. Therefore, in 2016, Settlement funds will only be available to households with Waterloo North Hydro arrears (with a projected total of \$85,459 available, as of January 1, 2016).

### **Winter Warmth**

Funds to assist for low-income residents with Union Gas arrears are managed through the Winter Warmth program by the United Way of Chatham-Kent, in partnership locally with the United Way of Cambridge and North Dumfries. The annual Winter Warmth funding allocation for Waterloo Region is based upon local need and annual funding available provincially. In 2015, the amount allocated to Waterloo Region from Winter Warmth is \$33,804. It is anticipated that the Winter Warmth program will move to become part of LEAP in January 2016. The level of funding received for Union Gas arrears is, however, expected to remain relatively constant in 2016, and subsequent years.

### **Community Homelessness Prevention Initiative (CHPI)**

The Provincial Government implemented the Community Homelessness Prevention Initiative (CHPI) on January 1, 2013. The CHPI consolidated the following five previous homelessness prevention programs, four of which were under the Ministry of Community and Social Services (MCSS), but are now under the Ministry of Municipal Affairs and Housing (MMAH):

- Consolidated Homelessness Prevention Program (100% MCSS)
- Provincial Rent Bank Program (100% MMAH)
- Emergency Energy Fund (PEEF) (100% MCSS)
- Emergency Hostel Services (82.8/17.2 cost-shared MCSS and the Region)
- Domiciliary Hostel Program (80/20 cost-shared MCSS and the Region)

The CHPI consolidation effectively cancelled the PEEF, which had been a consistent funding source for the WREAP since 2004/05. Since 2013, Region of Waterloo Housing Services has allocated \$500,000 towards Discretionary Benefits (discussed in more detail in the subsequent section), of which \$200,000 is allocated to the WREAP. This funding allotment is anticipated to remain the same in 2016.

### **Discretionary Benefits**

Prior to January 1, 2013, low-income energy consumers on Ontario Works (OW) were able to first access the Community Start Up and Maintenance Benefit (CSUMB)<sup>2</sup> and Discretionary Benefits through the Region's OW office before LEAP funds and other emergency sources. Low-income consumers on the Ontario Disability Support Program (ODSP) accessed CSUMB through the ODSP office and accessed Discretionary Benefits through the Region's OW office.

CSUMB was eliminated as a mandatory benefit and discretionary benefits was capped at \$10 per client (OW and ODSP) per month, by the Province, as of January 1, 2013. The decisions by the Province reduced funds available to the Region by \$6M. The Region subsequently added \$1.5M and \$500,000 from the CHPI to Discretionary Benefits to mitigate the lost funding. In 2015, total Discretionary Benefits funding is made up of \$2.2M cost shared on a basis of 91.4/8.6 basis between the Province and the Region<sup>3</sup>; \$500,000 from the CHPI; and \$1.7M from Regional levies. By 2017, the Provincial portion of Discretionary Benefits allocated for the WREAP, in addition to the \$200,000 from the CHPI (identified in the previous section) is \$172,000, in 2015. This amount is not anticipated to change significantly in 2016.

### 3.0 Funding Distribution in 2015 Year-to-Date (YTD)

The following section provides a summary of WREAP funding distributions across the different funding sources and utilities in the last several years.

#### Total Dollars Distributed

As of September 30, 2015, a total of \$574,643 has been distributed to assist low-income residents with energy arrears in 2015, as shown in Table 1 below. Of this total amount, \$200,000 in payments were distributed from CHPI funds, \$151,645 from LEAP funds, \$111,397 from Discretionary Benefits, \$77,797 from Settlement Funds, and \$33,804 from Winter Warmth. Table 1 also shows funding disbursements by funding program for 2013 and 2014. The total amount of funding provided to households in 2014 through WREAP was \$623,147 (up 35% from \$461,608 in 2013). Demand has continued to rise in 2015. Total program spending in 2015 YTD represents an 18% increase over 2014 for the same January to September period.

Table 2 below outlines the distribution of funding for energy assistance by utility company. So far in 2015, 33% (\$191,462) of program funding has been disbursed to Kitchener-Wilmot Hydro, 22% (\$127,530) to Kitchener Utilities, 17% (\$97,972) to

<sup>2</sup> For more information on the CSUMB, see the Community Services Committee Report SS-12-049, dated November 6, 2012.

<sup>3</sup> The Province's share of Discretionary Benefits has been increasing incrementally since 2013 (at a cost-share ratio of 85.8/14.2). In 2016 the cost-share ratio will be 97.2/2.8, and in 2017 the Province will assume 100% of this portion of Discretionary Benefits.

Cambridge and North Dumfries Hydro, 15% (\$88,903) to Union Gas, nine percent (\$51,833) to Waterloo North Hydro, and three percent (\$16,943) to other utility providers.

**Table 1: WREAP Funds Distributed, by Funding Source, 2013 - 2015 YTD**

	2013	2014	2015 YTD Sept
LEAP	\$138,836	\$128,391	\$151,645
Settlement Funds	\$500	\$151,745	\$77,797
Winter Warmth	\$39,160	\$48,324	\$33,804
CHPI	\$217,087	\$143,582	\$200,000
Discretionary Benefits	\$66,025	\$151,105	\$111,397
<b>Total Funds Distributed</b>	<b>\$461,608</b>	<b>\$623,147</b>	<b>\$574,643</b>

**Table 2: WREAP Funds Distributed, by Utilities, 2013 - 2015 YTD**

	2013	2014	2015 YTD Sept
Cambridge and North Dumfries Hydro	\$77,594	\$96,921	\$97,972
Kitchener Utilities	\$76,497	\$128,931	\$127,530
Kitchener-Wilmot Hydro	\$126,552	\$217,666	\$191,462
Waterloo North Hydro	\$33,898	\$44,232	\$51,833
Union Gas	\$50,039	\$98,755	\$88,903
Other	\$31,004	\$36,643	\$16,943
<b>Total Funds Distributed</b>	<b>\$395,584<sup>4</sup></b>	<b>\$623,147</b>	<b>\$574,643</b>

#### 4.0 Overview of Households Assisted

In 2014, a total of 1,247 households were provided with assistance through the WREAP. The program assisted 602 households with Kitchener-Wilmot Hydro arrears, 282 Kitchener Utilities households, 276 Cambridge and North Dumfries Hydro households, 158 Union Gas households, 105 Waterloo North Hydro households, and 96 "Other" households. The "Other" category primarily includes utility arrears with the cities and townships, and several sub-metering companies. Out of the total households served in 2014, 279 (or 22%) households accessed the WREAP for assistance with arrears with more than one utility company (for example, gas and hydro). Twenty percent of

<sup>4</sup> Table 2 does not include the \$66,025 in payments distributed to utilities funded through Discretionary Benefits, because the data was unavailable in this format in 2013.

households that were provided assistance through the WREAP in 2014 also received assistance through the program in 2013.

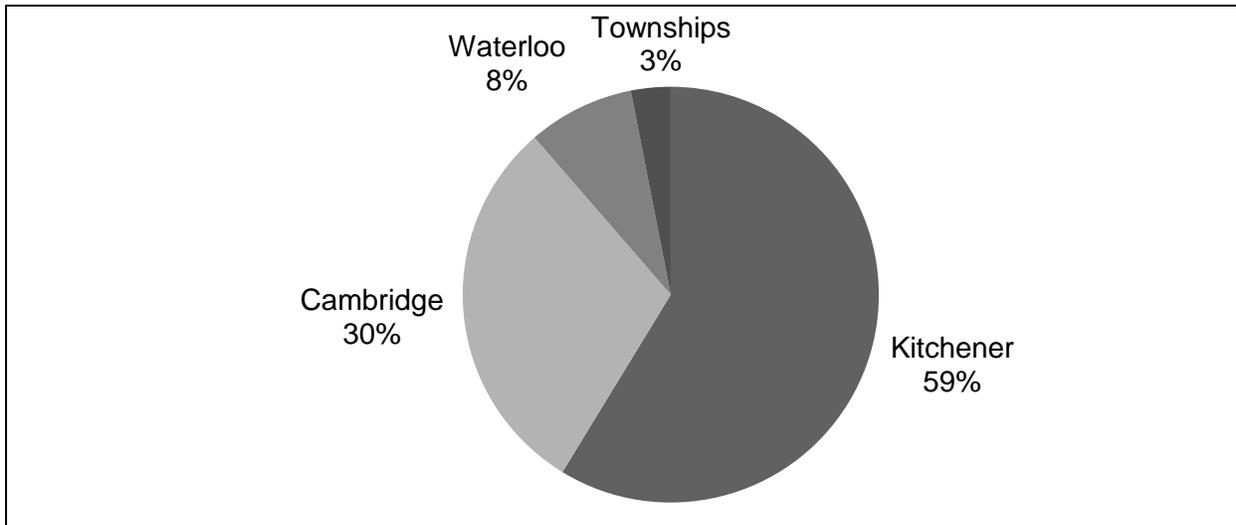
Across all households, the average total assistance for energy arrears was \$499 per household in 2014, (up 15% from \$434 in 2013). The 2014 average annual household level of assistance is the record high for the program. In 2015 YTD, this record high level of assistance per household has continued, at \$505.

Similar to previous years, families with children represented the greatest proportion of energy assistance recipients in 2014, totaling 62% of all households served. One-parent families totaled 43% of households served in 2014. Couples and singles without children represented 37% of households assisted.

Of the households that accessed the WREAP in 2014, 50% were receiving Ontario Works (OW) and 20% were receiving Ontario Disability Support Program (ODSP). Thirty percent of households were not receiving social assistance (i.e. OW or ODSP) (up six percent from 2013). Seventeen percent of all households assisted were earning some form of employment income, with 13% of households earning income from full-time employment.

The average monthly income (gross) of households is \$1,535; the median monthly income (gross) was \$1,230. Of the households assisted in 2014, 70% were in market rent unit paying an average of \$845 for monthly rent (up 11% from \$759 in 2013). The remaining households were either in community housing (16%) or owned (nine percent). Across all households who accessed the WREAP in 2014, housing costs represented 58% of monthly income, on average. The most common reasons for assistance in 2014 were: High Heating Costs/Unusually High Bills (39%), Unexpected Expenses (12%), and Job Loss (11%).

Similar to previous years, the location of households receiving energy assistance in 2014 was not representative of the Region's geographical population distribution. As Figure 1 below shows, 59% of households assisted resided in Kitchener, 30% in Cambridge, eight percent in Waterloo, and three percent in the townships. As a proportion of total population, Cambridge and Kitchener have a higher proportion of households assisted, demonstrating a higher depth of need for energy assistance in these two cities. Waterloo and the townships have a lower number of households assisted, as a proportion of the population.

**Figure 1: Percentage of Households Assisted by Community, 2014**

### 5.0 Additional Supports Provided for Applicants

On September 1, 2015, eligibility criteria for WREAP were changed to reduce a projected year-end program budget shortfall due to declining funding and significant increases in demand. Prior to this change households were able to receive support up to \$1,000 or \$1,500 depending on income source, and there was no limit to the number of times per year households could access this funding. Effective September 1, the program eligibility changed, so that households are now eligible only once per year up to a maximum amount of \$500. These changes were communicated broadly, as well as specifically to previous applicants of the WREAP in 2015; and to Community Services Council for information on September 15, 2015 (see CSD-HOU-15-20).

To mitigate the impact of the eligibility changes made to the WREAP in September 2015, as reported in CSD-HOU-15-20, Region staff are using a supportive approach to assisting applicants who are not eligible for energy assistance. Staff have been given a script to follow when communicating to applicants who are not eligible for WREAP, that explains why the change in eligibility was made and to advise applicants to talk to their utility company about setting up an arrears payment plan.

Since September 1, 2015 to the time of writing this report, 10 individuals have applied to the WREAP who were determined ineligible because of the change in eligibility criteria (i.e. they had already accessed the program in 2015). Region staff have been able to support several individuals to successfully set up arrears payment plans with their utility providers. As staff work closely with individuals they explore all options that may be available to them to make decisions. Options that may be available to program applicants include:

- Applicants not receiving social assistance may be eligible for emergency assistance for energy arrears;
- For Ontario Works participants who are not accessing the maximum shelter amount and have a disconnection, calculation of shelter entitlements could include the monthly cost of arrears payment plans;
- Other available resources in the community for basic needs;
- Informal and formal credit options;
- Free energy efficient home improvement programs for low-income tenants and homeowners; and
- Monthly pay-direct plans or equalized billing to assist individuals with budgeting.

### **6.0 Next Steps**

Region staff are currently reviewing options to continue providing households with assistance for energy arrears, to ensure the program's sustainability and effectiveness going forward. Any further changes to the WREAP will be made in consultation with stakeholders; and will be communicated to all impacted stakeholders.

#### **Corporate Strategic Plan:**

Providing emergency energy assistance to households is consistent with the Region's 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities and Strategic Objective 4.2 (to) Mobilize efforts to reduce poverty and the impacts it has on Waterloo Region residents; and Focus Area 5: Responsive and Engaging Government Services and Strategic Objective 5.4 (to) Ensure regional programs and services are efficient, effective and provide value for money.

#### **Financial Implications:**

The 2015 Budget for WREAP is \$659,954 and is funded from a number of sources, as identified in section 2.0. Table 3 below summarizes the 2015 Budget, year to date expenditures and year end projection. Based on the year to date expenditures and estimated program demand to year end, it is projected that this program will be over budget by \$40,000 by year end. This over expenditure will be funded from the Region's Discretionary Benefits program.

**Table 3: Financial Implications 2015 Budget YTD September and Variance**

	2015 Budget	Expenditures YTD Sept 2015	Projected	Variance
Expenditures	\$659,954	\$523,546	\$699,954	\$40,000
Funding Sources:				
Winter Warmth	\$33,804	\$33,804	\$33,804	\$0
LEAP	167,204	151,645	167,204	0
Settlement Funds	86,946	77,797	86,946	0
CHPI	200,000	200,000	200,000	0
Discretionary Benefits	172,000	111,397	212,000	40,000
Total Funding	\$659,954	\$523,546	\$699,954	\$40,000
Surplus/ (Deficit)	\$0	\$0	\$0	\$0

**Other Department Consultations/Concurrence:**

The staff from Finance and Housing Services were consulted for the preparation of this report.

**Attachments**

Nil

**Prepared By:** **Melodie Klassen**, Social Planning Associate,  
Employment & Income Support  
**Carolyn Schoenfeldt**, Director, Employment & Income Support  
**Deb Schlichter**, Director, Housing Services

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



**Report:** PHE-15-07

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

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

**Date:** November 17, 2015                      **File Code:** P13-80

**Subject:** Health Status Report on Tobacco Use in Waterloo Region

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**Recommendation:**

For information.

**Summary:**

This report describes trends in tobacco use and the health impacts of tobacco use in Waterloo Region. It also highlights the efforts of Region of Waterloo Public Health and our partners to reduce tobacco use and tobacco-related morbidity and mortality in our community.

Overall, smoking rates in Waterloo Region have remained fairly stable over the last several years; approximately 20 per cent of the population aged 12 years and older are current smokers. However, smoking rates remain higher in specific sub-populations, including young adults, those living with low income, and Canadian-born residents.

Key trends highlighted in the report include:

- The median age at which Waterloo Region residents first smoked a whole cigarette was 16 years, which is similar to the age that both current and former smokers began to smoke daily.
- Almost 95 per cent of youth 12 to 18 years and 60 per cent of young adults 19 to 24 years of age have never smoked a whole cigarette.
- Almost two-thirds of current smokers aged 12 years and older are seriously considering quitting, and over 50 per cent of current smokers have made an attempt to quit smoking in the last year.
- Over two-thirds of the Waterloo Region population 15 years of age and older

have reported ever smoking a little cigar or cigarillo, while 10 per cent had used a water pipe.

- Almost one-fifth of the non-smoking population 12 years of age and older reported exposure to second hand smoke in the home, in a vehicle, or in a public place. While second-hand smoke exposure in the home has significantly decreased over the last several years, exposure in public places increased from 2007-2012. Recent legislative changes related to smoking in public places that has gone into effect since 2012 attempts to address this increasing trend.
- Smoking can be attributed to one-third of all deaths in Waterloo Region. Men have a larger proportion of deaths attributable to smoking and double the potential years of life lost compared to women.

Given the finding that youth remain a sub-population with higher smoking rates, it appears evident that the current regulatory environment has not been entirely effective in preventing youth from becoming new consumers of tobacco products. This finding increases the urgency and importance for focusing our attention on tactics the tobacco industry uses to attract youth to become new smokers. In addition, it is important to continue to monitor tobacco use trends, especially related to second-hand smoke exposure in public places, to assess whether recent legislative changes have had an impact.

## **Report:**

### **Background**

Tobacco use is an important public health priority as it is the leading preventable cause of disease and death in Ontario. Tobacco increases a person's risk for several cancers, respiratory diseases, heart disease and stroke. Each year, tobacco claims 13,000 lives in Ontario, and tobacco-related diseases cost the Ontario health care system an estimated \$2.2 billion per year in direct health care costs. In Waterloo Region, approximately one-third of all deaths are attributable to smoking. Smoking-related mortality also disproportionately affects males; men have a larger proportion of deaths attributable to smoking and double the potential years of life lost compared to women.

### **Smoking Prevalence**

While youth smoking rates are the lowest reported in years, declines in overall smoking rates have stalled. Approximately 20 per cent of the population aged 12 years and older are current smokers in Waterloo Region, and this has not changed significantly over the last five years. Smoking rates remain even higher in specific sub-populations, including young adults, those living with low income, and Canadian-born residents.

Great strides are also being made in preventing or delaying tobacco use among younger populations. In Waterloo Region, almost 95 per cent of youth 12 to 18 years

and 60 per cent of young adults 19 to 24 years of age have never smoked a whole cigarette, which is an improvement compared to five years prior. However, most smokers begin to experiment with tobacco use between the ages of 10 and 18 years, and the median age that Waterloo Region residents first smoked a whole cigarette was 16 years. Since preventing or delaying smoking can reduce short and long-term health effects, health promotion efforts aimed at deterring youth from smoking remain a priority and there is continued importance in addressing the tactics the tobacco industry uses to attract young people to be new smokers (i.e. flavoured tobacco, attractive packing, etc.). There are also notably higher rates of cigarette smoking during pregnancy among younger women compared to older women, indicating that young adult women under 30 years of age may be of particular importance for prevention and policy interventions.

### **Smoking Cessation**

It is important to note that the majority of smokers do want to quit and are making quit attempts. In Waterloo Region, almost two-thirds of current smokers aged 12 years and older are seriously considering quitting smoking, and over 50 per cent of current smokers have made an attempt to quit smoking in the last year. Ensuring access to smoking cessation programs, such as counselling interventions in combination with pharmacotherapy, is recommended in order to capitalize on smokers' interest in quitting.

### **Alternative Tobacco Use**

While there have been significant reductions in cigarette use over the past decade, there have been increases in the use of other tobacco products and smoking devices. Various products have emerged such as water pipes (shisha), cigarillos (little cigars) and electronic cigarettes (e-liquid/e-juice), many of which contain candy flavourings that make the products more attractive for youth experimentation. Over two-thirds of the Waterloo Region population 15 years of age and older have reported ever smoking a little cigar or cigarillo, while 10 per cent had ever used a water pipe. Use of cigars, pipes, snuff or chew was similar among Waterloo Region residents as compared to the province, and more prominent among males compared to females. While data on the prevalence of e-cigarette use is limited, it has been estimated that 15 per cent of secondary school-aged youth in Ontario have used an e-cigarette, with or without nicotine, at least once in their lifetime. Advocacy and policy efforts continue to focus on banning flavours in tobacco products and electronic cigarettes which would decrease the appeal to youth and young adults.

### **Second-hand Smoke Exposure**

Another public health concern is exposure to second-hand smoke, which contains more than 7,000 chemicals, 70 of which are known to cause cancer. Second-hand smoke comes from the burning end of lit tobacco, and from smoke exhaled into the air by

tobacco smokers. Exposure to second-hand smoke occurs mainly in the home, cars, workplaces and public places such as outside of bars and restaurants. In Waterloo Region, almost one-fifth of the non-smoking population 12 years of age and older reported exposure to second hand smoke in the home, in a vehicle, or in a public place. While second-hand smoke exposure in the home has significantly decreased over the last several years, exposure in public places has shown an increase from 2007 to 2012. Recent legislative changes related to smoking in public places that has gone into effect since 2012 attempts to address this increasing trend. In addition, exposure to second-hand smoke is higher for young adult males in Waterloo Region compared to other local populations, which may be linked to higher smoking rates in this group, thereby requiring targeted protection and cessation messaging.

### **Conclusion**

In order to address these findings, Region of Waterloo Public Health is mandated by the Ministry of Health and Long-Term Care's Ontario Public Health Standards and the Smoke-Free Ontario Act and Ontario Regulation 48/06 to reduce the burden of tobacco-related morbidity and mortality by focusing on three areas: protection from second and third-hand smoke; prevention of tobacco use uptake among children and youth; and motivating and supporting tobacco users to make quit attempts. Public Health works in partnership to increase the capacity of youth/young adults, health care, and workplace providers to provide tobacco prevention, protection and cessation messaging and supports for residents of Waterloo Region. Findings from this report reinforce the importance of focusing program attention on tactics the tobacco industry uses to attract youth to become new smokers. In addition, it is important to continue to monitor tobacco use trends, especially related to second-hand smoke exposure in public places, to assess whether recent legislative changes have had an impact.

### **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 assess current health status, health behaviours and preventive health practices, including monitoring or trends over time, in the area of comprehensive tobacco control.

### **Corporate Strategic Plan:**

The Health Status Report on Tobacco Use in Waterloo Region contributes to the following focus area of the 2015-2018 corporate strategic plan: Healthy, Safe and Inclusive Communities – Promote and support healthy living and prevent disease and injury.

**Financial Implications:**

Public Health's work on this report was funded within the department's approved base budget for mandatory programs. Budgets for Public Health Mandatory Programs are established by the Board of Health – Waterloo Regional Council and are funded up to 75% by the province's Ministry of Health and Long Term Care with the remainder funded by the local tax levy. Tobacco prevention and enforcement programs are 100% funded by the provincial Ministry of Health and Long Term Care.

**Other Department Consultations/Concurrence:**

Nil.

**Attachments**

The full report can be accessed electronically on the Region of Waterloo Public Health and Emergency Services website at:

[http://chd.region.waterloo.on.ca/en/researchResourcesPublications/resources/Tobacco\\_HealthStatus.pdf](http://chd.region.waterloo.on.ca/en/researchResourcesPublications/resources/Tobacco_HealthStatus.pdf).

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

**Approved By:** Dr. Liana Nolan, Commissioner and Medical Officer of Health

<b>Council Enquires and Requests for Information</b>				
<b>Community Services Committee</b>				
<b>Meeting date</b>	<b>Requestor</b>	<b>Request</b>	<b>Assigned Department</b>	<b>Anticipated Response Date</b>
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
15-Sep-15	CS Committee	That staff present a report explaining how the various energy assistance programs work and are funded; how the programs have been used over the past several years; and how individuals who have required assistance from the programs on multiple occasions will be, or are being, assisted given the eligibility changes.	Community Services	Nov-2015



# **Breaking The Silence On Hidden Violence**

**Addressing Hate Crime &  
Violence Against the LGBTQ  
Community in Waterloo Region**





## **Breaking the Silence on Hidden Violence: Addressing Hate Crime & Violence Against the LGBTQ Community in Waterloo Region**

**Dr. William Walters** Community Psychology & Social Work,  
Independent Consultant

**Christiane Sadeler** Executive Director, Waterloo Region Crime Prevention Council

**Juanita Metzger** Community Engagement Coordinator,  
Waterloo Region Crime Prevention Council

### **With Support from:**

Judith Lodi, WRCPC Representative Focused Population: LGBTQ. Thank you to Judith for bringing this issue to the attention of WRCPC and for coordinating the community fora that took place in November 2014 and February 2015.

Asnake Meshesha, Master of Social Work Student, Wilfrid Laurier University.

Cover Image

Credit: Before the Universe

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Published by the Waterloo Region Crime Prevention Council.

September 2015.

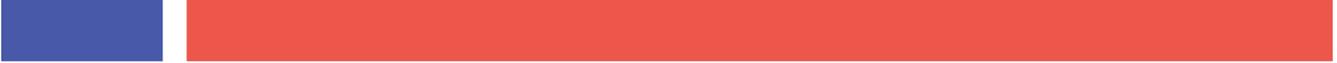
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Accessible formats available upon request.

For more information please contact:

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# Breaking the Silence on Hidden Violence

## Addressing Hate Crime & Violence Against the LGBTQ Community in Waterloo Region

**“Our lives begin to end the day we become silent about things that matter.”**  
~ Martin Luther King

For many individuals and families within the LGBTQ community, one of the most marginalized and vulnerable groups in Canada, victimization through violence, discrimination and systemic exclusion is a reality. Breaking the silence on this violence is first and foremost, about human rights. Specifically, it speaks to “...the right to life, liberty and security of the person and the right to not be deprived thereof.” (Canadian Charter of Rights and Freedoms, Section 7)

**“Recognition of the inherent dignity and equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world and is in accord with the Universal Declaration of Human Rights.”**

~ Human Rights Code, Ontario

The Waterloo Region Crime Prevention Council (WRCPC) sees violence as a symptom of a society that is out of balance. Violence is part of a continuum of discrimination and systemic exclusion. Wherever violence is allowed to exist,

the health and well-being of individuals and the community becomes eroded. Too often victims become silent about their experiences of victimization. This is particularly prevalent in populations that are marginalized and accustomed to not having their voices heard.

For this reason, the prevention of violence cannot focus on violence alone, but also needs to focus on the broader family, community and social dynamics in which violence happens.

For ideas and actions to lead to sustained, positive change they must:

- Include efforts at a system, community and individual level
- Challenge public policy
- Support those in leadership roles to counter oppression and marginalization
- Be grounded in a vision where everyone in the community feels included and their dignity is upheld

This sense of belonging is about moving beyond tolerance into acceptance. Belonging means the celebration of our differences as much as our similarities.

**Harvey Milk, American gay activist, was once asked by a younger gay man what he could do to help the movement and Harvey Milk said, "Go out and tell someone."**

**Violence hurts us all!** Silence about violence is the greatest barrier to inclusion and puts a great burden on communities. When it comes to violence, seeking to make our communities a place where **everyone** is safe and has a promising future is a very reasonable expectation.

When it comes to achieving this freedom from violence, each of us can be an ally and a champion of change by committing to:

- Give voice to those who may not have a voice
- Work to eliminate discrimination, prejudice and stereotypes
- Foster safety and belonging
- Amplify the voices of those who speak out against marginalization and oppression
- Look for meaningful consequences when someone has harmed another
- Ensure access to supportive resources
- Contribute to a broader vision of a community that is safe for all

In helping to break the silence, allies and champions share the vision that no one is harmed because of who they are.

**"I am a mother of a lesbian daughter and I worry every day about her and her girlfriend. They were actually accosted by an older woman in a grocery store who felt the need to make them feel inferior because they were holding hands and kissed each other in a display of affection."**

**~ Community Member**

## **Why this topic? Why now?**

Members of the LGBTQ community raised concerns regarding the alarming statistics on hate crimes against<sup>i</sup> individuals in the LGBTQ community<sup>ii</sup>. In response, the Waterloo Region Crime Prevention Council (WRCPC) organized an open community dialogue on the issue. It is the mandate of the WRCPC to bring people together for dialogue on challenging topics to help to broaden awareness, to deepen understanding and to stimulate action.

The forum, **Breaking the Silence on Hidden Violence**, provided an opportunity for community members and agency stakeholders to look for opportunities for change.

Sadly, violence against LGBTQ individuals is not new in our community, our province or our country. Since 1986, Egale Canada Human Rights Trust has tirelessly championed equality, diversity, education, and justice for, and with, LGBTQ communities across our nation<sup>iii</sup>.

In 2006, the Ontario Attorney General and the Minister of Community Safety and Correctional Services published **Addressing Hate Crimes in Ontario**<sup>iv</sup> based on the work of a provincial Hate Crimes Working Group.

In 2011, over 150 individuals in Waterloo Region participated in a locally developed **Hate Crime Prevention & Training** initiative to better equip our community in identifying and responding to hate crimes and hate incidents.

Also in 2011, the **Waterloo Region Rainbow Coalition** heard from the local LGBTQ community that addressing hate crime and violence must be a priority in Waterloo Region<sup>v</sup>.

In 2014, WRCPC researched and published a **fact sheet on hate crimes**<sup>vi</sup> that revealed some troubling statistics as they relate to hate crimes committed against individuals in our LGBTQ community.

With this reality as a backdrop, the forum **Breaking the Silence on Hidden Violence** was designed to raise awareness and draw attention to an issue that is still remarkably present and yet doesn't receive much public attention.

## Chronology of Events

### November 2014

- 75 people attend the forum **Breaking the Silence on Hidden Violence** a community dialogue on hate crime and violence at the Family Centre in Kitchener
- 38 people commit to working on next steps & finalizing the recommendations from the community dialogue
- Summary report is written & distributed to all participants

### February 2015

- Follow up meeting is held at the Family Centre to prioritize the recommendations
- Summary report identifies 3 key priorities and suggested strategies to begin the work, including establishment of a working group

### May 2015

- A small group meets and makes the decision to align the work of Breaking the Silence as a working group of the newly formed **Rainbow Community Council**

### June 2015

- A small working group drafts a Terms of Reference, expands the working group membership and determines immediate priorities

## What do we know?

In 2012, Statistics Canada reported that 13% of police-reported hate crimes were motivated by hatred of sexual orientation. Compared to other forms of hate crimes, incidents related to sexual orientation are:

- the most violent, with 67% classified as being violent offences
- the highest percentage of male victims (80%), and just over a half of the victims were youth (56% under the age of 25).

**“When it is dark out I worry about my safety as a trans woman because if I were to be sexually assaulted and the assailant were to find out I’m trans, I could be injured or killed.”**

**~ Community Member**

Recently the Canadian Mental Health Association reported that<sup>vii</sup> LGBTQ people experience:

- Higher rates of depression, anxiety, obsessive-compulsive and phobic disorders, suicidality and self-harm than their heterosexual peers
- Higher risk for problematic substance use than the general population with some research suggesting that the use of alcohol, tobacco and other substances may be two to four times higher among LGBTQ people than heterosexual people

- Double the risk for post-traumatic stress disorder (PTSD) than heterosexual people
- 77% of transgender respondents in an Ontario-based survey had seriously considered suicide and 45% had attempted suicide; and those transgender youth who had experienced physical or sexual assault were found to be at greatest risk
- LGBTQ youth face approximately 14 times the risk of suicide and substance abuse than their heterosexual peers
- LGBTQ youth are also overrepresented among the homeless population as PFLAG Canada reports that 26% of LGBTQ youth are told to leave home<sup>viii</sup>.

According to Toronto’s recent street needs assessment, **one in five homeless youth** in the city identify as LGBTQ. The report cautions that this number is not representative of the true number of homeless LGBTQ youth who often avoid the shelter systems which they see as homophobic and transphobic. Further, many youth are subject to homophobic bullying within schools and members of the LGBTQ community face barriers in accessing employment, health care, elder supports and other basic services or amenities that are often taken for granted by their non-queer peers.

These data show that LGBTQ people are disadvantaged in many social, economic, family and community areas when compared to the rest of the population and violence is directly related to that experience of disadvantage and exclusion.

## What happened at the Forum?

**“Today, I met a group who invited us to come as community, met us with dignity, listened, and made me believe they want to take action.”**

**“It’s so rare that I come away from discussions where a community is invited to present to a council or group and I feel good about it.”**

**“As an activist, it becomes a mantra: it will get better. It will change. We can make it happen. Now I do believe there’s a community there”**

**~ Forum Participant**

In November 2014, members of the LGBTQ community, together with WRPCPC members and Friends of Crime Prevention, facilitated a community dialogue, **Breaking the Silence on Hidden Violence**, to:

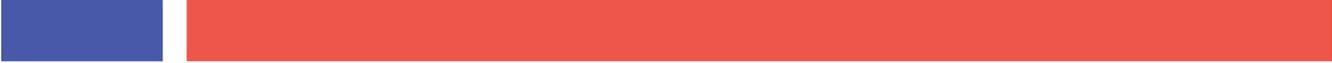
- Discuss why violence against the LGBTQ community, and specifically for transgender people, is an important issue for all people in Waterloo Region
- Explore possible opportunities to address this concern
- Vision next steps to support collaborative action

The **Breaking the Silence on Hidden Violence** forum was organized into three parts:

- 1. Keynote address** by Helen Kennedy, Executive Director, Egale Canada Human Rights Trust
- 2. Panel discussion** with a question and answer period specific to four identified areas of concern:
  - **Youth:** Spencer Small, Therapeutic Counsellor, OK2BME Program – KW Counselling
  - **Older Adults:** Jim Parrott, President & Executive Director, Spectrum – A Rainbow Community Space
  - **Transgender/Gender Variant Individuals:** D Morton, Member, Gender Variant Working Group
  - **LGBTQ Refugees Seeking Asylum in Waterloo Region:** Keghani Mardikian, Clinical Counsellor, Carizon
- 3. Facilitated table discussions** and full group plenary

**“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.”**

**~ Margaret Mead**



## What we heard during the community dialogue

**“It’s a no-brainer, everyone deserves equity and equality.”**

There was consensus among participants that, while **everyone is entitled to equity, freedom from discrimination, and psychological and physical safety** this is not the reality for specific segments of the population in our community and beyond. Members of the LGBTQ community are at a **heightened degree of vulnerability** and live in an environment where being oneself and ‘out’ means they are a target and **subject to marginalization, oppression, discrimination and violence**.

Consequently, many people **suffer in silence** because there are few safe spaces that honour and celebrate diversity and allow people to fully express their identity.

Participants noted that the marginalization, oppression, discrimination and violence against members of the LGBTQ community represent a **fundamental human rights issue** that inhibits individuals from reaching their full potential. Sadly, this victimization is often hidden due to the **fear of speaking out and reporting** because of stigma, forced outing, re-victimization and systemic discrimination. **Myths, stereotypes and prejudice** were also reported to be widespread at the community level, leading to discrimination and violence.

LGBTQ people not only experience victimization from outside the queer community, but are also subject to **oppression and disempowerment** from

within the queer community. Further, the interplay between sexual orientation, gender identity, race, residency status and class, may further increase a person’s degree of vulnerability, **limit their access to a support network or decrease the likelihood that they will seek help**.

The marginalization, oppression, discrimination and violence experienced at the community level by members of the LGBTQ community are amplified by **victimization experienced at a system and institutional level**. It was noted that ‘systems are slow to evolve’ and that a **culture of ignorance and complacency** exists where many people do not acknowledge the challenges and barriers faced by members of the LGBTQ community. Additionally, the dominant discourse of ‘**presumed heterosexuality**’ influences how systems and institutions are designed and operated. All of these dynamics have resulted in a **lack of commitment to action and change**.

**Ignorance among people in power** was also noted as a major contributing factor that implies to the community that this discrimination is ‘OK’ and that denying equity for members of the LGBTQ community **is acceptable**. Any lack of accountability at the systems level **perpetuates the status quo**.

At subsequent follow up events, the community identified the following top priorities for immediate next steps:

- Promote safety
- Build alliances
- Enhance community collaboration
- Provide public education
- Show strong leadership

To be accomplished via:

- Supporting existing LGBTQ friendly structures
- Collaboration and resource sharing
- Securing funding for LGBTQ engagement efforts
- Training about belonging and inclusion and how to be an ally for the LGBTQ community
- Taking active steps to create safe spaces for further action and dialogue

To this end, participants formed a **Breaking the Silence on Hidden Violence Working Group** and decided to align it structurally with the newly formed **Rainbow Community Council**<sup>ix</sup>.

“One sees a disproportionately small number of same-sex couples walking hand-in-hand in Waterloo Region. If this is a safe and inclusive community, why is this so?”

~ Community Member

## Call to Action

When it comes to violence, challenging the status quo is critically important. Some might think that because the goal of complete safety for everyone seems unattainable it is reasonable for some people in our community to be or feel unsafe. If that’s the case, then it is time to be unreasonable.

Any shift in the status quo will be the result of allies and champions actively working for change at the systems level (policy, legislation), community level, and person to person interactions.

## Systems Level

Mechanisms need to be established to hold systems accountable for their actions or inactions in closing the gap between rhetoric, policy and practice.

At the systems level, allies and champions need to:

- Work together to close the gap between rhetoric and actual practice and facilitate true institutional and organizational **culture change**, going beyond just ‘good enough’
- Identify and **challenge complacency**
- Forge **deliberate partnerships** for interdisciplinary collaboration and knowledge exchange. These partnerships need to shift services from being reactive to focusing on prevention and early intervention

## Community Level

By creating spaces for open and safe dialogue, we put a human face to the issue of violence, we counter myths, stereotypes, and prejudice and support the unlearning of basic assumptions, promote understanding, and awareness of where injustices have become normalized.

At the community level, allies and champions need to:

- Uphold fundamental human rights and collectively illuminate injustice
- Take an assertive stance to counter the bystander effect
- Confront fear and ignorance with education and awareness and ensure that the voice of acceptance is louder than the voice of intolerance

- Actively involve members of the LGBTQ community in these efforts and honour their voice

Within the LGBTQ community, specific work is also needed to:

- Promote unity within, promote safety and better support members of the community in speaking out. Fear immobilizes and further makes the issue of violence against the LGBTQ invisible.

## Individual Level

Ways that individuals can take action for **Breaking the Silence on Hidden Violence**:

- Share this document with 5 people
- Share this document through social media
- Present this document to your Board, Municipal Council, faith community, or school
- Consider endorsing this document as a way of making a commitment to change
- Join the Rainbow Community Council (<http://yourwrrc.ca/rainbow-community-council/>)
- Examine & review your organization's policies regarding LGBTQ inclusion. Engage a member of the LGBTQ community to assist.
- Participate in a LGBTQ hosted event
- Learn about inclusive language and learn how and when to use the terms
- Commit to asking questions when you don't know and challenge your own assumptions

- Practice how to stand up to homophobic comments made by colleagues, friends or family

- Join the Breaking the Silence Working Group

- Check whether your child's recreation and social programs allow trans children or youth to participate according to their preferred gender

- Provide at least one gender neutral bathroom at your workplace

- Consider sharing this document with your MP or MPP, asking what commitments they are prepared to make to prevent hate crime and violence in our community

- Become informed about LGBTQ realities

- Let it be known that you are an ally and be a model for others

- Become a member of an ally network. Visit [LGBT Allies<sup>x</sup>](#) for more on becoming an ally.

Tell us at [wrcpc@regionofwaterloo.ca](mailto:wrcpc@regionofwaterloo.ca) what you plan to do or have done so we can celebrate our community change towards a place that is safe for all people.

## Let's Get to Work

Everyone is entitled to equity and safety. Moving toward greater equality and freedom from violence is dependent on allies and champions who lend their voices to counter injustice and honour the fundamental rights of all people. Change happens when we all take practical and substantive steps towards community transformation.

## References

i Hate crimes can be divided into two categories, **hate incidents** and **hate crimes**: **Hate incidents** are expressions of bias, prejudice and bigotry that are carried out by individuals, groups, organizations and states, directed against stigmatized and marginalized groups or communities, and intended to affirm and secure existing structures of domination and subordination. **Hate crimes** are hate incidents that are also criminal offences committed against a person or property and motivated, in whole or in part, by bias or prejudice based on real or perceived race, national or ethnic origin, language, colour, religion, gender, age, mental or physical disability, sexual orientation or any other similar factor.

Report of the Hate Crimes Community Working Group to the Attorney General and the Minister of Community Safety and Correctional Services (2006) Pp. 18-19. Available at: [http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/hatecrimes/HCCWG\\_full.pdf](http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/hatecrimes/HCCWG_full.pdf)

ii Hate Crime: RAP Sheet (2014). Available at [http://preventingcrime.ca/wp-content/uploads/2014/08/RapSheet\\_HateCrimes0714v9.pdf](http://preventingcrime.ca/wp-content/uploads/2014/08/RapSheet_HateCrimes0714v9.pdf)

iii Egale Canada Human Rights Trust <http://egale.ca/>

iv Addressing Hate Crimes in Ontario (2006). Available at [http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/hatecrimes/HCCWG\\_full.pdf](http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/hatecrimes/HCCWG_full.pdf)

v WRRRC Community Conversations: Final Report (2011). Available at: <http://yourwrrc.ca/wp-wrrcstuff/uploads/2013/11/WRRRC-Final-Report-Jan-2011.pdf>

vi Hate Crime: RAP Sheet (2014). Available at [http://preventingcrime.ca/wp-content/uploads/2014/08/RapSheet\\_HateCrimes0714v9.pdf](http://preventingcrime.ca/wp-content/uploads/2014/08/RapSheet_HateCrimes0714v9.pdf)

vii Lesbian, Gay, Bisexual & Trans People and Mental Health. Available at: <http://ontario.cmha.ca/mental-health/lesbian-gay-bisexual-trans-people-and-mental-health/>

viii Visit [www.pflagcanada.ca](http://www.pflagcanada.ca)

ix **The Rainbow Community Council (RCC)** is an initiative of the WRRRC designed to bring together existing community organizations (allied with the Rainbow community) to develop a truly community-wide, sustainable framework for supporting the Rainbow community as a whole. Member organisations in the RCC work collaboratively to support each other in such ways as addressing gaps in service provision; avoiding duplication of services and resources; collaborating on grants/proposals; and other supportive and collaborative initiatives as they relate to the Rainbow community in Waterloo Region.

x Allies Show Their Colours brochure: <http://www.homophobic.org/wp-content/uploads/2015/04/5843-DEP-EN-15.pdf>

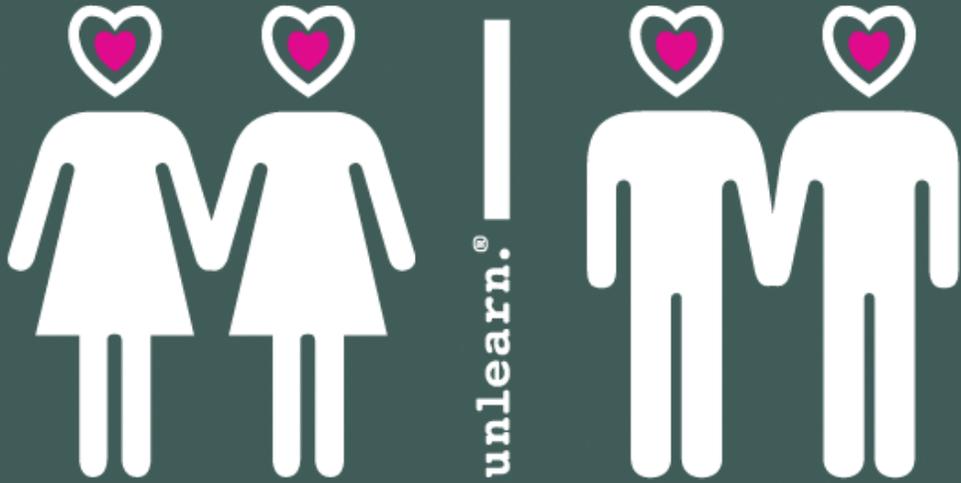


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Report: IPP-15-01

**Region of Waterloo**  
**Community Services**  
**Immigration Partnership**

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

**Date:** November 17, 2015

**File Code:** A02-40

**Subject: Immigration Partnership Update on Incoming Syrian Refugees and  
Community Preparedness Efforts**

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**Recommendation:**

Information Only

**Summary:**

NIL

**Report:**

Canada's new Federal Government has committed to resettling 25,000 Syrian refugees in Canada by the end of 2015. The Ontario government is expected to resettle an additional 10,000 refugees mainly through private sponsorship; up to 2,500 in 2015 and the rest in 2016. These refugees are expected to begin arriving in Canada from the beginning of December. There are also significant efforts across Canada and in Waterloo Region to organize for the private sponsorship of more refugees.

It is the policy of the Federal Government to accept those refugees with the highest needs for resettlement to Canada. In Ontario, there are only six resettlement sites for Government Assisted Refugees (GARs): Ottawa, Toronto, Hamilton, Windsor, London and Kitchener.

The Federal Government has pledged to invest an additional \$100 million over this fiscal year for refugee processing, sponsorship and settlement services across Canada. The Ontario Government has pledged \$10.5 million to the Syrian refugee crisis. To date, there is no clear information about what proportion of or how those dollars will be allocated to communities for services in refugee receiving communities.

Given the projection for the number of GARs and Privately Sponsored Refugees (PSRs) to be resettled by the Federal and Provincial governments in 2015, Waterloo Region could anticipate receiving upwards of 1,150 refugees (including 850 GARs plus 300 PSRs) in the next two months. Based on historical data, this exceeds the Kitchener Centres Management Area's yearly intake of publicly and privately sponsored refugees by over 250%. There may also be several hundred more refugees arriving in coming months through local sponsorship.

The imminent influx of refugees to Waterloo Region in coming months will significantly impact service provision in the refugee settlement sector and many others. The demand for documents processing, temporary and long-term affordable housing, health and mental health services, education, language assessment and training, employment support, subsidised transit and child care, etc. is likely to increase sharply and considerably.

In collaboration with our refugee resettlement/settlement and other community partners, Immigration Partnership is taking a leadership role in coordinating refugee response efforts for Waterloo Region. Building on Immigration Partnership's existing framework for service alignment and coordination, we have already or are in the process of:

- Disseminated a Refugee Primer as a service planning and community preparedness tool, outlining local implications of the refugee increase in Waterloo Region (see Appendix A);
- Identified areas of most immediate need and collaborated with the local refugee settlement sector to identify next steps;
- Shared information with the Emergency Social Services Coordinator for planning in the event of a mass arrival of refugees;
- Organizing an urgent service planning session for immediate needs areas (documents processing, interpretation, housing, education, health and mental health, language assessment and training, pre-employment and employment), with planning support from Community Services (see Appendix B); and,
- Connecting with sponsorship agreement holders, faith, ethnic and other community groups involved in private sponsorship, reaching out to the private sector to identify temporary and long-term housing and accommodation options, etc.

Many of the services (i.e., housing, public health, transit, employment and income support, child care, etc.) provided by the Region of Waterloo will be impacted and have a supporting role to play in response to the arrival of these refugees and have been invited to the urgent planning session. Although Federal and Provincial plans are not yet fully defined, the community is taking the necessary steps to be prepared to respond to those plans, once known.

**Corporate Strategic Plan:**

This report supports the 2015-2018 Corporate Strategic Plan Focus Area 4: Healthy, Safe and Inclusive Communities, and Strategic Objective Action 4.3. (to) increase the supply and range of affordable and supportive housing options and is consistent with Focus Area 5: Responsive and Engaging Government Services and Strategic Objective 5.4: (to) ensure Regional programs and services are efficient, effective and provide value for money.

**Financial Implications:**

Nil at this time.

**Other Department Consultations/Concurrence:**

Nil

**Attachments**

- Appendix A - Primer on the Waterloo Region Refugee Increase 2015
- Appendix B- Invitation to Waterloo Region Refugee Preparedness Planning Session

**Prepared By:** Tara Bedard, Manager, Immigration Partnership

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

## Appendix A



November 12, 2015

### Waterloo Region Refugee Increase 2015

#### Background

According to the United Nations High Commission for Refugees (UNHCR), 59.5 million individuals were forcibly displaced worldwide at the end of 2014. Among these, 19.5 million were refugees recognised under the mandate of UNHCR and 1.8 million were asylum seekers. Currently, displacements are affecting many countries in the Middle East, Africa, Asia and Europe. The number of forcibly displaced persons continues to rise as the unresolved crises in Syria, Afghanistan and Somalia are now compounded by new crises that have broken out, or reignited, in the Central African Republic, South Sudan, Ukraine and Iraq, among other places.<sup>1</sup> According to UNHCR, there are approximately 4 million Syrians who have been forced to leave their country<sup>2</sup> and approximately 3 million individuals of concern in Iraq.<sup>3</sup>

Canada's new Federal Government has committed to resettling 25,000 Syrian refugees in Canada through direct government sponsorship by the end of 2015 and possibly more through private sponsorship. The Ontario government is expected to resettle an additional 10,000 refugees mainly through private sponsorship efforts; up to 2,500 in 2015 and the rest in 2016.<sup>4</sup> These refugees are expected to begin arriving in Canada from the beginning of December. There are also significant efforts across Canada and in Waterloo Region to organize for the private sponsorship of more refugees.

It is the policy of the Federal Government to accept those refugees with the highest needs for resettlement to Canada. In Ontario, there are only six resettlement sites for Government Assisted Refugees (GARs): Ottawa, Toronto, Hamilton, Windsor, London and Kitchener.

The Federal Government has pledged to invest an additional \$100 million over this fiscal year for refugee processing, sponsorship and settlement services across Canada.<sup>5</sup> The Ontario Government has pledged \$10.5 million to the Syrian refugee crisis with \$2 million of that to be directed overseas for immediate humanitarian aid.<sup>6</sup> To date, there is no clear information about what proportion of or how those dollars will be allocated to communities for services in refugee-receiving communities.

#### Local Implications

Data from Citizenship and Immigration Canada (CIC) shows that from 2011 to 2014, refugee serving organizations in Waterloo Region supported between 200-250 new Government Assisted Refugees per year and between 75-140 Privately Sponsored Refugees (PSRs).<sup>7</sup>

<sup>1</sup> UNHCR *Global Trends*, 2015. p.2. Retrieved from: <http://unhcr.org/556725e69.html>.

<sup>2</sup> Amnesty International. *Syria's refugee crisis in numbers*. 2015. Retrieved from: <https://www.amnesty.org/en/latest/news/2015/09/syrias-refugee-crisis-in-numbers/>.

<sup>3</sup> UNCHR. *Global Appeal Update. Iraq*. 2015. p.2. Retrieved from: <http://www.unhcr.org/5461e60613.html>.

<sup>4</sup> Newsroom, Office of the Premier. *Province Will Help Bring Up To 10,000 Refugees to Ontario by End of 2016*. 2015. Retrieved from: <http://www.premier.gov.on.ca/en/news/34192>.

<sup>5</sup> Liberal Government Website. *Syrian Refugees*. 2015. Retrieved from: <http://www.liberal.ca/realchange/syrian-refugees/>.

<sup>6</sup> Newsroom, Office of the Premier (2015).

<sup>7</sup> Citizenship & Immigration Canada, RDM. October, 2014.

DOCS# 2003344 v2

According to CIC projections for 2013-2015, Kitchener has been the destination for approximately 3.7% of all GARs in Canada and around 12% of GARs in Ontario.

Given the projection for the number of GARs and PSRs to be resettled by the Federal and Provincial governments in 2015, Waterloo Region could anticipate receiving upwards of 1,150 refugees (including 850 GARs plus 300 PSRs based on Ontario projections) in the next two months. This exceeds Kitchener's yearly intake of refugees, both publicly and privately sponsored, by over 250%. There could also be several hundred more refugees arriving in the community in coming months through local sponsorship efforts.

According to data gathered on new GARs supported in Kitchener in 2014-2015:

- Around 50% were singles while families of between 2-6 members accounted for 47% of arrivals.
- Around 50% were children and youth aged 0-24 and the other half were adults over the age of 25.
- Resettlement case workers held an average of 13 meetings per client per year (not counting interactions at other services).
- Access to health services was considered their top need (17%), followed by learning English (15%), community services (13%), housing (12%), food and clothing (10%), education & training (10%), information session (7%), library resources (6%), employment (5%), life skills (5%).
- Top client referrals were to health and mental health services (59%), social services (11%), housing (9%), language training (6%) and education (5%).<sup>8</sup>

The imminent influx of refugees to Waterloo Region in coming months will significantly impact service provision in the refugee settlement sector and many others. The demand for documents processing, temporary and long-term affordable housing, health and mental health services, education, language assessment and training, employment support, subsidised transit and child care, etc. will increase considerably in coming months.

**Immigration Partnership will work with resettlement and settlement service agencies and refugee sponsorship groups to:**

1. Engage government and funders in discussion to ensure that resources are being channeled where needed most urgently and utilized most effectively to meet refugees' needs.
2. Build on Immigration Partnership's existing frameworks for service alignment and coordination to facilitate targeted service planning and coordination with services in the areas of most immediate need.
3. Identify gaps and update the inventory of refugee support services in Waterloo Region and other agencies required to meet refugee needs.
4. Disseminate information to faith groups, ethnic communities, municipalities and other service groups so that they can prepare to support the welcoming and integration of refugees.

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<sup>8</sup> Reception House internal ETO database.

## Appendix B



### Invitation: Waterloo Region Refugee Preparedness Planning Session

Under the umbrella of Immigration Partnership, Waterloo Region's refugee resettlement and settlement organizations invite you to an urgent service planning session in light of the imminent influx of refugees facing Waterloo Region.

Considering Federal and Provincial Government commitments and past landings and allocation data, we anticipate receiving upwards of 1,150 refugees by the end of this year (850 through Federal promises and 300 through provincial announcements). There could also be several hundred more refugees arriving in the community in coming months through local sponsorship efforts. The projected influx of refugees exceeds Kitchener's historic yearly intake, both publicly and privately sponsored, by over 250%. Service preparedness and planning is essential.

We have identified the following as immediate needs service areas and key stakeholders from these sectors are invited to participate in a half-day planning session:

- Documents processing
- Temporary and long-term affordable housing
- Health and mental health services
- Education
- Language assessment and training
- Interpretation
- Pre-employment and employment supports

#### Meeting Details:

**Date:** Friday, November 20, 2015

**Time:** 9:00 a.m. to 12:30 p.m.

**Location:** The Family Centre (Auditorium), 65 Hanson Ave, Kitchener.

This meeting is by invitation only. Please RSVP your participation to Brianne Hollingsworth at [bhollingsworth@regionofwaterloo.ca](mailto:bhollingsworth@regionofwaterloo.ca) by the end of November 17. If you are not able to participate, we request that you designate a suitable alternative with decision making capacity to attend. If you have any questions, please don't hesitate to ask.

We will send out more information in advance of the meeting and thank you in advance for contributing to Waterloo Region's preparedness for receiving a large number of refugees in a short time.

Thank you:

Lynne Griffiths-Fulton, Reception House Waterloo Region  
Eunice Valenzuela, Mennonite Centre for Refugee Support  
Lucia Harrison, KW Multicultural Centre  
Pari Karen, YMCA Immigrant Services  
Sharon Schmidt, Welcome Home Refugee House  
Dr. Michael Stephenson, Sanctuary Refugee Health Clinic  
Tara Bedard, Immigration Partnership

**Tara Bedard**

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Twitter: [@ImmigrationWR](https://twitter.com/ImmigrationWR)  
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