



REGIONAL MUNICIPALITY OF WATERLOO COMMUNITY SERVICES COMMITTEE MINUTES

Tuesday, March 8, 2011
1:03 p.m.
Regional Council Chambers
150 Frederick Street, Kitchener, Ontario

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

Members absent: D. Craig, S. Strickland, J. Wideman and C. Zehr

DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT*

None declared

PRESENTATIONS

a) Linda Terry and Laura VanderGriendt, Social Planning Council of Cambridge and North Dumfries, presented their Annual Community Trends Package 2010 to the Committee; a copy of their presentation is appended to the original minutes. Copies of the package were distributed to Councillors.

L. Terry provided an introduction to the organization and its areas of focus. She stated that the annual report serves to track local trends, as drawn from the most recent Statistics Canada data, and informs local social service agencies, program planners, the business community, policy makers and funders.

L. VanderGreindt provided an overview of the comprehensive report and the Executive Summary, which highlights the key findings using broad demographic indicators. She extended appreciation to the local organizations which provided data for this report. She summarized the community profile for Cambridge, which included information about trends related to population family composition, immigration, language, employment and poverty. She provided highlights of the North Dumfries profile which included trend information for population demographics, income levels and the food security.

* B. Halloran joined the meeting at 1:07 p.m.

L. VanderGreindt provided an overview of *Sign Posts 2010*, stating that affordable housing, food security and income security, especially for seniors, continues to be a challenge in the community of Cambridge. She stated that the *Seniors Profile* indicates a diverse and growing population where seniors are working longer and predominantly in a part-time capacity.

* R. Kelterborn joined the meeting at 1:12 p.m.

L. Terry stated that the Social Planning Council will continue to track local trends but she expressed her concern with the replacement of the Census long form since the same caliber of information won't be available. She reviewed the listing of offered publications, highlighted the organization's involvement with local planning groups and committees, identified the services

offered through the Community Information Centre and thanked the Region and other funders for their continued support.

b) Planning, Housing and Community Services – Overview of Major Issues and Priorities related to Community Services and Housing

Rob Horne, Commissioner, Planning, Housing and Community Services, gave a presentation to the Committee; a copy is appended to original minutes. He provided information about past year and forecasted attendance at the Region's cultural facilities, indicating an enhanced marketing partnership with external groups. He gave an overview of the activities at the Regionally-operated rural libraries including e-usage, family literacy and accessibility. He summarized data for housing units owned and managed by the Region, the funding sources for retrofits and redevelopment, the Community Action Plan for Housing, the Provincial Long Term Housing Strategy and the Region's encouragement of private sector participation.

R. Horne responded to Committee questions regarding generational cycles of housing applicants, and housing for new immigrants and the working poor. He stated that the Region is seeking solutions through the Homelessness Partnering Strategy.

REPORTS – Planning, Housing and Community Services

a) P-11-031, Proposed 'Place of Employment' Survey

MOVED by T. Galloway
SECONDED by B. Halloran

THAT the Regional Municipality of Waterloo receive Report P-11-031, Proposed 'Place of Employment' Survey, dated March 8, 2011 for information;

AND THAT this report be distributed to interested parties, including the Area Municipalities and the Canada's Technology Triangle (CTT), to advise of the initiation of this project, and to request their support in raising awareness.

CARRIED

b) P-11-032, Raising Awareness of the 2011 Census

MOVED by L. Armstrong
SECONDED by J. Haalboom

THAT The Regional Municipality of Waterloo take the following actions to raise awareness of the 2011 Census as described in P-11-032, dated March 8, 2011:

- a) Encourage all residents of the Region of Waterloo to provide a complete response to the 2011 Census Form during May, 2011; and
- b) Use available channels, such as the Region of Waterloo website, to direct residents to information about the Census.

CARRIED

INTERDEPARTMENTAL REPORTS

a) PH-11-012/P-11-030, 2010 ECOFest Overview and Planning for 2011

Dave Young, Manager, Health Protection and Investigation, highlighted the attendance figures for the 2010 event, acknowledged event partners and stated that planning is underway for the 2011 event.

In response to a Committee question about collaboration with area municipalities, Mike Murray, Chief Administrative Officer stated that the Region collaborates on an ongoing basis, meeting with environmental planning counterparts to determine opportunities for joint events. Dr. Liana Nolan, Commissioner/Medical Officer of Health, advised that the event will continue to evolve and staff will make every effort to work with area municipalities.

Received for information.

b) SS-11-013/CA-11-004, Waterloo Region Immigration Partnership

Michael Schuster, Commissioner, Social Services, introduced the report, stating that this is a follow-up to the planning phase. He advised that the program is fully funded by the federal government.

MOVED by T. Galloway
SECONDED by T. Cowan

THAT the Regional Municipality of Waterloo continue to serve as host for the Waterloo Region Immigration Partnership Council and, in its capacity as such, enter into agreements with the Federal Government of Canada or Ministry or agency there of, under the Local Immigration Partnership for the period April 1, 2011 to March 31, 2013, upon terms and conditions acceptable to the Regional Solicitor and the Commissioner of Social Services for the purpose of funding the Local Immigration Partnership;

AND THAT the Regional Municipality of Waterloo approve entering into agreements with agencies or consultants, as determined by the Commissioner of Social Services from time to time, to support the implementation of the Waterloo Region Immigration Partnership Strategic Plan for the period April 1 2011 to March 31, 2013, subject to receipt of Federal Government funding;

AND FURTHER THAT the Operating Budget for Social Planning, Policy and Program Administration be increased by \$600,000 gross and \$0 net for the period April 1, 2011 to March 31, 2013 as outlined in report SS-11-013/CA-11-004 dated March 8, 2011.

CARRIED

REPORTS – Social Services

a) SS-11-012, Homelessness Partnering Strategy

Lynn Randall, Director, Social Planning, Policy and Program Administration, highlighted the recommendations, provided the funding history and referred to the correspondence received from Minister Finley – item 7c). She stated that the *Homelessness Partnering Strategy Community Plan 2011-1014* will be submitted to the federal government and a copy will be

made available in the Councillors' library. She summarized the funding arrangements and the proposed funding allocations.

L. Randall responded to Committee questions about funding of aboriginal projects. Councillor Brewer congratulated staff for the projects undertaken and the community partnerships developed to date and advised that she is supportive of the 'B List' housing projects in the current budget issue papers continuing to receive Regional funding.

MOVED by T. Cowan
SECONDED by B. Halloran

THAT the Regional Municipality of Waterloo continue to serve in the role of Community Entity and, in its capacity as such, enter into agreements with the Federal Government of Canada or a Ministry or agency thereof, under the Homelessness Partnering Strategy for the period April 1, 2011 to March 31, 2014, upon terms and conditions acceptable to Legal Services, for the purposes of providing funding to projects based on the priorities identified in the Homelessness Partnering Strategy Community Plan 2011-2014;

AND THAT the Regional Municipality of Waterloo approve the Homelessness Partnering Strategy Community Plan 2011-2014;

AND THAT the Regional Municipality of Waterloo approve entering into agreements with the following agencies for the maximum amount identified for the period April 1, 2011 to March 31, 2014, subject to receipt of Federal Government funding;

Lutherwood	\$302,314
K-W Working Centre for the Unemployed	\$375,000
Young Women's Christian Association of KW	\$180,000
Cambridge Shelter Corporation	\$180,000

AND THAT the Regional Municipality of Waterloo approve entering into agreements with agencies or consultants, as determined by the Commissioner of Social Services from time to time, subject to receipt of Federal Government funding, to support implementation of the following:

- Homelessness Individual and Family Information System to a maximum of \$25,389 for the period April 1, 2011 to March 31, 2014;
- An Aboriginal specific project(s) to a maximum of \$33,900 for the period April 1, 2011 to March 31, 2014;
- STEP Home program evaluation to a maximum of \$30,000 for the period April 1, 2011 to March 31, 2014; and
- Supportive Housing of Waterloo (SHOW) to a maximum \$35,000 for the period January 1, 2011 to March 31, 2011 utilizing any unexpended funding under the current Homelessness Partnering Strategy ending March 31, 2011;

AND FURTHER THAT the Operating Budget for Social Planning, Policy and Program Administration be increased by \$331,354 gross and \$0 net, for the year 2011 as outlined in Report SS-11-012, dated March 8, 2011.

CARRIED

b) SS-11-014, Homeless Individuals and Families Information System Local Coordination Project (2011-2012)

MOVED by B. Halloran
SECONDED by C. Millar

THAT the Regional Municipality of Waterloo approve entering into an extension of the funding Agreement in the additional amount of up to \$57,963 with the Federal Government of Canada or a Ministry or agency thereof for continued local coordination of the Homeless Individuals and Families Information System (HIFIS) for the period April 1, 2011 to March 31, 2012;

AND THAT the Regional Municipality of Waterloo enter into an Agreement with the House of Friendship of Kitchener for up to \$21,326 for continued delivery of certain aspects of the Homeless Individuals and Families Information System (HIFIS) for the period April 1, 2011 to March 31, 2012;

AND THAT the Regional Municipality of Waterloo enter into an Agreement(s) with consultant(s), as determined by the Commissioner of Social Services from time to time, for up to a maximum of \$15,600 collectively for continued delivery of certain aspects of the Homeless Individuals and Families Information System (HIFIS) for the period April 1, 2011 to March 31, 2012;

AND THAT the Regional Municipality of Waterloo, Social Planning, Policy and Program Administration use the remaining \$21,037 to offset the Region Staff time contribution to the Homelessness Individuals and Families Information System (HIFIS) and use this funding towards the further implementation of the Homelessness to Housing Stability Strategy as determined by the Commissioner of Social Services from time to time for the period April 1, 2011 to March 31, 2012;

AND FURTHER THAT the 2011 Operating Budget for Social Planning be increased by \$43,472 gross and \$0 net as outlined in Report SS-11-014, dated March 8, 2011.

CARRIED

REPORTS – Public Health

a) PH-11-008, Smoke-Free Policy For New Leases and Transfers in Regionally Owned Community Housing: Report of Evaluation Findings

Dr. Nolan made brief comments and introduced Stephanie Ellens-Clark, Public Health Planner and Jonathan Mall, Manager, Tobacco & Cancer Prevention, who gave a presentation to the Committee; a copy is appended to the original minutes.

J. Mall identified the partners involved in the multi-faceted evaluation which included a tenant survey and an air quality study, both of which were conducted prior to the implementation of the Regional smoke-free policy. He highlighted the key findings of the report, which included the overwhelming support for the policy identified by survey respondents and the evidence of second-hand smoke in all the properties studied.

S. Ellens-Clark provided an overview of the tenant survey methods and statistics related to the responses. She advised that the first post-policy survey will take place later this year and that a staff report will come back to the Committee. She provided information about the air quality study conducted, giving data for concentrations in the common areas of the various locations and stated that the data collected in 2010 is currently being analysed. She noted that

household surveys will be conducted annually until 2013 and that a grant is being sought to undertake qualitative interviews with tenants.

Received for information.

b) PH-11-009, Fluoride Varnish Program in Selected Elementary Schools and Enhanced Surveillance

Dr. Robert Hawkins, Dental Consultant, made introductory comments and advised that favourable outcomes have been reported in the pilot program and, if budget approval is received, this program will be offered in selected high-risk schools.

In response to a Committee inquiry about the potential perception by City of Waterloo residents who may have expressed their objection to fluoridated water in the past, Dr. Nolan stated that the proposed program will not be universally-offered within the Region; it will be targeted to elementary students at high-risk schools and treatment will only proceed with parental consent. She stated that this safe, preventative treatment doesn't replace the former water fluoridation program. Dr. Nolan and Dr. Hawkins responded to Committee questions regarding the pilot program and public awareness of the proposed fluoride varnish program.

Chair Seiling stated that the referendum question in the past municipal election dealt with mass water fluoridation using chemicals and that those individuals who weren't in support of water fluoridation were aware that fluoride was available in other forms. He stated that it would be irresponsible of the Region not to offer this program.

Mike Murray, Chief Administrative Officer, reminded the Committee that the issue of alternative measures were raised a number of times during the fluoride debate and that Dr. Nolan often discussed interventions for high-risk populations.

B. Halloran offered her support of the program, indicated her interest in gaining insight about the marketing plan and asked that Public Health staff make a presentation to City of Waterloo Council. Dr. Nolan advised that this could be arranged, pending Council budget approval.

Received for information.

c) PH-11-010, Ontario Public Health Organizational Standards

Dr. Nolan stated that the Region's Public Health programs already meet most of the standards but that there is a requirement to document compliance and devise new business processes to meet the standards. Staff will be preparing an implementation plan and will seek Council approval once the standards have been thoroughly reviewed.

Received for information.

d) PH-11-011, Mutual Aid Agreement

Dr. Nolan advised that the agreement and the related by-law require updating and revision. She responded to Committee questions regarding the role of a replacement acting Medical Officer of Health, the operating guidelines and policies for the carriage of that role and the selection of a temporary replacement.

MOVED by G. Lorentz
SECONDED by L. Armstrong

THAT the Regional Municipality of Waterloo:

- (a) enter into a mutual aid agreement with other health units, as attached as Appendix "A";
- (b) provide the Medical Officer of Health and the Associate Medical Officer of Health with all necessary authority to carry out the terms and conditions of the mutual aid agreement; and
- (c) enact A By-law to Appoint an Acting Medical Officer of Health, as attached as Appendix "B",

pursuant to Report PH-11-011, dated March 8,2011.

CARRIED

e) PH-11-013, EMS Master Plan Update

Dr. Nolan made introductory comments and introduced John Prno, Director, Emergency Medical Services, who provided the Committee with a presentation; a copy is appended to the original minutes.

J. Prno stated that this is the first progress report made on the overall EMS Master Plan and that progress has been made in all areas. He stated that the dispatch model is making slow but steady progress. He advised that staff has prepared a budget issue paper with staffing requirements and that this is the first time in two years that staffing enhancement has been requested. He responded to a Committee question regarding the anticipated implementation timeframe for the dispatch model and its current challenges.

J. Prno shared with the Committee the impact of hospital offload delays on emergency resources and response times. He advised that the delays are part of a complex health-care wide issue and provided an overview of the provincial mutual aid system and the Code Red coverage levels. He provided charted data and anecdotal examples of the incidents and impact of hospital offload delays, citing February 14, 2011 as a key example of a worst case scenario when no ambulances were available. He stated that Public Health staff has met regularly with the Community Care Access Centre and senior hospital staff regarding system capacity and patient flow measures. He identified the actions taken to date and the impact on those involved in the offload delays.

J. Prno responded to Committee questions regarding the roles of Emergency Room nurses in minimizing delays, the Region's incidence of response to Code Red for neighbouring municipalities and the experiences of other municipalities. He advised that the problem is health-care wide and not easily resolved by additional hospitals ambulances.

In response to general agreement from the Committee of the urgent need to advocate for change, Dr. Nolan stated that the Region is working closely with hospitals and other local health-care bodies to collaborate on effective solutions. M. Murray suggested that key elements of the issue are hospital capacity and alternative level of care patients; if we had more supportive housing programs, local hospitals would be able to free up beds and this might possibly resolve the off-loading issue.

J. Prno responded to Committee inquires related to the impact of extended workdays on paramedic staff, the obligation and responsibility threshold for ambulance-delivered patients and

the impact of Emergency Room and ambulance overuse. He clarified that paramedics are responsible for their patients until hospital staff accept them as their patients. He stated that Public Health is seeking ways to work with patients who frequently access ambulance services and that Code Red situations typically deal with acute emergencies.

In response to the Committee's genuine concern for offloading delays, Dr. Nolan advised that staff will come back once a coordinated collaborative appeal and/or proposals have been determined.

Received for information.

INFORMATION/CORRESPONDENCE

a) Memo: Online Application

M. Schuster advised that the application should be available to Ontario Works applicants by mid-May and that he will attempt to arrange for a live demonstration to the Committee.

Received for information.

b) Memo: Ontario Works Caseload February 2011

M. Schuster advised that the data wasn't available for the meeting but that the memo will be distributed to Councillors.

c) Correspondence: Minister of Human Resources and Skills Development Re: Homelessness Partnering Strategy

Received for information.

d) Correspondence: Ministry of Children and Youth Services Re: Best Start Child and Family Centres in Ontario

Received for information.

OTHER BUSINESS

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

NEXT MEETING – Tuesday, April 12, 2011

ADJOURN

MOVED by K. Seiling
SECONDED by T. Cowan

THAT the meeting adjourn at 3:17 p.m.

CARRIED

COMMITTEE VICE CHAIR, *J. Mitchell*

COMMITTEE CLERK, *S. Natolochny*