Present were: Chair S. Strickland, L. Armstrong, T. Cowan*, D. Craig*, T. Galloway, J. Haalboom, B. Halloran, R. Kelterborn, G. Lorentz*, C. Millar, J. Mitchell, K. Seiling, J. Wideman* and C. Zehr

Members absent: J. Brewer and R. Deutschmann

MOTION TO RECONVENE INTO OPEN SESSION

MOVED by C. Millar
SECONDED by J. Mitchell

THAT the meeting reconvene into Open session.

CARRIED

DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT

None declared.

PRESENTATIONS

a) 2011 Senior of the Year Award to Mrinalini Ramachandran

Lucille Bish, Director, Community Services, made introductory comments and summarized Mrs. Ramachandran’s ten-year volunteer history with the Waterloo Wellington Children’s Groundwater Festival and the Waterloo Region Museum, as well as her service with a variety of other organizations.

Regional Chair K. Seiling and S. Strickland presented Ms. Ramachandran with a plaque in acknowledgment of her voluntary contributions.

Mrs. Ramachandran addressed the Committee and commented on the friendships that have developed through her community involvement and the personal experiences that have enriched her life in Canada.

* T. Cowan joined the meeting at 1:08 p.m.

b) Shayne Turner, Director of Bylaw & Enforcement, City of Kitchener, provided the Committee with an overview of the role and activities of the Waterloo Region Anti-Graffiti Alliance; a copy of his presentation is appended to the original minutes.
He identified the four themes of concentration, the strategic goals and the varied activities included in the group’s action plan. He summarized the details of the access to the reporting hot-line, the shared website and the branding/promotional tools, advising that a set of the posters will be provided to Regional Councillors.

* J. Wideman and D. Craig left the meeting at 1:17 p.m.

The presentation included visual displays of mural campaigns within the region involving community neighbourhood associations, high schools and local downtown Business Improvement Areas.

* J. Wideman and D. Craig returned to the meeting at 1:20 p.m.

S. Turner concluded his presentation with an overview of public education and awareness initiatives, as well as neighbourhood clean-up efforts. The group will continue to build awareness, encourage prevention and develop partnerships in the region.

c) Joan Fisk, Chair & Bruce Lauckner, CEO, Waterloo Wellington Local Health Integration Network, addressed the Committee regarding an update on the organization’s activities; a copy of the presentation is appended to the original minutes.

B. Lauckner provided an overview of the role and mandate of the Waterloo Wellington Local Health Integration Network (WWLHIN) and highlighted its current strategy to improve access to service, improve the health of our population and to sustain the health care system.

* T. Cowan left the meeting at 1:28 p.m.

B. Lauckner shared financial data related to provincial expenditures for health care, operating expenses, and the WWLHIN annual budget. He stated that a majority of funding is allocated to hospitals but that there is growing concern that our current system is not sustainable. He highlighted the average rate of local investment, health service provider funding allocations and the current local WWLHIN model. He stated that the WWLHIN is hoping to make inroads into reducing Emergency Department wait times and to deal with the challenges of health disparities and inequalities.

B. Lauckner responded to Committee questions about transparency and public engagement; the current disparity between funding for the Cambridge Memorial Hospital and the other local hospitals; and funding for supportive housing initiatives by acknowledging that the WWLHIN is working to improve communications and advocacy with the provincial ministry.

MOVED by C. Zehr
SECONDED by J. Haalboom

THAT the Committee meeting recess at 1:51 p.m.

CARRIED

MOVED by J. Wideman
SECONDED by R. Kelterborn

THAT the Committee meeting reconvene at 2:03 p.m.

CARRIED
REPORTS – Social Services

a) SS-11-026, Release of Updated Inventory of Housing Stability Programs in Waterloo Region (2011)

Mike Schuster, Commissioner, Social Services, made introductory comments and stated that the numbers have stabilized since the previous reporting.

Received for Information

b) SS-11-027, Release of Seven New Local Housing Stability Reports

M. Schuster advised that the seven reports provide an update and evaluation of the current programs that address homelessness; a report related to STEP Home Year Three Evaluation will be released in September 2011.

In response to a Committee inquiry about the value of research without a long-term funding commitments from senior levels of government, M. Schuster advised that the province is committed to providing funding assistance but that the challenge will come in 2013 when there is a significant change to how the Region receives this funding. In addition, he stated that the commitment from the federal government is limited to the next two years only.

* G. Lorentz left the meeting at 2:07 p.m.

Deb Schlichter, Director, Housing, stated that her staff are hopeful that some funding will be received from both the provincial and federal governments before the end of the summer but noted that these funds won’t address the matter of supportive housing. Regional Housing staff acknowledge that innovative initiatives to assist supportive housing will have to be developed using small investments over time.

S. Strickland referred to report SS-11-026 and stated that the significant research on homelessness has had an impact on the stabilization of the number of individuals accessing local emergency shelters.

Received for Information

* G. Lorentz returned to the meeting at 2:15 p.m.

c) SS-11-028, Children’s Services Division Service Contract Policy Implementation

Nancy Dickieson, Director, Children’s Services, gave a presentation; a copy is appended to the original minutes. She highlighted the intent of the policy and provided data related to the participation and compliance rate for the Raising the Bar on Quality mandatory program for operators.

In response to a Committee inquiry about the extended deadline for compliance by the six noted operators, N. Dickieson stated that if the deadline wasn’t extended, funding would be suspended and this would have a negative impact on the child care services for families.

S. Strickland suggested that the deadline be set at December 31, 2011 in fairness to the operators who have complied with the policy and its requirements. M. Schuster advised that the operators who aren’t in compliance have paid the training registration with the intent to comply. Staff continues to work with these operators and the challenges they face with the current transition of the full-day kindergarten program.
He identified the four themes of concentration, the strategic goals and the varied activities included in the group’s action plan. He summarized the details of the access to the reporting hot-line, the shared website and the branding/promotional tools, advising that a set of the posters will be provided to Regional Councillors.

* J. Wideman and D. Craig left the meeting at 1:17 p.m.

The presentation included visual displays of mural campaigns within the region involving community neighbourhood associations, high schools and local downtown Business Improvement Areas.

* J. Wideman and D. Craig returned to the meeting at 1:20 p.m.

S. Turner concluded his presentation with an overview of public education and awareness initiatives, as well as neighbourhood clean-up efforts. The group will continue to build awareness, encourage prevention and develop partnerships in the region.

c) Joan Fisk, Chair & Bruce Lauckner, CEO, Waterloo Wellington Local Health Integration Network, addressed the Committee regarding an update on the organization’s activities; a copy of the presentation is appended to the original minutes.

B. Lauckner provided an overview of the role and mandate of the Waterloo Wellington Local Health Integration Network (WWLHIN) and highlighted its current strategy to improve access to service, improve the health of our population and to sustain the health care system.

* T. Cowan left the meeting at 1:28 p.m.

B. Lauckner shared financial data related to provincial expenditures for health care, operating expenses, and the WWLHIN annual budget. He stated that a majority of funding is allocated to hospitals but that there is growing concern that our current system is not sustainable. He highlighted the average rate of local investment, health service provider funding allocations and the current local WWLHIN model. He stated that the WWLHIN is hoping to make inroads into reducing Emergency Department wait times and to deal with the challenges of health disparities and inequalities.

B. Lauckner responded to Committee questions about transparency and public engagement; the current disparity between funding for the Cambridge Memorial Hospital and the other local hospitals; and funding for supportive housing initiatives by acknowledging that the WWLHIN is working to improve communications and advocacy with the provincial ministry.

MOVED by C. Zehr
SECONDED by J. Haalboom

THAT the Committee meeting recess at 1:51 p.m.

CARRIED

MOVED by J. Wideman
SECONDED by R. Kelterborn

THAT the Committee meeting reconvene at 2:03 p.m.

CARRIED
REPORTS – Social Services

a) SS-11-026, Release of Updated Inventory of Housing Stability Programs in Waterloo Region (2011)

Mike Schuster, Commissioner, Social Services, made introductory comments and stated that the numbers have stabilized since the previous reporting.

Received for Information

b) SS-11-027, Release of Seven New Local Housing Stability Reports

M. Schuster advised that the seven reports provide an update and evaluation of the current programs that address homelessness; a report related to STEP Home Year Three Evaluation will be released in September 2011.

In response to a Committee inquiry about the value of research without a long-term funding commitments from senior levels of government, M. Schuster advised that the province is committed to providing funding assistance but that the challenge will come in 2013 when there is a significant change to how the Region receives this funding. In addition, he stated that the commitment from the federal government is limited to the next two years only.

* G. Lorentz left the meeting at 2:07 p.m.

Deb Schlichter, Director, Housing, stated that her staff are hopeful that some funding will be received from both the provincial and federal governments before the end of the summer but noted that these funds won't address the matter of supportive housing. Regional Housing staff acknowledge that innovative initiatives to assist supportive housing will have to be developed using small investments over time.

S. Strickland referred to report SS-11-026 and stated that the significant research on homelessness has had an impact on the stabilization of the number of individuals accessing local emergency shelters.

Received for Information

* G. Lorentz returned to the meeting at 2:15 p.m.

c) SS-11-028, Children’s Services Division Service Contract Policy Implementation

Nancy Dickieson, Director, Children’s Services, gave a presentation; a copy is appended to the original minutes. She highlighted the intent of the policy and provided data related to the participation and compliance rate for the Raising the Bar on Quality mandatory program for operators.

In response to a Committee inquiry about the extended deadline for compliance by the six noted operators, N. Dickieson stated that if the deadline wasn’t extended, funding would be suspended and this would have a negative impact on the child care services for families.

S. Strickland suggested that the deadline be set at December 31, 2011 in fairness to the operators who have complied with the policy and its requirements. M. Schuster advised that the operators who aren’t in compliance have paid the training registration with the intent to comply. Staff continues to work with these operators and the challenges they face with the current transition of the full-day kindergarten program.
S. Strickland suggested that a staff report be prepared for Committee in December 2011 with an update on the status of operators not in compliance with the policy.

Received for Information

d) SS-11-029, Children’s Services 2011 Provincial Budget Approval

MOVED by J. Wideman
SECONDED by J. Mitchell

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

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

CARRIED

REPORTS – Public Health

e) PH-11-034, 2010 Food Safety Annual Report

Dr. Liana Nolan, Commissioner/Medical Officer of Health, introduced Chris Komorowski, Manager, Food Safety, Recreational Water and Cambridge and Area Team, who provided a summary of the report.

Received for Information

REPORTS – Planning, Housing and Community Services

f) P-11-066, Joseph Schneider Haus and McDougall Cottage – 2010 Operations and 2011 Planned Initiatives

Rob Horne, Commissioner, Planning, Housing and Community Services, highlighted the report including past year attendance; the anticipated completion of the family wash house at Joseph Schneider Haus; and, the creation of the Friends program and Musician-in-Residence at McDougall Cottage.

Received for Information

INFORMATION/CORRESPONDENCE

a) Memo: 2010 Labour Market Report

Received for Information

b) Memo: Ontario Works Caseload: May 2011

Received for Information

c) Employment and Income Support Community Advisory Committee 2010 Annual Report
Received for Information
d) Memo: Waterloo Region Energy Assistance Program (WREAP) Recognized for Local Municipal Champions Award

Received for Information

Received for Information

OTHER BUSINESS

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

NEXT MEETING – August 16, 2011

ADJOURN

MOVED by L. Armstrong
SECONDED by G. Lorentz

THAT the meeting adjourn at 2:24 p.m.

CARRIED

COMMITTEE CHAIR, S. Strickland

COMMITTEE CLERK, S. Natolochny
Regional Graffiti Strategy
Waterloo Region Anti-Graffiti Alliance

Presentation to Regional Council
June 21, 2011
Impacts of graffiti (a form of vandalism) can be broadly categorized into 2 areas:

- Financial impact of removal; and
- Perceptions of the surrounding area
Background

- Origin – discussions between City of Kitchener and WRPS

- Realized quickly that we needed to take a larger (regional) perspective
Core Team

- Core Team Established
- 3 cities and 4 townships
- Region - Waterloo Regional Police and Crime Prevention Council
- Kitchener Downtown BIA
Background

- Much of the initial discussions focused on a shift in focus from enforcement to prevention strategies
- (doing what we currently do in a different manner)
Background

- Conducted several stakeholder sessions
- Essentially “brainstorming” exercises
Stakeholders

- Grand River Transit
- Region of Waterloo
- Waterloo Uptown BIA
- Cambridge BIA
- John Howard Society
- ROOF
- Canada Post
- Button Factory
- Wilfred Laurier Police
- U of W Police
- Kitchener Wilmot Hydro
- Conestoga College
- KW Real Estate Board
- GRCA
- Crown Attorney’s Office
- DEYGLI (neighbourhood)

- Neighbourhood Associations
- KYAC
- Safe and Healthy Communities Committee
- Waterloo Region District School Board
- Waterloo Catholic District School Board
- Waterloo North Hydro
- Bell Canada
- Rogers
- Community Justice Initiatives
- Community Services Dept
Planning Process

- Brainstorming sessions lead to the development of “themes”
- Public Awareness and Education
- Prevention and Enforcement
- Community Engagement
- Public Art
Background

- Gave the initiative an identity
- Waterloo Region Anti-Graffiti Alliance
Strategic Goal

“Build awareness and reduce the incidents of graffiti throughout Waterloo Region by engaging our entire community in a multi-level and multi-disciplined approach to graffiti reduction”
Action Plan

- Developed a series of actions aimed at achieving our “goal”
Action Plan

- Development of key messaging and determining target audiences
- **Recognize it** (understand what it is and the negative impacts)
- **Report it** (reporting helps facilitate quicker removal)
- **Remove it** (understanding the importance of quick removal as well as neighbourhood engagement)
Action Plan

- Consistent by-law regulations relating to graffiti removal
- Kitchener & Waterloo enacted a “graffiti” by-law in spring of 2010 (similar to Cambridge)
- Previously contained in property standards by-laws
- More flexibility to work with property owners
Action Plan

- Developing a consistent reporting structure between the municipalities and WRPS
- Identify trends and problem areas
Reporting Hot-line

- Expanded the City’s existing reporting line (Graffiti Busters)
- Now available across the region
- 1-855-TAG-FREE
- (1-855-824-3733)
Reporting Line

- Each municipality will monitor the calls relative to their area of jurisdiction
- (shared line)
Web Site

- Developed a shared web site
- [www.wipeoutgraffiti.ca](http://www.wipeoutgraffiti.ca)
- Site contains information as well as a reporting mechanism
Web Site

Waterloo Region Anti-Graffiti Alliance
Reporting Hotline:
1-855-TAG FREE (1-855-824-3733)

Cambridge * Kitchener * Waterloo * North Dumfries * Wellesley * Wilmot * Woolwich
Visually

- The use of visuals (posters and wordmarks) to create consistent branding throughout the region
Wordmarks

Graffiti
Where do you draw the line?
Wordmarks

[Image of graffiti art]

Where do you draw the line?

www.wipeoutgraffiti.ca
Posters

- Initial posters focus on neighbourhoods
- To build awareness of the negative impacts
- To encourage a sense of ownership within neighbourhoods
Posters

A place to grow?

Where do you draw the line?
Recognize it. Report it. Remove it.

www.wipeoutgraffiti.ca  1-855-TAG-FREE

© 2011, WATERLOO REGION ANTI-GRAFFITI ALLIANCE in partnership with local government
Posters

A place to live?

Where do you draw the line?
Recognize it. Report it. Remove it.

www.wipeoutgraffiti.ca    1-855-TAG-FREE
Posters

A place to play?

Graffiti
Where do you draw the line?
Recognize it. Report it. Remove it.

www.wipeoutgraffiti.ca   1-855-TAG-FREE
Posters

A place to walk?

Where do you draw the line?
Recognize it. Report it. Remove it.

www.wipeoutgraffiti.ca  1-855-TAG-FREE
Messaging

- Wish to acknowledge the commitment from the Waterloo Region Record to provide advertising space
- Approximate $5,000 in-kind support
Murals

- Using murals as a prevention strategy

- Identifying problem locations

- Opportunity to build neighbourhood ownership
Murals
Murals
Murals
Murals
Murals
Riverside Rails
Education

- Developed messaging for programs at the Children’s Safety Village

- Graffiti is negative and does not belong in our neighbourhoods
Focus on empowering residents to take a leadership role in reducing/preventing graffiti in their neighbourhoods
Neighbourhood Cleanups
Neighbourhood Cleanups
Neighbourhood Cleanups
Neighbourhood Cleanups
Neighbourhoods

- More work will be done to encourage removal strategies at the neighbourhood level.
Next Steps

- Continue messaging and branding – build awareness
- Messages into schools
- Proactive approach to removal
- Encouraging neighbourhood cleanups
- “Street furniture” – utility boxes, etc. on road allowances
- Mural opportunities
Thank you

Questions?
Agenda

- WWLHIN Fast Facts
- Strategic Focus of WWLHIN
- Health Care Spending and the Fiscal Context
- LHIN Model
- Examples of Improvements for Local Residents
- Still More Work to Be Done
WWLHIN Fast Facts

• Responsible for planning, integrating, coordinating and funding 77 health service providers

• The health service providers provide programs and services across one or more areas as follows:
  • 1 provides Community Care Access Centre services
  • 4 provide Community Health Centres services (with 4 satellites)
  • 21 provide Community Mental Health and Addictions Services
  • 33 provide Community Support Services
  • 8 provide acute hospital services (10 hospital sites)
  • 34 provide Long Term Care services

• Serving a population of over 730,000

• 90% rural geographic base

• WWLHIN area also has 9 Family Health Teams (FHT), 3 Public Health Units and numerous other primary care providers
Strategic Focus of WWLHIN

Focused on 3 things:

• Improving access to services
• Improving health of our population
• Sustainability of the health system
Government of Ontario
Total Expenditures 2010/11

Total:  $125 Billion
Source: Prov. Budget (Oct 2010)
Ministry of Health & Long-Term Care
Operating Expense by Area (2010/11)

LHINs & Related Providers
$21.5B
48%

Provincial Programs & Stewardship
$4B
10%

Other
3%

OHIP $16B
37%

Public Health
$784M

“Other” includes Ministry Administration $85M; Health Policy & Research $756M; eHealth & IM $607M; Information Systems $75M

Source: Provincial Estimates
WWLHIN Health Service Provider Funding Allocation by Sector 2010/11 ($ Millions)

- Total HSP Allocation: $920.43 Million
- Source: WWLHIN Audited Financial Statements
WWLHIN - Health Service Provider Funding Allocations ($ Millions)

Source: WWLHIN Audited Financial Statements
LHIN Model

• Local decisions are being made by local residents based on local community and provider input to respond to local health care needs
• Local health service providers are working together to improve access to quality care – no more silos
• Health service providers are being held accountable for the taxpayer dollars they are given
Examples of how the health system has improved for Local Residents

- Wait times down significantly

<table>
<thead>
<tr>
<th>Procedure</th>
<th>In FY 06/07 wait times in days in the WWLHIN was:</th>
<th>At the end of FY 10/11 wait times in days in the WWLHIN is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic MRI</td>
<td>186</td>
<td>62</td>
</tr>
<tr>
<td>Diagnostic CT Scan</td>
<td>112</td>
<td>28</td>
</tr>
<tr>
<td>Knee Replacement</td>
<td>318</td>
<td>169</td>
</tr>
<tr>
<td>Hip Replacement</td>
<td>293</td>
<td>120</td>
</tr>
<tr>
<td>Cataract Surgery</td>
<td>174</td>
<td>92</td>
</tr>
</tbody>
</table>
Examples of how the health system has improved for Waterloo Region residents

• New Mental Health Beds
  • 50 longer term mental health beds - Freeport Site
  • day programs for mental health patients
  • 23 acute mental health unit at CMH including outpatient and day hospital

• New MRI
  • Cambridge Memorial Hospital – Spring 2012
Examples of how the health system has improved for Waterloo Region residents

- Picture Archiving Communication System
  - electronic diagnostic imaging records, including CT scans, ultrasound, mammograms and MRI scans
  - all WWLHIN hospitals connected and are connecting to other hospitals in the following LHINs – Erie-St. Clair, South West and Hamilton Niagara Haldimand Brant

- Integrated Assisted Living Program
  - increased access to personal support services and other community-based programs for seniors
  - Cambridge, Kitchener and Waterloo locations
Examples of how the health system has improved for Waterloo Region residents

• Aging at Home programs increased access to care for seniors
  • April 2008 – March 2009  -  3,276 seniors received care
  • April 2009 – March 2010  -  8,975 seniors received care
  • April – December 2010  -  8,526 seniors received care

Assisted Living for At Risk Elderly
Adult Day Services Network
Intensive Geriatric Services Worker
In-Home Primary Care
Parish Nursing

Palliative Care Teams
Transitional Care Program
First Link
Seniors Centre for Excellence
Examples of how the health system has improved for Waterloo Region residents

• Increased Use of Telemedicine
  • 996 clinical uses for January – March 2011 compared to 224 clinical used for January – March 2010, increase of 444%

• Creation of a WWLHIN-wide vascular program at Guelph General
  • increased access to services for our residents, many who previously had to go to Hamilton with limited access
  • provides emergency coverage
  • 543 patients annually; WWLHIN investment of $1.477 million
Examples of how the health system has improved for Waterloo Region residents

• Increased funding for Youth Addictions Treatment Programs
  • $2.5 million between Ray of Hope (Kitchener) and Portage (Elora)

• New supportive housing units
  • 30 units at Sunnyside Home

• New long-term care beds – 332 system wide
  • 96 at St. Joseph’s Health Centre – Nov 2010
  • 96 at Riverside Glen – April 2011
  • 96 at Hilltop Manor – March 2013
  • 44 at Pinehaven Home – December 2012

• New Hospice Wellington beds
  • 10 beds in Spring 2010
Still More Work to Be Done

• Reducing Emergency Department wait times and Alternate Level of Care (ALC) days
• Sustainability of health system
• Growing health disparities and health inequities
How Can We Help Each Other?

- Issues from your perspective
- Opportunities for partnership
- Other possible solutions
LIVE AND LIVE WELL
IN WATERLOO WELLINGTON

Waterloo Wellington LOCAL HEALTH INTEGRATION NETWORK
50 Sportsworld Crossing Road, Suite 220
Kitchener, ON N2P 0A4

T. 519 650 4472
F. 519 650 3155
Toll Free 1 866 306 5446

Staff email: first name.last name@lhins.on.ca
General email: waterloowellington@lhins.on.ca

Websites: www.wwlhin.on.ca and www.wwpartnersinhealth.ca
Community Services Committee

Children's Services Service Contract & Policy Implementation

June 21, 2011

Nancy Dickieson
Director, Children's Services
Background

• 2008 Policy Review
• 2009 Policy Approval
• 2011 Policy Effective

Policy Intent

• Quality
• Inclusive
• Financially Accountable
RTB Participation Rates

Year 1: 50%
Year 2: 60%
Year 3: 55%
Year 4: 65%
Year 5: 70%
Year 6: 80%
Year 7: 90%
Next Steps

• Support to meet contract obligations
• Continued policy enhancement
• Sustainable operating practices
• Service System principles