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

MOTION TO RECONVENE INTO OPEN SESSION

MOVED by G. Lorentz
SECONDED by L. Armstrong

THAT the meeting reconvene into Open Session.

CARRIED

DECLARATIONS OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT

None declared

DELEGATIONS

a) Ellen Desjardins, Waterloo Region Food System Round Table, provided a presentation to the Committee regarding the Waterloo Region Food Charter. A copy of the presentation is appended to the original minutes. She provided an overview of the participating municipalities; the consultation process and development of the Charter; and, requested that Regional Council endorse the Waterloo Region Food Charter.

The Committee discussed the benefits and challenges of the Charter, as well as the local emerging trends.

MOVED by J. Wideman
SECONDED by J. Mitchell

THAT the Regional Municipality of Waterloo endorse the Waterloo Region Food Charter, as presented on April 9, 2013.

CARRIED

PRESENTATIONS

Kristin Schantz, a University of Waterloo BSW student on placement with Opportunities Waterloo Region, addressed the Committee regarding a free university course for people living on low-incomes. She gave a presentation; a copy is appended to the original minutes. She described the Humanities course being offered and the opportunity for people living with low-
income to experience a university education. She summarized the outcomes and community support for the initiative.

REQUEST TO REMOVE ITEMS FROM CONSENT AGENDA

There were no requests to remove items from the Consent agenda.

MOTION TO APPROVE ITEMS OR RECEIVE FOR INFORMATION

MOVED by J. Wideman
SECONDED by T. Galloway

THAT the following items be approved:

- THAT the Regional Municipality of Waterloo enter into a service agreement with the Early Childhood Educator Professional Resource Centre, Conestoga College, for delivery of professional development activities for Early Learning and Child Care programs, as outlined in report SS-13-011.
- THAT the Regional Municipality of Waterloo enter into a Service Contract effective May 1, 2013 with the Kitchener-Waterloo Young Women’s Christian Association, head office located at 153 Frederick Street, Kitchener, ON, N2H 2M2 as outlined in report SS-13-012, dated April 9, 2013.

AND THAT the following items be received for information:

- P-13-033, Volunteer Programs at Region of Waterloo Museums – 2012
- Ministry of Municipal Affairs and Housing, Re: Business Case Request for Funding Community Homelessness Prevention Initiative (CHPI)
- Memo: Cyberbullying RAP Sheet; Elder Abuse RAP Sheet
- Council Enquiries and Requests for Information Tracking List

CARRIED

REGULAR AGENDA RESUMES

REPORTS – PLANNING, HOUSING & COMMUNITY SERVICES

a) P-13-034, Community Housing Update and Proposed 2013 Progress Plan

Deb Schlichter, Director, Housing, gave a presentation to the Committee; a copy is appended to the original minutes. She provided a summary of the successes of the various programs, the funding sources, the issues involved with community housing, the proposed work plan, and the statistics related to tenants and waitlists. She encouraged Councillors to attend one of the two Housing Action Plan forums planned for April.

D. Schlichter responded to Committee questions regarding allocation of funding and the process for determining locations for affordable housing, including the transit corridor. She advised that staff will come back with a report about proposed priorities.

MOVED by T. Cowan
SECONDED by J. Brewer
THAT the Regional Municipality of Waterloo approve the Community Housing Update and Proposed 2013 Progress Plan, as described in Report P-13-034, dated April 9, 2013.

CARRIED

REPORTS – PUBLIC HEALTH

b) PH-13-015/P-13-035, Smoke-Free Policy for New Leases and Transfers in Regionally-Owned Community Housing – Annual Update

Sharlene Sedgwick Walsh, Director, Healthy Living, Planning & Promotion, provided introductory comments about the collaborative initiative. She advised that a new pilot model smoking cessation program is being introduced for residents.

D. Schlichter responded to Committee questions regarding building signage and incentive programs to encourage residents to become smoke-free.

* C. Millar left the meeting at 2:25 p.m.

Received for information

c) PH-13-016, Improvements to EMS Service Delivery

Dr. Liana Nolan, Commissioner/Medical Officer of Health, stated that the Region identified a number of operational issues with regards to the Region of Waterloo Emergency Medical Services (EMS) and requested a full review by the Ministry of Health. The Ministry report provides staff with an understanding of the areas for improvement, including lack of consistency in patient care protocols, patient care documentation and compliance with dispatch direction. She stated that the Region of Waterloo EMS takes this matter very seriously and has been open and transparent in response to the findings of the Ministry report.

She advised that the Region continues to work closely with the Ministry of Health and has already taken a number of steps to address the deficiencies including an internal investigation, disciplinary actions and a new monitoring system for appropriate use of lights and sirens.

She introduced Arthur Graham, who has been appointed as the Interim Director for EMS and she advised that Sheryl Jackson has been appointed as a Special Advisor, Quality Assurance. She stated that EMS has initiated a dialogue with the base hospital to improve expectations and outcomes and has initiated a review of the management structure and roles.

Dr. Nolan and A. Graham responded to Committee questions regarding the frequency of base hospital reports, the review and audit of additional Ambulance Call Reports (ACR), a revised quality assurance program and staffing capacity. Dr. Nolan highlighted the measures currently in place to increase contact and face-to-face feedback between management and staff to improve patient care. She advised that once the review of the management structure and roles has been completed by the consulting firm, the need for additional staff can be determined.

Additionally, staff responded to Committee inquiries regarding the use of technology as a reporting tool, the status of the peer auditing process and the responsibility for the quality assurance program.
S. Strickland stated that there are systems in place to ensure that this situation doesn’t occur again, including the increased monitoring of staff. He thanked Dr. Nolan and the members of EMS for the quality health care they offer in the Region.

Dr. Nolan responded to a Committee question about the accuracy of previously reported ambulance response times, stating that the impact on the metric has been minimal but that EMS is dedicated to following the standards in place. She also responded to a question regarding the level of confidence in dispatch direction by noting that no paramedics intended to cause any harm but that they had concerns with the triage tool used by dispatch; the triage tool is provincially mandated.

S. Strickland stated that there is an EMS Response Times Working group in place at the Region and that the issue of dispatch has been discussed.

MOVED by K. Seiling  
SECONDED by C. Zehr  

THAT the Regional Municipality of Waterloo approve the initiatives to improve the consistency of EMS Service Delivery, as outlined in Report PH-13-016, dated April 9, 2013.  

CARRIED

OTHER BUSINESS

Correspondence from Ingrid Sienerth regarding the Kitchener Backyard Campfire ban was received for information.

NEXT MEETING – April 30, 2013

ADJOURN

MOVED by K. Seiling  
SECONDED by J. Mitchell  

THAT the meeting adjourn at 2:50 p.m.  

CARRIED

COMMITTEE CHAIR, S. Strickland

COMMITTEE CLERK, S. Natolochny
Waterloo Region Food Charter

Presentation to Community Services Committee

April 9, 2013

By Ellen Desjardins
on behalf of the Waterloo Region Food System Roundtable
Why a food charter?

• A food charter is a statement of values and principles that are mutually accepted by food system stakeholders in a region, city or province.

• It contributes to a common understanding of the components that combine to build a healthy, viable food system.

• It can serve as a guide for developing food policies, and as a reference for integrating community efforts towards a coordinated municipal food strategy.

• It can stimulate networks within and across jurisdictions.
Other places that have food charters

- Toronto
- London Ontario
- Guelph-Wellington
- Hamilton
- Sarnia-Lambton
- Halton Region
- Durham region
- York Region
- Kawartha Lakes
- Simcoe-Orillia
- Sudbury
- Thunder Bay
- Manitoba
- BC Capital Region (Victoria)
- Vancouver BC
- Squamish BC
- Kaslo BC
- Kamloops
- Saskatoon
- Prince Albert
- Medicine Hat
The process: how did we arrive at the Waterloo Region food charter?

1. In 2012 a draft food charter was drawn up by a committee of the Waterloo Region Food System Roundtable. It expanded upon the 6 Roundtable priorities, developed in 2009 with extensive community input (170 people).

2. To gather input and feedback, the draft charter was posted on the Roundtable website, and an on-line survey tool was developed.

3. In early January 2013, invitations were posted far and wide to respond to the draft food charter.
The process: how did we arrive at the Waterloo Region food charter?

4. In late February 2013, the Roundtable committee collected all responses (n=60) and took them into account to develop a revised draft food charter. Further edits were made in consultation with key stakeholders, to arrive at the version presented here.

5. Over 20 organizations and many individuals have endorsed the food charter to date.  
http://www.wrfoodsystem.ca/blog/2013/03/01/endorse-the-waterloo-region-food-charter

6. We seek endorsement of the food charter by the Community Services Committee and by Regional Council.
Waterloo Region Food Charter

Vision:

“A healthy, just, and sustainable food system is one in which all residents have access to, and can afford to buy, safe, nutritious, and culturally acceptable food that has been produced in an environmentally sustainable way, and that supports our rural communities.

Such a food system promotes social justice, population health, and profitable farms, reflects and sustains local culture, and supports ecological viability.”
Waterloo Region Food Charter

• Because we believe in fair, environmentally-sustainable, livable, and economically-profitable rural and urban communities, we support:
...we support connecting people to our local food system

• by enhancing knowledge about, and engagement in, the food in our communities.

This includes:

❑ empowering people to participate in the local food system

❑ improving our skills for growing, preserving, and preparing food

❑ educating ourselves and others about the food system

❑ encouraging respect for food and the ecosystems to which it is bound, supporting the expansion of food grown or raised in urban and rural areas
...we support community economic development

- by building the processing and distribution infrastructure required to make local foods available for local residents and global trade.

   This includes:

   - prioritizing local processing, distribution, and retailing opportunities for small- and medium-sized businesses

   - encouraging public institutions to buy local and environmentally sustainable food

- by encouraging policies and other initiatives which enable profitable livelihoods for local farmers for generations to come
...we support access to healthy food

• by protecting farmland from urban development
• by supporting policies and other initiatives that ensure that everyone has access to enough nutritious food

This includes:

- championing adequate incomes for everyone, so that all residents can afford to buy healthy food
- encouraging the local production and processing of foods that contribute to the nutritional health of citizens
- ensuring walkable access to venues that sell healthy foods
- ensuring the widespread availability of, and access to, locally produced and culturally appropriate food
- ensuring the availability of healthy, affordable food choices in workplaces and public institutions
...we support **ecological health**

- by promoting and supporting food production and processing methods that reduce greenhouse gas emissions; use less fossil-fuel energy; sustain or enhance wildlife habitats, watersheds, biological and seed diversity, and soil health; and that optimize or reduce the use of local natural resources to ensure long-term ecological sustainability

- by ensuring access to a safe and sustainable water supply for all residents of Waterloo Region

- by encouraging the reduction of food waste and excessive food packaging, and supporting initiatives that strive to reduce or reuse food waste, such as composting
...we support **integrated food policies at all levels of gov’t.**

- by encouraging joined-up policies across local, provincial, and federal levels of government that aim to ensure that healthy, environmentally sustainable food is available to everyone

- by recognizing the importance of comprehensive food strategies and policies that promote a profitable, viable and ecologically sustainable food system
Next step: a Waterloo Region Food Strategy
→ turning a common vision into action

• will be developed with extensive research and community consultation, including regional staff

For example, upcoming documents (soon to be published by Public Health) can inform the food strategy:

a) Planning Food Friendly Cities, Municipal Food Policies Project 2013

b) The Health of Waterloo Region’s Food System: an Update 2013
Introduction of Waterloo Region Food Charter

“Taste of Woolwich”
Breslau Mennonite Church
Monday, April 15
5 PM

http://www.foodlink.ca/taste-of-woolwich

www.wrfoodsystem.ca
Thank you!
Urban agriculture

Local food infrastructure

Farm viability

Access to healthy food

Food policy

Food sovereignty
Community University Partnership:
Free university course for people who live on low-incomes
About Humanities 101 (Hum 101)

Background

• free university courses not a new concept

• The vision for the Hum 101 course - the first of its kind in Waterloo Region
  • Target group
  • About the course
  • Community support
We all know how important it is to have an education. We also know that people living on low-incomes face significant challenges to accessing educational opportunities.

**Join us!** on September 25 to learn about a new, FREE, 12-week course at Renison University College, University of Waterloo!
Opportunities’ contributions

- Engaged and mobilized community leadership
- Administrative lead working in collaboration with the Community Working Group
- Engaged Natalie Brown Kivell in the project
- Continue to provide support for the rest of this year’s course:
  - application and acceptance process
  - development of documentation pertaining to the HUM 101 course
- Monitoring the start up of the course
- Follow up session
Outcomes to date

- Approximately **100 individuals and community support providers** displayed interest with a one week period.
  - 70 first round applications submitted.
    - **48 individuals** submitted a written essay
      - **25 individuals** were offered a spot in the HUM 101 course,
      - **16 individuals** were offered a space on the wait list
      - **seven** applicants did not meet the criteria
        - **six** of those were invited to volunteer with the HUM 101 course for additional experience.
Where do we go from here?

• The first HUM 101 course is set to begin May 9, 2013 on Renison Campus at the University of Waterloo.

• The first weekly supplementary study session is scheduled to begin on May 14, 2013. Space has been provided by the Waterloo Catholic District School Board for the study sessions until July 2013.

• Further engagement of community leaders in the working group

• Various gaps need to be filled in the running of weekly study session
Thank you.
Community Housing Update and Proposed 2013 Progress Plan

Community Services Committee Presentation
April 9, 2013
Overview

• Our Customers
• Our Successes
• Our Dollars
• Our Proposed Work Plan
Waterloo Region Housing

Regionally-owned and managed:

- 2722 units
- 62 sites across Waterloo Region
- Less unit turnover
- Arrears/evictions balance

Today's issues include:

- Bed bugs, Hoarding, Radon, Shade audit, Smoke-free
- Capital projects; housing stock getting older
- Revitalization study and outcomes
Housing Administration

Oversight:

• 58 non-profit (46) and co-op (12) providers
• 4671 non-profit (3811) and co-op (860) units
• New legislation: Housing Services Act (HSA)
• New tools: Housing Provider Performance Standards (HPPS) Matrix, Housing Collaborative Initiative (HCI)

Today's issues include:

• Monitoring performance, building condition assessments/capital reserves, insurance
Rent Assistance Programs

- Rent Supplement
- Housing Allowance
  - Nov/09 - March/13
- Short Term Rent Support Program (STRSP)
  - July/10 - Dec/12
- Below Average Market Rents (BAMRs) in new supply
- Housing Allowance extension *NEW
- Temporary Housing Assistance with Supports (THAWS) *NEW
Ontario Renovates

Forgivable loans to lower income households for repairs and improved accessibility
Temporary Housing Assistance with Supports (THAWS)
Community Housing

• Regionally-owned Community Housing (WRH) 2,722 units
• Oversee 58 Community Housing Providers 4,671 units
• Rent Assistance Programs
  • Rent Supplement (RS) 773 units
  • Housing Allowance (HA) 78 units
  • Short Term Rent Support Program (STRSP) 211 units
  • Below Average Market Rent (BAMRs) 193 units
  • Temporary Housing Assistance with Supports (THAWS) 6 units
• Affordable Housing Strategy (AHS) 1,953 units
• Ontario Renovates (OR) 14 units
Community Housing Wait List

- Average 3,000 households 2008-2012
  - Non-senior singles/couples 46%
  - Seniors 10%
  - Families 44%
- Wait time 1-6 years
- Less households being housed
- Priority groups shifting
Our Successes

• Assisted 20 households maintain their housing through two new programs (OR & THAWS)
• Successful exit strategy for Housing Allowance Program, assisted 277 households up to 5 years
• Housed 726 households from Wait List
• Impacted more than 10,000 households through Community Housing programs
• Provided housing to those with special needs through partnerships with support service agencies
Funding for Housing

- Allocate remaining $1.75 M Investment in Affordable Housing (IAH) for new rental supply
- Federal budget: renewing IAH $253 M per year over 5 years (April/14 - April/19)
- Provincial budget
- Innovations in financing/leveraging assets (pilot for Asset Leveraging Working Group with MMAH and Infrastructure Ontario)
Planning for the Future

• Long term Housing Plan
  ➢ Community Action Plan for Low to Moderate Level Housing

• Next Affordable Housing Strategy
Future Issues

• How to help those who are able to move out of community rent-geared-to-income (RGI) housing?
• How to add more affordable housing units with limited funding?
• How to keep our housing stock in good condition?
• How to help keep our housing sector strong/viable?
• How to mitigate the recent changes to Discretionary Benefits and Community Start-Up & Maintenance Benefits (CSUMB)?
• How to add supports to housing?
Thank you

For further information on Housing, go to:

www.region.waterloo.on.ca/housing

or contact:

Deb Schlichter
Director of Housing
Email: dschlichter@regionofwaterloo.ca
Phone: 519-575-4521