



Regional Municipality of Waterloo

Community Services Committee

Minutes

Tuesday, May 26, 2015

1:35 p.m.

Regional Council Chamber

150 Frederick Street, Kitchener

Present were: Chair G. Lorentz, L. Armstrong, S. Foxton, D. Jaworsky, H. Jowett, K. Kiefer*, J. Mitchell, J. Nowak, K. Redman, K. Seiling, S. Strickland*, B. Vrbanovic and W. Wettlaufer

Members Absent: D. Craig, T. Galloway, and S. Shantz

Declarations of Pecuniary Interest under “The Municipal Conflict of Interest Act”

None declared.

Delegations

- a) Doug Lamb, Ontario Landlords Watch, re: Impact of Including Water Costs with Rent for Social Assistance Recipients

Doug Lamb appeared before the Committee to provide a presentation outlining his concerns with a decision made by the City of Cambridge in 2015 to add a tenant’s delinquent water bill to their landlord’s property tax bill. A copy of the [presentation](#) is appended to the original minutes. He explained that this will decrease the availability of affordable housing and negatively affect tenants by increasing rent and credit checks. D. Lamb noted that landlords are now looking at how they can provide water as third party businesses. He requested that the Region assist landlords with providing affordable housing by subsidizing a tenant’s water bill.

*S. Strickland and K. Kiefer entered the meeting at 1:38 p.m.

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The Committee thanked D. Lamb for the presentation but noted that this is a responsibility for the City of Cambridge.

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 S. Foxton

Seconded by K. Kiefer

That the following items be received for information:

- PHE-HLV-15-02, Update - Falls Prevention across the Lifespan
- CSD-HOU-15-09, Community Homelessness Prevention Initiative Funding Allocation

Carried

Regular Agenda Resumes

Reports – Community Services

a) CSD-SEN-15-05, Sunnyside Home Medical Director's Report 2014 (Presentation)

Nancy Dickieson, Director, Children's Services, provided an introduction for Connie Lacy, the new Director, Seniors' Services. C. Lacy introduced Dr. Fred Mather, Medical Director, Sunnyside Home. Dr. Mather provided a presentation on the work undertaken by Sunnyside Home in 2014 and the goals for 2015. A copy of the [presentation](#) is appended to the original minutes. He explained that in 2014 over 81% of the admissions to convalescent care were able to return to the community. He also noted that Sunnyside Home was subject to Resident Quality Inspections (RQI) in 2014 and 2015. In 2014 Sunnyside Home had nine voluntary plans of correction and twelve written notifications as a result of the RQI. In 2015 these numbers improved to zero and two respectively.

The Committee thanked Dr. Mather for the presentation and his service to Sunnyside Home.

Received for information.

Reports – Planning, Development and Legislative Services

- b) PDL-CUL-15-11, Public Art in the ION Rapid Transit Corridor

Moved by B. Vrbanovic

Seconded by K. Redman

That the Regional Municipality of Waterloo endorse the proposed approach for incorporating permanent place-making public art at selected ION Rapid Transit Stops, in Cambridge, Kitchener and Waterloo, including an enhanced community engagement process, as outlined in Report PDL-CUL-15-11, dated May 26, 2015.

Carried

Information/Correspondence

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

Next Meeting – June 16, 2015**Adjourn**

Moved by K. Redman

Seconded by W. Wettlaufer

That the meeting adjourn at 2:03 p.m.

Carried

Committee Chair, G. Lorentz

Committee Clerk, T. Brubacher

PRESENTATION BY LANDLORDS RE: WATER BILLING ISSUES

BACKGROUND INFO

Back in 2010, the City of Cambridge took over the water billing industry from Hydro

February 2015, Cambridge city council voted on adding a tenant's delinquent water bill to the property tax bill of the landlord

Since 2010, failure of City to competantly read and bill citizens of Cambridge.

For examples, refer to facebook group page "Cambridge Water Billing Issues"

"Ontario Landlords Watch"

"Cambridge Citizen"

for examples of homeowners and landlords problems with City of Cambridges handling of water meter reading and billing.

February 2015, Cambridge City Council voted that the Landlord is responsible for payment of a tenant's delinquent water bill by adding the amount to Landlords property tax.

Kayla Andrade represented the landlords.

Landlords will now have their name also on their tenants water bill and will be responsible for payment

of tenants water bill if tenant goes delinquent. In addition to costs associated with evicting a tenant

including non payment of rent sometimes for a period of a month or more.

CURRENT SET OF EVENTS

That vote set in motion a chain of events that brings us to this meeting, May 26 and our own Landlords meeting to be held June 2.

The next step for Kayla and I was to arrange a meeting with the Cambridge CAO and the head of water billing. We discussed our intention to implement 3rd party installation, metering and water billing.

The reply we received was "do it." because it would decrease the City's expenses in reading and billing

multiple meters. We were told straight out that the City did not want to charge off delinquent tenant

accounts that ran into 100,000 dollars, but would sooner collect the revenue from Landlords.

The next step for Kayla and I was to invite ourselves to the CMHC affordable Housing meeting with

Cambridge City Council last March. CMHC advancing affordable housing solutions. The meeting where

Cambridge Mayor Doug Craig in his opening comments stated that the way to end poverty was to build

more affordable housing, geared to income. Why were we at that meeting, for the same reason we are at today's meeting. Our answer to being held accountable for payment of a tenants water bill.

To take over the water reading and billing. Privatize the water billing industry.

ANOTHER HOUSING CRISIS

Our response to the Council vote in February will cause another housing crisis in addition to the current housing crisis. Backlog of 3 plus years.

The next step for Kayla and I was to attend a meeting last month with the Commissioner of Social Services of Waterloo region, Doug Bathseumeu-Sander and his assistant. In this meeting, we discussed that as landlords, we should not be responsible for tenants water bill.

A ripple effect on the affordable housing industry and on the tenants using social assistance will be the result of Landlords doing our own 3rd party water metering, reading and billing.

And that brings us to the present and why we are here today.

LANDLORDS RESPONSE

Increase in rent due to this water and sewage billing issue within the region (Cambridge).

More difficult tenant application process, which will include credit checks and previous landlord references.

Credit checks will disclose delinquent water bill issues due to the use

3rd party collection agencies. Homeowners encouraged to pursue this action.

Monthly landlord meetings will improve efficiency in previous landlord references.

There will be an increase in waiting list for affordable housing.

Currently I am researching a correlation between crime rate and an increase in affordable housing

units. Using downtown London, Ontario as an example due to the recent CMHC meeting in Cambridge.

In the slideshow presentation, London was used as an example.

Since City of Cambridge is no longer addressing this issue with Landlords responsibility for collection

of tenants water bill,

Landlords are planning to take over the water meter readings and billings, and the installation of

3rd party water meters. When Landlords take over the billing of water and sewage, there is a possibility

tenants will be paying more for their water and sewage. Landlords may charge the same fee structure

as the City of Cambridge. Such as a \$30.00 or more fee to open an account, maybe 1.25% interest on late

payments, fixed charges that maybe be more than \$6.00 per month.

The fees charged by Landlords could cause another housing crisis besides the current housing crisis.

THE BIG PICTURE

Landlords can start running the water and sewage as a business.

It should not be Landlords responsibility to pay for tenants water bill.

June 2, 2015 Landlords Meeting

We ask everyone of you to attend our 1st of many Landlod meetings. Suitable for homeowners as well.

First meeting will take place at the Royal Canadian Legion (Preston location), June 2nd, 7:00pm

Purpose to educate Landlords (and homeowners) how to take over the billing and collection of the water and sewage bill. There will be guest speakers present explaining the installation, readings

and billing process. And other guest speakers explaining the collection agency and reporting of delinquent water bill accounts to 3rd party collection agencies and the credit bureau.

IN CLOSING

Is water an essential service, should it be treated like a tenants rent, or hydro or natural gas bill.

Or tenants moving costs. Water should not affect a person's credit rating, but we are backed into a corner

because of the City of Cambridges inability to properly handle the water and sewage utility.

Their have been numerous cases and lawsuits since 2010. Please research this for yourself.

Privatized Water Billing by the Landlords is our answer to the vote on february, 2015.

Is the region willing to subsidize a tenants water bill?

Thank you,

Presentation brought to you by Ontario Landlords Watch, (Facebook group page and website)

Kayla Andrade, 226-972-0563

Doug Lamb, douglamb6@hotmail.com

Tuesday, May 26, 2015

Annual Medical Directors Report

Sunnyside Home





Region of Waterloo

Convalescent Care Program



Convalescent Care 2014

- 129 discharges
- 81.4% return to the community

Falls

Most common
Reason for
Admission to
Convalescent
Care





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Prevalence of Falling

- Falls are a major contributor to fractures:
 - >90 % of hip fractures are the result of a fall
 - Up to 14% of falls result in hip fractures.
- The frail elderly also have a higher incidence of fractures to the upper arm and spine.

Age 80

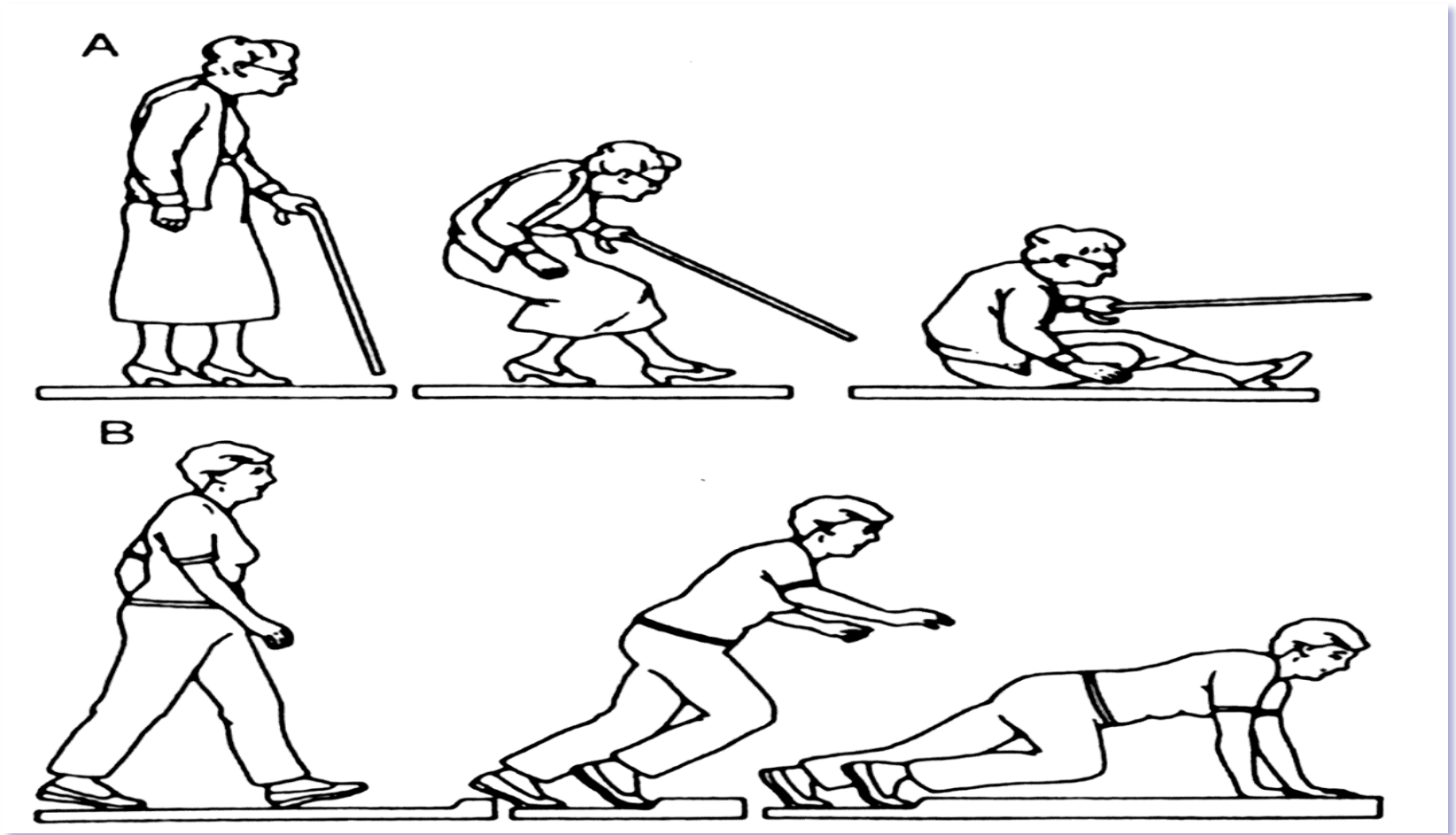
- Fall occurs while standing, walking slowly or slow descent of steps
- Little forward momentum — point of impact will be on or near hip



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Fragility Fractures

Difference between the 80 and 60 year old





Resident Quality Inspections (RQIs)

**Resident Quality Inspections:
Status Update as of January 30, 2015**

**629 Long-term Care Homes
(100%) inspected**

Reports can be found on
[publicreporting.ltchomes.net/en-
ca/Search_Selection.aspx](http://publicreporting.ltchomes.net/en-ca/Search_Selection.aspx)

Resident Quality Inspections (RQIs)

Inspections include confidential interviews with residents, family members and staff, as well as direct observations of how care is being delivered.

Non-compliance with the LTCHA may result in:

1. Voluntary plan of correction
2. Compliance order
3. Work and activity orders
4. Written notification

Process for RQI

- Inspection: May 20, 21, 22, 23, 26 & 27, 2014
- 3 inspectors conducted the RQI
- Interviewed with 7 RNs, 4 RPNs, 9 PSWs, 1 cook, 2 Dietary Aides, 1 maintenance staff, Resident's Council President and Family Council President, 31 residents, 3 family members and management team.

What was reviewed?

- Tour all home areas
- Meal services
- Medication passes
- Medication storage areas
- Care provided to residents
- Resident/staff interactions
- Infection control

What was reviewed? (con't)

- Medical records & plan of care
- Posting of required information
- Minutes of meetings
- Policies & Procedures
- General maintenance
- Cleaning and condition of the home
- Relevant Inspection Protocols: 16

RQI 2014

- Six days
- Three inspectors
- 31 residents; Three family members
- Nine personal support workers
- One cook, two dietary aides, one maintenance
- Management team
- President of Residents Council
- President of Family Council



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The Interdisciplinary Team





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RQI 2014 & 2015

2014

2015

Voluntary Plan of Correction

9

0

Written Notification

12

2

Current Quality Indicators

1. Falls
2. Incontinence
3. Pressure ulcers
4. Use of Restraints

Quality Improvement Plan

Priority QIP Indicators:

1. Falls
2. Pressure Ulcers
3. Restraints
4. Incontinence
5. Appropriate experience
6. Avoidable ED visits

Health System Performance Reporting in Long-Term Care

In June 2015, the Canadian Institute for Health Information (CIHI) will be expanding the In Depth section of its Your Health System web tool to include 9 indicators from the long-term care (LTC) sector at the facility level.

These indicators are part of CIHI's Continuing Care Reporting System (CCRS) and will focus on safety, appropriateness and effectiveness of care, and improved health status.

Appropriateness and Effectiveness

- Restraint use in long term care
- Potentially inappropriate Use of Antipsychotics in Long Term Care

Safety

- Falls in the last 30 days in Long Term Care
- Worsened Pressure Ulcer in Long Term Care

Health Status

- Worsened depressive mood in LTC
- Improved physical functioning in LTC
- Worsening physical functioning in LTC
- Experiencing pain in LTC
- Experiencing worsened pain in LTC



Region of Waterloo

Thank you

