Regional Municipality of Waterloo  
Community Services Committee  
Minutes

Tuesday, June 14, 2016  
1:44 p.m.  
Regional Council Chamber  
150 Frederick Street, Kitchener, Ontario


Absent: J. Mitchell and S. Strickland

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

K. Redman declared a pecuniary interest with respect to item 4.1 CSD-HOU-16-04, 10 Year Housing and Homelessness Plan 2015 Progress Report due to her employment.

Delegations

a) Dennis Wendland, Shade Work Group, re: PHE-HLV-16-05, Shade in Waterloo Region

D. Wendland provided a presentation on behalf of the Shade Work Group. A copy of the presentation is appended to the original minutes. He explained that the Shade Work Group strives to influence decision makers in Waterloo Region to adopt policies and practices to increase the strategic use of shade coverage in public spaces, such as parks, playgrounds and schools. He noted that they are working at sharing research on the benefits of shade and supporting organizations through initiatives including hosting shade forums and conducting shade audits. He showed a video that has been developed by the Shade Work Group to discuss why shade is an important public issue.
D. Wendland noted that the next steps for the Shade Work Group include a shade forum in 2017 and working on expanding their membership.

Received for information.

b) Andrea Kauppinen, Basic Income Waterloo Region re: CSD-EIS-16-10, Basic Income Guarantee

A. Kauppinen appeared before the Committee on behalf of Basic Income Waterloo Region. She explained that they are dedicated to promoting public awareness and support for basic income and they support a basic income guarantee as a way of addressing the symptoms of poverty. She encouraged the Committee to adopt the staff recommendation and to use their individual influence to advocate for the proposal. She invited members of the Committee to a discussion on municipal government and the basic income at the Queen Street Commons Café at 7:00 p.m. on June 15, 2016.

In response to a question from the Committee, A. Kauppinen stated that they prefer the term ‘Top-Up model’ to ‘Negative Income Tax model’.

Moved by T. Galloway
Seconded by K. Redman

That the Regional Municipality of Waterloo support the stated intention of the Province to collaborate with stakeholders to develop, implement and evaluate a Basic Income Guarantee pilot project and that such support be in the form of a Council Resolution (as set out in Appendix B);

And That the resolution be circulated to the Ministers of Health and Long-Term Care and Community and Social Services for Ontario, the Federal Minister of Families, Children and Social Development, the local MPPs and MPs to indicate the Region’s support for a Basic Income Guarantee pilot project in Ontario;

And Further That the resolution be sent to the Association of Municipalities of Ontario (AMO) and the Ontario Municipal Social Services Association (OMSSA) to urge them to advocate to the Province that Consolidated Municipal Service Managers (CMSMs) and District Social Service Administration Boards (DSSABs) be included in consultations to inform the development and evaluation of the pilot project to be implemented in Ontario as detailed in report CSD-EIS-16-10, dated June 14, 2016.

Carried
c) CSD-EIS-16-04, Ontario Works Discretionary Benefits Program

i) Lynn Macaulay, Homelessness and Housing Umbrella Group

2155466
L. Macaulay thanked the Region for the original decision to provide additional funding for the discretionary benefits program. She stated that she understands the fiscal constraints that the Region is under, but she noted that a lack of access to the benefits will increase emergency room visits and limit individuals’ ability to leave their houses and participate in the community.

She informed the Committee that the funding for the program has remained static for four years and is based on the number of households without any consideration for the number of individuals contained in the household. She encouraged the Region to advocate with the province for an increase in funding and a change to the discretionary benefits program funding formula.

She requested that the Region consider funding a short term contract position to work with community groups to develop community based solutions to address the reduced access to benefits. She proposed possible options such as a eye glasses bank or a hearing aid refurbishment program.

The Committee noted that MPP Catherine Fife was in attendance and they encouraged her to raise these funding issues at the provincial level.

In response to a question from the Committee, L. Macaulay stated that her preferred response would be for the Region to continue funding the program, but that she was trying to find a suitable compromise with her request.

ii) Doug Rankin

D. Rankin appeared before the Committee on behalf of the Kitchener Downtown Community Health Centre. He expressed concerns with the proposed cuts to health benefits and stated that they will cause health declines for people that are not able to attend health appointments or purchase supplies. This will mean that people will be unable to work or participate in the community. He encouraged the Committee to look at the long term costs that will result from a lack of discretionary benefits.

iii) Brigit Lingenberg

B. Lingenberg asked the Committee to be aware of the story of Kelsey Felker’s murder that was in the news recently. She stated that Kelsey was a fun person who lived in poverty and it was due to her financial situation that she was in the situation where she was murdered. She asked the Committee to think about Kelsey and to help people living in poverty.

Chair G. Lorentz reminded the Committee that the discretionary benefits program is a provincial issue. He also noted that in 2012 the province cut the funding for the program from $6.5 million to $2.5 million.
Douglas Bartholomew-Saunders, Commissioner, Community Services, informed the Committee that staff have reviewed the program and have done the best they can to address the program within the budgeted funds. Staff have looked at all of the different funding envelopes to minimize the impact on the public.

In response to a question from the Committee, D. Bartholomew-Saunders stated that staff have looked at the departmental budget, not the Regional budget, for areas to address the deficit. Mike Murray, Chief Administrative Officer, stated that, accounting for the shortfall in the discretionary benefits program, staff are only projecting a modest surplus across the Regional budget.

D. Bartholomew-Saunders stated that there is no indication that there is an influx of people moving to the Region to access the additional funding that the Region contributes to the program. The Committee expressed concerns with the staff recommendation and noted that reducing poverty assists the entire community.

The Committee discussed reviewing the budget to find funds that could be reallocated to the discretionary benefits program. Regional Chair K. Seiling stated that historically Regional Council has had difficulty cutting funds from projects. He recommended that the Committee consider utilizing the tax stabilization reserve fund to address the projected short fall in the program.

*G. Lorentz left the meeting at 3:10 p.m.

Regional Chair K. Seiling assumed the Chair.

In response to a question from the Committee, D. Bartholomew-Saunders stated that the provincial government is currently looking at modernizing their programs and that he would advocate for a change to the funding formula as a part of that review.

*G. Lorentz entered the meeting at 3:12 p.m.

Regional Chair K. Seiling requested that staff provide the Committee with an information report on what is included in the mandatory and discretionary benefits programs.

Moved by B. Vrbanovic

Seconded by S. Foxton

That the Regional Municipality of Waterloo approve the following with respect to the Ontario Works Discretionary Benefits program:

a) Provide additional funding not to exceed $600,000 to maintain the approved level of service for the balance of 2016 to be funded from the Tax Stabilization Reserve Fund; and
b) That a letter be sent to the Premier of Ontario and the Ministry of Community and Social Services, with copies to the Association of Municipalities of Ontario and the Ontario Municipal Social Services Association, detailing the issues related to the current funding of Discretionary Benefits and request an increase in the funding provided by the Province of Ontario

Carried

Consent Agenda Items

Request to Remove Items From Consent Agenda

K. Redman requested that item 4.1 CSD-HOU-16-04, 10 Year Housing and Homelessness Plan 2015 Progress Report be removed from the consent agenda due to her conflict.

Motion to Approve Items or Receive for Information

Moved by K. Kiefer
Seconded by D. Jaworsky

That the following items be approved:

- That the Regional Municipality of Waterloo approve a quality improvement review of the Homemakers and Nurses Services program as outlined in report CSD-SEN-16-05 dated June 14, 2016.

- That the Region of Waterloo amend the current purchase of service agreement with Waterloo Infant Toddler Daycare Association to add St. John's Summer Camp, located at 22 Willow St., Waterloo, Ontario N2J 1V5, effective July 4, 2016 as outlined in report CSD-CHS-16-13, dated June 14, 2016.

And that the following items be received for information:

- CSD-16-01, Community Services Department 2015 Annual Report
- CSD-CHS-16-14, Special Needs Support Service Changes
- CSD-CHS-16-15/COR-FFM-16-09, Elmira Children’s Centre Capital Project Update

Carried

CSD-HOU-16-04, 10 Year Housing and Homelessness Plan 2015 Progress Report 2155466
Moved by H. Jowett
Seconded by K. Kiefer


Carried

*D. Craig left the meeting at 3:21 p.m.

Regular Agenda Resumes

Reports – Community Services

CSD-HOU-16-05, Emergency Shelter Program Framework Consultation and Next Steps

Marie Morrison, Manager, Social Planning, provided a presentation on the development of the first consultation for the new emergency shelter program framework. A copy of the presentation is appended to the original minutes. She stated that staff are developing the framework that will apply to the six emergency shelters that are funded by the Region. She explained that the new framework is needed to clarify the roles of the shelters within the Community Homelessness Prevention Initiative. The new framework will be presented to the Committee in November.

*B. Vrbanovic left the meeting at 3:22 p.m.

Received for information.

Reports – Public Health

PHE-HPI-16-05, 2016 Public Pools and Hot Tubs Inspection Results Disclosure

Aldo Franco, Manager, Health Protection and Investigation, provided a demonstration of the Check It! We Inspect It website. He noted that, in addition to inspection results for restaurants and body services, the public can now find inspection results for public pools and hot tubs. He demonstrated how complaints can be filed directly on the site and noted that it has had over 12,000 visits in 2016.

*K. Seiling left the meeting at 3:28 p.m.

In response to a question from the Committee, A. Franco stated that inspection staff are enforcing provincial regulations and the criteria for an inspection depends on the class of pool.
Received for information.

**PHE-HPI-16-06, Region of Waterloo Heat Alert Response System Update**

Sandy Stevens, Director, Health Protection and Investigation, provided an overview of the work being done to respond to extreme heat events. She noted that heat exhaustion and heat stroke can be serious health issues, especially for vulnerable populations. Public Health is working with various community partners to enhance outreach to vulnerable groups such as isolated seniors and individuals experiencing homelessness.

Received for information.

**PHE-HLV-16-06, Childhood Obesity Prevention: A High Level Overview**

Sharlene Sedgwick Walsh, Director, Healthy Living, stated that childhood obesity is a complex issue that requires multiple interventions over time to be effective. She noted that the report outlines three categories for intervention being starting children on the path to health, implementing a comprehensive community approach, and changing the food environment. She stated that staff have been working on projects related to this, such as the recent baby friendly initiative accreditation, and will be looking at addressing issues such as the built and food environment in the future.

Received for information.

**Reports – Interdepartmental**

**PHE-PSV-16-03/COR-FFM-16-07, East Waterloo to Breslau Ambulance Station**

*K. Seiling entered the meeting at 3:40 p.m.*

Moved by S. Shantz

Seconded by J. Nowak

That the Regional Municipality of Waterloo enter into an agreement with the Township of Woolwich for the construction, use and occupation of a new ambulance station to be co-located and constructed concurrently with the new Breslau Fire Station in Breslau, as detailed in report PHE-PSV-16-03/COR-FFM-16-07 on terms and conditions satisfactory to the Chief Financial Officer and the Regional Solicitor;

And that the Commissioner of Public Health and Emergency Services and Regional Solicitor be authorized to execute the agreement on behalf of the Regional Municipality of Waterloo as outlined in report PHE-PSV-16-03/COR-FFM-16-07, dated June 14, 2016.

Carried

2155466
Reports – Planning, Development and Legislative Services

PDL-LEG-16-47 Region of Waterloo Community Housing Inc. Borrowing By-Law and Appointment of New Director

Moved by H. Jowett
Seconded by S. Foxton

That The Regional Municipality of Waterloo, in its capacity as both Service Manager in accordance with the Housing Services Act and sole shareholder of Region of Waterloo Community Housing Inc. (“ROWCHI”) approve the Resolution of the Sole Shareholder appointing Michelle Sergi as a director of ROWCHI to hold office until the close of the first annual meeting of shareholders or until such director’s successor is elected or appointed, whichever occurs first, and authorize the Region’s Commissioner of Community Services and the Commissioner of Corporate Services/Chief Financial Officer both in their capacity as employees of the Region of Waterloo and based on their positions as officers and directors of ROWCHI to sign such Resolution in a form satisfactory to the Regional Solicitor;

And that The Regional Municipality of Waterloo, in its capacity as both Service Manager in accordance with the Housing Services Act and sole shareholder of Region of Waterloo Community Housing Inc. (“ROWCHI”) confirm ROWCHI’s By-Law No. 3 (Borrowing By-Law) attached as Appendix “A” and authorize the Region’s Commissioner of Community Services and the Commissioner of Corporate Services/Chief Financial Officer in their capacity as employees of the Region of Waterloo and based on their positions as officers and directors of ROWCHI to sign such confirmation in a form satisfactory to the Regional Solicitor;

Carried

Information/Correspondence

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

Next Meeting – August 9, 2016

Adjourn

Moved by T. Galloway
Seconded by K. Kiefer

That the meeting adjourn at 3:41 p.m.
Carried

Committee Chair, G. Lorentz

Committee Clerk, T. Brubacher
Shade Work Group of Waterloo Region

Presentation to the Community Services Committee
June 14, 2016

Representing the Shade Work Group
Dennis Wendland, Community Member
The Shade Work Group of Waterloo Region (SWG)

• Collaborative initiated in 2009 to reduce ultraviolet radiation (UVR) exposure in Waterloo Region

• SWG's goal is to increase strategic shade coverage in spaces that are:
  o Publicly accessible under the jurisdiction of the Region, area municipalities, and school boards
  o Used at critical peak UVR times by vulnerable users
**SWG Members**

- SWG currently consists of representatives from:
  - City of Cambridge
  - City of Kitchener
  - City of Waterloo
  - Evergreen
  - Region of Waterloo Public Health and Emergency Services
  - The community

- Beyond local collaboration, SWG has worked with:
  - Canadian Cancer Society (provincial)
  - Evergreen (national)
  - University of Guelph
  - Waterloo Wellington Regional Cancer Program
  - Other public health units
SWG Activities

SWG uses four overarching activities to achieve its goal:

1. Building the case for shade
2. Sharing research and best practices
3. Providing support to organizations
4. Creating tools and resources

by hosting shade forums, communicating through an email listserv, providing consultations
by conducting shade audits, providing consultations, reviewing policies/guidelines and project plans
Shade Forums
Shade Design Charrette
## Shade Audits and Consultations

<table>
<thead>
<tr>
<th>Activity zones (play structure, picnic area, etc.)</th>
<th>Assessment of shade (current status)</th>
<th>Reflective surfaces nearby</th>
<th>Priority for shade and shade solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone: Community play structure</td>
<td>Natural Shade</td>
<td>Ground Surface grass</td>
<td>Priority activity zones</td>
</tr>
<tr>
<td>Users: children and adults</td>
<td>Provides shade over activity zone</td>
<td>Other: compression material under structure</td>
<td>Why? equipment attracts users</td>
</tr>
<tr>
<td>When is this area used?</td>
<td>Status of trees</td>
<td></td>
<td>Is shade adequate? yes no</td>
</tr>
<tr>
<td>✓ morning</td>
<td>Shade density</td>
<td></td>
<td>Will tree growth provide enough shade in 10+ years? yes no</td>
</tr>
<tr>
<td>✓ mid-day</td>
<td></td>
<td></td>
<td>Shade Solution ideas</td>
</tr>
<tr>
<td>✓ afternoon</td>
<td></td>
<td></td>
<td>More trees on south west + closer to structure. Shade sail (to south). Benches under shade casting</td>
</tr>
<tr>
<td>✓ evening</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Shade Audits and Consultations

### Zone: North Playground

### Users: children

### When is this area used?
- morning
- mid-day
- afternoon
- evening

### Natural Shade
- ☑️ no trees  ✗️ trees

**Provides shade over activity zone**
- Deciduous ☑️ morn. ✗️ mid-day  ✗️ aft.
- Coniferous  ✗️ morn. ☑️ mid-day  ☑️ aft.

### Status of trees
- Maturity ☑️ new  ✗️ established
- Condition ☑️ healthy  ✗️ not healthy

### Shade density
- ☑️ heavy  ✗️ medium  ✗️ light  ✗️ N/A

### Ground Surface
- grass

### Other:
- dirt and woodchips

### Priority activity zones
- ☑️ high  ✗️ medium  ✗️ low

### Why?
- highly used by children

### Is shade adequate?
- ☑️ yes  ✗️ no

### Will tree growth provide enough shade in 10+ years?
- ☑️ yes  ✗️ no

### Shade Solution ideas
- move trees south and west closer to structure
Shade Audit Information Guide + Tool
A Guide for Creating Shady Outdoor Spaces

Shade Tree List: A Supplement to the Shade Audit Guide + Tool
These trees have been selected for the shade they can provide, their large stature, their suitable use in urban settings, their ability to adapt to climate change, and their resistance to disease and pests. This list is not intended to be comprehensive.

<table>
<thead>
<tr>
<th>Shade Density</th>
<th>HEAVY SHADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree Name</td>
<td>American Basswood</td>
</tr>
<tr>
<td>Species</td>
<td>Acer corallinae</td>
</tr>
<tr>
<td>Height (m)</td>
<td>18 to 28 metres</td>
</tr>
<tr>
<td>Camouflage (m)</td>
<td>10 to 16 metres</td>
</tr>
<tr>
<td>Rate of growth</td>
<td>Medium to fast</td>
</tr>
<tr>
<td>Tolerance to shade</td>
<td>✗</td>
</tr>
<tr>
<td>Tolerance to drought</td>
<td>✗</td>
</tr>
<tr>
<td>Tolerance to salt</td>
<td>✗</td>
</tr>
<tr>
<td>Tolerance to air pollution</td>
<td>✗</td>
</tr>
<tr>
<td>Tolerance to wind</td>
<td>✗</td>
</tr>
<tr>
<td>Tolerance to insects</td>
<td>✗</td>
</tr>
<tr>
<td>Tolerance to disease</td>
<td>✗</td>
</tr>
</tbody>
</table>

*Indicates species that are native to Waterloo Region or Ontario.
Tools

Shade Policy Fact Sheet

This fact sheet is intended as an overview of how to incorporate shade into policies e.g., a municipal policy, a transportation policy, a parks policy, etc. Whether your organization or group is responsible for designing, planning, constructing or building outdoor public spaces such as streetscapes, trails, playgrounds, schools, and parks, creating and new policy documents can be written to make a formal commitment to increasing and maintaining shade in our communities.

Why Shade Matters?
Skin cancer, caused by exposure to ultraviolet radiation (UVR), is the most common cancer in Canada and is on the rise. It is also highly preventable. Shade is considered one of the most effective approaches to reduce exposure to UVR from the sun. Shade can also mitigate the urban heat island effect, encourage physical activity, and reduce energy costs. Shade trees can improve air quality and stormwater management, and reduce soil erosion.

Incorporating Shade into Policies
Considering shade in your new or existing policies and/or writing a standalone shade policy or strategy will assist in making a formal commitment to shade and ensure it is part of your infrastructure.

Shade Design Fact Sheet

This fact sheet is a guide for what to consider when designing, planning, constructing or building outdoor public spaces such as streetscapes, trails, playgrounds, schools, and parks. These considerations can be incorporated into policy - see Shade Policy Fact Sheet or visit www.regionwaterlo region.ca/shade.

Why Shade Matters?
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Designing and Constructing for Shade
It is essential that outdoor spaces are designed with shade to reduce exposure of direct and indirect UVR from the sun while allowing for the benefits associated with time in the outdoors. Well-designed and constructed shade ensures that there is shelter from the sun where and when it is most needed.

Shade is needed:
- where people move through or gather to socialize, play, and learn e.g., seating and spectator areas, streetscapes, trails, playgrounds, schools, and parks
- at the right times of the day (between 11 a.m. – 3 p.m.)
- at the right times of the year (April – September)
- in children’s spaces as children are especially vulnerable to damage from UVR
Shade Matters Video
What is shade and why does it matter?

Watch this video to find out what it’s all about.

Being outdoors is one of life’s great pleasures and is important for a person’s health and wellness. It is also important that people enjoy the sun safely when outdoors. Every time skin is exposed to ultraviolet radiation (UVR) from the sun, the skin’s cells change. These changes build up over time and can lead to skin cancer.

Skin cancer (melanoma and non-melanoma combined) is on the rise and is one of the most commonly diagnosed cancers in Canada. It costs Ontario more than $344 million dollars a year.

The good news is that skin cancer is one of the most preventable cancers by reducing UVR exposure. And one of the best ways to reduce UVR exposure from the sun is by seeking shade.

The responsibility for reducing UVR exposure falls on both the person and society: the person for using sun safety practices, and society for providing sun-safe environments that include shade.

www.regionofwaterloo.ca/shade
Next Steps

• Promote the new *Shade Matters* video, fact sheets and webpages

• Host group consultations with stakeholders from area municipalities, school boards and schools

• Plan for a Shade Forum in 2017

• Continue providing support to organizations

• Expand SWG membership

• Continue collaborative activities
Questions?
Emergency Shelters

Cambridge Shelter

Lutherwood – Safe Haven

Charles St. Men’s Hostel

Argus Residence

oneROOF

YWCA Shelter
Why The ES Framework is Needed

1. Implementation of the Province's Community Homelessness Prevention Initiative (CHPI) and updated Long Term Affordable Housing Strategy (LTAHS)

2. Evolution in sheltering options

3. Clarifying the role of shelter and how it fits in a system designed to end homelessness

4. To provide the best service possible to people and the community within available resources
Housing Help

CHPI Supportive Housing (Fixed-Site)

Coordinated Access (HIFIS & SPDAT)

Emergency Shelter

STEP Home (Mobile Support to Housing)
# Emergency Shelter

<table>
<thead>
<tr>
<th></th>
<th>Pre-CHPI</th>
<th>Post CHPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legislation</td>
<td>OW Act</td>
<td>Housing Services Act</td>
</tr>
<tr>
<td>Ministry</td>
<td>MCSS</td>
<td>MMAH</td>
</tr>
<tr>
<td>Policy</td>
<td>OW Directives</td>
<td>LTAHS</td>
</tr>
<tr>
<td>Funding</td>
<td>Uncapped cost-shared per diem &amp; PNA</td>
<td>Capped 100% CHPI - locally determined &amp; No PNA</td>
</tr>
<tr>
<td>Guidelines</td>
<td>None</td>
<td>CHPI Program Guidelines</td>
</tr>
<tr>
<td>Plans</td>
<td>Annual Budget Submission</td>
<td>10 Year Plan &amp; CHPI Investment Plan</td>
</tr>
<tr>
<td>Reporting</td>
<td>Financial</td>
<td>Service &amp; Outcome</td>
</tr>
</tbody>
</table>
The "Before": Connected but Uncoordinated

- Street Outreach
- Affordable Housing & Supportive Housing
- Time Limited Residence
- Emergency Shelter
- Housing Help
Working To Be Better Coordinated & Aligned
Family Shelter Diversion Results

- 524 families served
- 48% families accessing shelter
- 48% in average length of stay
- 68% in average cost to serve a family
Consultation Process

- Over the summer and fall of 2016
- Draft document on-line
- Community forum on June 23rd
- On-line survey
- Individual and group stakeholder meetings
Draft Principles Informing the Framework

1. Adequate housing is critical for solving the problem of homelessness.
2. The ES Program promotes a shared, systems-based response to ending homelessness.
3. Emergency shelter stays are not the only – or often best – way to resolve a housing issue.
4. When diversion is done well, the ES Program can fulfill its role in the system.
5. Safety and access are top priorities.
6. The ES Program does not offer permanent housing and does not end poverty – it is part of a system that supports people to end their homelessness.

7. In the ES Program, length of stay is tailored to individualized plans.

8. In the ES Program, support is tailored to strengths, depth of need, and housing barriers.

9. ES Program policies don’t create incentives that lead people to enter homelessness unnecessarily or prolong their experience of homelessness.

10. Sheltering options are not unlimited.
Next Steps

- Consultation – summer/fall 2016
- To Council for Approval – Nov 22\textsuperscript{nd}
- Framework included with Agreements for April 1, 2017
- Further implementation over 2017/18