



## The Regional Municipality of Durham

### Health & Social Services Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Thursday, March 7, 2019**

**9:30 AM**

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**1. Declarations of Interest**

**2. Adoption of Minutes**

A) Health & Social Services Committee meeting – [February 7, 2019](#)

Pages 4 - 9

**3. Statutory Public Meetings**

There are no statutory public meetings

**4. Delegations**

There are no delegations

**5. Presentations**

5.1 Dr. Hugh Drouin, Commissioner of Social Services, regarding the 2019 Business Plan and Budget Report for the Social Services Department (2019-SS-3) [Item 7.2 B)]

5.2 Dr. R.J. Kyle, Commissioner and Medical Officer of Health, regarding the 2019 Business Plans and Budget Report for the Health Department (2019-MOH-1) [Item 6.2 A)]

**6. Health**

6.1 Correspondence

6.2 Reports

- A) 2019 Health Department Business Plans and Budgets ([2019-MOH-1](#)) 10 - 21

[Link to 2019 Health Department Business Plans and Budgets - Public Health and Paramedic Services](#)

**7. Social Services**

7.1 Correspondence

7.2 Reports

- A) Supply and Service of Food Rethermalization Equipment for the Region of Durham's four (4) Long-Term Care Homes ([2019-SS-2](#)) 22 - 24
- B) 2019 Social Services Department Business Plans and Budgets ([2019-SS-3](#)) 25 - 34

Links to 2019 Social Services Department Business Plans and Budgets:

- [Part 1 \(Emergency Management and Program Support Services, Social Assistance, Children's Services, Family Services, Housing Services\)](#)
- [Part 2 \(Long Term Care Administration, Fairview Lodge, Hillsdale Estates, Hillsdale Terraces, Lakeview Manor, Adult Day Program\)](#)

- C) Dissolution of Agreement with the Canadian Mental Health Association (CMHA) and Execution of a New Agreement with Boys and Girls Club of Durham for Youth Trustee Services ([2019-SS-4](#)) 35 - 38

**8. Advisory Committee Resolutions**

There are no advisory committee resolutions to be considered

**9. Confidential Matters**

There are no confidential matters to be considered

**10. Other Business**

**11. Date of Next Meeting**

Thursday, April 4, 2019 at 9:30 AM

**12. Adjournment**

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## The Regional Municipality of Durham

### MINUTES

#### HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, February 7, 2019

A regular meeting of the Health & Social Services Committee was held on Thursday, February 7, 2019 in Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:31 AM

Present: Councillor Chapman, Chair  
Councillor Anderson  
Councillor Carter  
Councillor Dies  
Councillor Pickles, Vice-Chair  
Councillor Roy  
Councillor Wotten attended the meeting at 9:34 AM  
Regional Chair Henry

#### Staff

Present: E. Baxter-Trahair, Chief Administrative Officer  
C. Boyd, Solicitor, Regional Solicitor's Office  
T. Chesboro, Director and Chief of RDPS  
H. Drouin, Commissioner of Social Services  
J. Finlayson, Manager, Corporate Communications  
D. Holmes, Director, Business Affairs and Finance Management  
S. Howson, Administrative Assistant, Corporate Communications  
J. Jordison, Superintendent, Durham Paramedic Services  
R.J. Kyle, Commissioner and Medical Officer of Health  
M. Laschuk, Director, Family Services  
G. Longo, Multi-Media Coordinator, Social Services  
K. O'Brien, Director, Income & Employment Support  
S. Rashad, Systems Support Specialist, Corporate Services – IT  
K. Rideout, Family Services Manager  
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

#### 1. **Declarations of Interest**

There were no declarations of interest.

#### 2. **Adoption of Minutes**

Moved by Councillor Carter, Seconded by Councillor Anderson,  
(7) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, January 10, 2019, be adopted.

CARRIED

### 3. **Statutory Public Meetings**

There were no statutory public meetings.

### 4. **Delegations**

#### 4.1 Teri Norrie re: Access to Transportation Services for Homeless or Poverty-Stricken Youth as well as Access to Transportation for community members

T. Norrie appeared before the Committee with regards to access to transportation services for homeless and poverty-stricken youth as well as access to transportation for community members. She stated that students at Trent University are working in collaboration with The Refuge to raise funds and awareness for youth who experience poverty and/or homelessness. She stated that The Refuge has identified an immediate need for public transportation for the youth utilizing their services in Oshawa and is exploring solutions to resolve these transportation issues.

T. Norrie stated that The Refuge is a consistent, stable contact for youth in need and services approximately 450 to 600 youth each year. She advised that The Refuge provides services such as: therapeutic programs; evening drop-ins to engage in social activities; counselling sessions; housing first program; a co-op program; and encouragement for youth to learn a variety of skills. She stated that The Refuge relies on external donations and fund-raising to supplement youth transportation but is forced to allocate transportation to some youth while others are denied due to the shortage of funding.

T. Norrie requested that the Region investigate a long-term solution to address the lack of funding of public transportation to the youth who utilize The Refuge for services.

T. Norrie responded to questions of the committee.

#### 4.2 Derek Giberson, City Councillor, City of Oshawa, re: Primary Care Outreach Pilot

D. Giberson, City Councillor, City of Oshawa appeared before the committee with regards to his support of the Primary Care Outreach Pilot.

D. Giberson stated that he is addressing the Committee in his capacity as a Ward 4 City Councillor, an Oshawa resident and the Board President of the Back Door Mission for the Relief of Poverty. He stated that Ward 4 is unique in that it encompasses the downtown area of Oshawa and the area around downtown, which is an area that experiences the highest level of urban poverty in Durham Region. He stated that the Back Door Mission for the Relief of Poverty helps to relieve the burdens of poverty and social dislocation within the street population of Oshawa. The Mission provides drop-in services such as: meal tickets; coffee/snacks; emergency food supplies; clothing services; free tax clinic; and

foot care. He advised that the Mission is located in downtown Oshawa and has been there for over 20 years.

D. Giberson stated that a large portion of the street population in the downtown core are used to dealing with people in uniform in a negative way. He advised that the Primary Care Outreach Pilot provides a unique experience for those in need as it builds trust with individuals on the furthest margins of society which, in turn, leads to positive experiences. He stated that new challenges require new strategies and new approaches and some of these new challenges are unique in terms of the volume of addictions and the volume of homeless people. He advised that he is starting to hear from other municipalities within Durham Region who are experiencing similar unfortunate circumstances and stated that the Primary Care Outreach Pilot is going to be very important in terms of building new strategies towards addressing these problems.

D. Giberson responded to questions of the committee.

## **5. Presentations**

### **5.1 Chief Troy Cheseboro, Region of Durham Paramedic Services (RDPS), re: Primary Care Outreach Pilot Update**

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Chief T. Cheseboro, RDPS, provided a PowerPoint and video presentation with regards to the Primary Care Outreach Pilot Update. A copy of the presentation was provided as a handout.

Chief Cheseboro stated that the Primary Care Outreach Pilot (PCOP) was launched on July 23, 2018 and consists of an Advanced Care Paramedic (ACP) and Social Worker providing outreach and service navigation services to vulnerable priority populations in the City of Oshawa. He advised that the team uses a rapid response vehicle to commute to priority neighbourhoods and services are provided from 8 AM to 4 PM on Mondays to Fridays. He stated that the PCOP is funded within the approved 2018 Health Department and Social Services Department Budgets and continuation of the PCOP is subject to 2019 budget deliberations.

Chief Cheseboro stated that the primary goal of the PCOP is to address the complex needs of hard to reach populations such as: urgent health needs; crisis support; physical and mental health issues; substance abuse; assistance with service navigation; ongoing connections to/use of physical and mental health services; and transition to more stable housing situations. He provided detailed breakdowns of the outreach services provided; the client population; statistics regarding substance abuse among the populations serviced; successes of the PCOP; and the amount of time spent by the social worker and the ACP on specific services. He also advised that other than engagement and assessment, the most time is spent on service navigation and counselling rather than paramedic services.

Chief Cheseboro stated that an evaluation of the first 5 months of the PCOP has been completed and an evaluation of the full 8-month pilot will be completed in the near future. He advised that evaluation results show that the greatest needs of the client population are for social services and advised that clients would benefit from transportation support as well as supplies. He further advised that expansion of the program would help support other vulnerable populations in Ajax, Pickering and Whitby.

Chief Cheseboro advised that the PCOP will continue until March 2019 with ongoing operations dependable on available funding and 2019 budget deliberations.

Chief Cheseboro responded to questions with regards to extension of the program to other municipalities; whether there have been any interactions with the Local Health Integration Network with regards to the success of the program; whether there are other paramedics and social service workers available to help with the program; and what is done to assist the population in finding employment and integration back into society.

Councillor Roy requested that Chief Cheseboro provide her with a detailed list of supplies required by the client population.

It was requested that the evaluation report reflect the importance of highlighting that support from other agencies, and that interventions and services are crucial as well as the need for resources from the government. It was also requested that the video presentation be shared on social media platforms to outline the work that has been done. It was further requested that staff speak to the Commissioner of Works and Works staff with regards to the possibility of bottling water from the Ajax Water Supply Plant to provide to the client population.

Moved by Regional Chair Henry, Seconded by Councillor Dies,

(8) That we recommend to Council:

- A) That the Health and Social Services Committee endorse the Primary Care Outreach Pilot Program in the 2019 Budget;
- B) That Health and Social Services staff research all opportunities for additional funding programs at both the Provincial and Federal levels of government; and
- C) That the presentation from Chief Troy Cheseboro, Region of Durham Paramedic Services, regarding the Primary Care Outreach Pilot be presented at Regional Council.

CARRIED

**6. Health**

6.1 Correspondence

There were no communications to consider.

6.2 Reports

There were no Health reports to consider.

**7. Social Services**

7.1 Correspondence

There were no communications to consider.

7.2 Reports

There were no Social Services reports to consider.

**8. Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

**9. Confidential Matters**

There were no confidential matters to be considered.

**10. Other Business**

There was no other business to consider.

**11. Date of Next Meeting**

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, March 7, 2019 at 9:30 AM in the Lower Level Boardroom (LL-C), Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Councillor Carter, Seconded by Councillor Dies,  
(9) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:47 AM



Respectfully submitted,

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B. Chapman, Chair

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N. Prasad, Committee Clerk



# The Regional Municipality of Durham Report

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To: Health & Social Services Committee  
From: Commissioner & Medical Officer of  
Report: Health #2019-MOH-1  
Date: March 7, 2019

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**Subject:**

2019 Health Department Business Plans and Budgets

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**Recommendations:**

That the Health & Social Services Committee recommends to the Finance & Administration Committee for subsequent recommendation to Regional Council:

- a) That the 2019 Business Plans and Budgets for Public Health and Paramedic Services divisions of the Health Department be approved;
  - b) That a by-law, generally in the form included as Appendix 1, that amends Regional By-law 18-98 (as amended by By-laws 14-2007 and 01-2016), which establishes a tariff of fees on applications for and issuance of permits under the *Building Code Act, 1992*, effective April 1, 2019 be approved; and,
  - c) That a by-law, generally in the form included as Appendix 2, that amends Regional By-law 19-98 (as amended by By-laws 31-98, 15-2007 and 02-2016), which establishes a tariff of fees and charges for certain services provided by the Health Department, under the *Planning Act*, effective April 1, 2019 be approved.
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**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to obtain Health & Social Services Committee concurrence of the 2019 Business Plans and Budgets for the Public Health and Paramedic Services divisions of the Health Department. The Health Department 2019 Business Plans and Budgets will be referred to the Finance & Administration Committee for consideration during deliberations of the 2019 Property Tax Supported Business Plans and Budgets.

## 2. Overview

- 2.1 The recommended 2019 Health Department Business Plans and Budgets meets the Council approved guideline for the 2019 Property Tax Supported Business Plans and Budgets.
- 2.2 The 2019 Health Department Business Plans and Budgets supports the following key priorities:
  - a. Innovate operations and administration.
  - b. Respond to ongoing legislative and regulatory changes.
  - c. Invest in infrastructure renewal.
  - d. Manage the challenges of growth and affordability.
- 2.3 The recommended 2019 Health Department Business Plans and Budgets include:
  - a. \$55.0 million in gross expenditures for Public Health requiring \$19.7 million in property tax funding with the remaining funded by program fees and charges, and provincial investments.
  - b. \$51.0 million in gross expenditures for Paramedic Services requiring \$25.9 million in property tax funding with the remaining funded by program fees and charges, development charges and provincial investments.
- 2.4 The recommended 2019 Health Department Business Plans and Budgets provides operating and capital funding for the following cost-centres:
  - a. Public Health
    - Healthy Living
    - Healthy Families
    - Infectious Diseases
    - Health Protection
    - Health Analytics & Administration
    - Facilities Management
    - Headquarters Shared Costs
  - b. Paramedic Services
    - Administration
    - Operations
    - Quality Development
    - Planning & Logistics
    - Facilities Management
    - Hospital Offload
    - Primary Care Outreach Program

### 3. 2018 Accomplishments

3.1 Public Health's 2018 accomplishments include the following customer service achievements:

- a. Response to 23,000 public health inquiries through the Durham Health Connection Line (DHCL) and the Environmental Help Line (EHL).
- b. Provision of 34,500 vaccinations to school-aged children.
- c. 29,000 child and youth oral health screenings.
- d. 12,200 investigations including 6,400 infectious disease case and contact investigations, 1,400 animal bite investigations and 4,400 stagnant water assessments as part of West Nile Virus surveillance procedures.

3.2 Many service improvements were implemented in Public Health programs in 2018 including:

- a. Developing the Durham Region Opioid Response Plan which focuses on the development of a local data system and real time response plan as well as the development of a harm reduction strategy to enhance access to services, including treatment for addictions.
- b. Expanding the use of ENCOUNTER (the Health Department's e-client record system) to improve consistency, efficiency and workflow.
- c. Implementing a Cold Warning and Information System pilot to alert community partners about the risks of being exposed to extreme cold, to direct community response to help vulnerable populations, and to provide individuals with information and resources to help them take protective actions before and during an extreme cold event.
- d. Implementing of a pilot in collaboration with Children's Services to improve support and minimize service gaps for children with special needs that transition from home to child care services.
- e. Increasing the number of low cost rabies vaccination clinics available to Durham Region residents.
- f. Providing food handler training and exams in a variety of languages to expand the reach and access to training and certification.
- g. Launching the Check&Go! disclosure program which consists of both on-site and online postings of health inspection results, confirmed infection prevention and control lapses, complaints, legal activities, including convictions of inspected facilities to help Durham Region residents make informed decisions and protect their health.
- h. Launching the "This is Public Health" vlog series to provide information on public health programs and services to a larger audience through social media.

- 3.3 Paramedic Services' 2018 accomplishments include the following customer service achievements:
- a. 429,240 hours of emergency response.
  - b. 48,200 patient hospital transports (as compared to 46,800 in 2017).
  - c. Responding to 142,800 calls for emergency service (as compared to 131,600 calls in 2017).
  - d. Over 11,000 hours of coverage at special events.
  - e. Exceeding all Canadian Triage and Acuity Scale (CTAS) response time targets as approved by Regional Council.
- 3.4 Service improvements in Paramedic Services in 2018 include:
- a. Implementing of the Primary Care Outreach Pilot (PCOP) in collaboration with the Social Services Department to offer primary care and social services to at-risk priority populations in Oshawa.
  - b. Opening of the Sunderland Paramedic Response Station to provide enhanced paramedic coverage and service to the Sunderland community in Brock Township, while concurrently supporting paramedic coverage in the balance of Brock Township, the Townships of Scugog, and Uxbridge and the surrounding area.
  - c. Revising the deployment plan to address increasing call volumes and improve efficiency by ensuring there is no duplication of services at Regional borders.

#### **4. 2019 Priorities and Highlights – Public Health**

- 4.1 The following is a summary of the significant operating investments in the 2019 Public Health Business Plans and Budget:
- a. Increased investment in infectious disease programs (\$3k) resulting from increased expectations under the new *Ontario Public Health Standards*.
  - b. Increased investment in immunization programs (\$62k) due to new *Immunization of School Pupils Act* requirements.
  - c. Continuation of the Region's sewage systems maintenance inspections summer student program to meet the needs of local municipalities and obligations under contracts (\$20k). This investment is projected to be fully funded through fees from the participating municipalities.
  - d. Increased education and training costs (\$20k) for staff to meet the Foundational Standards of the *Ontario Public Health Standards*.
- 4.2 Public Health capital and major renovation costs include:
- a. Computer and associated equipment, \$349k
  - b. Network upgrades, \$50k
  - c. Oral Health Clinic repairs & renovations, \$50k
  - d. Toxicology equipment, \$7k
  - e. Vaccine fridges (subject to receipt of provincial funding), \$52k

## 5. 2019 Priorities and Highlights – Paramedic Services

5.1 The following is a summary of the significant investments in the 2019 Paramedic Services Business Plans and Budget:

- a. Continuation of the Primary Care Outreach Program (\$337k).
- b. Addition of one new 24-hour ambulance effective July 1, 2019 staffed by four new Primary Care Paramedics (PCPs) and four new Advanced Care Paramedics (ACPs) (\$536k in 2019; \$1.0 million annualized) and increased medical supplies to respond to increasing call volumes (\$60k).
- c. Redeployment of paramedic resources from four rapid response vehicles to two 12-hour ambulances in Sunderland and Ajax in response to increasing call volume and client requirements.
- d. Increased investment of \$650k to respond to increasing workplace safety and insurance costs resulting from increasing post-traumatic stress disorder claims.
- e. Investment in Computer Aided Dispatch (CAD) link in vehicles (\$60k) to allow for real time data to flow between the vehicles and dispatch center, which will improve accuracy of dispatch, reduce chance for error in communicating addresses, provide more accurate time tracking, and will provide more free air time on the radio should assistance be required.
- f. Investment in renovations at Whitby Paramedic Station (\$23k).

5.2 Significant Paramedic Services capital costs include:

- a. Two new ambulances and nine replacement ambulances and associated equipment, \$2.0 million
- b. Ongoing funding for the new Seaton Paramedic Station, \$3.5 million

5.3 The following new full-time staff positions for Paramedic Services are proposed to address increasing call volumes, maintenance of Paramedic Response Stations and equipment and ongoing operation of the PCOP:

- a. Four full-time PCPs and four full-time ACPs at an annualized cost of \$1.0 million.
- b. One general maintenance and repair position at an annualized cost of \$79k.
- c. One full-time ACP for the PCOP at an annualized cost of \$137k.

## 6. 2019 Risks and Uncertainties

6.1 Public Health risks and uncertainties include:

- a. Growing population leading to an increased need for public health programs and services.
- b. Changing population needs in Durham Region which would impact the way programs and services are delivered.
- c. Changes to provincial legislation that would impact programs and services.
- d. Reductions to the provincial investment for public health programs and

services.

6.2 Paramedic Services risks and uncertainties include:

- a. Increasing call volumes impacting capacity.
- b. Increasing offload delays resulting in less paramedics available to respond to emergency calls.
- c. Reductions to the provincial investment for Paramedic Services.

**7. Future Budget Pressures**

7.1 While there are no Public Health recommendations that will have annualization impacts in 2020, the following items will have impacts in 2020:

- a. Future ongoing operational costs associated with providing vision screening services to school-aged children.
- b. Contractual obligations and contracts that will be up for renewal in 2020 may have to be adjusted to account for inflation.

7.2 Significant future Public Health budget pressures over the next 4 years include:

- a. Population growth and an increased need for services leading to increases in staff and equipment to support growth.
- b. Changing population needs leading to a need to expand programs, impacting communications, education, equipment, staff and training costs.
- c. Changes to provincial legislation and standards which lead to a need for increases in staff and training to support compliance with program changes.

7.3 Paramedic Services recommendations that will have annualization impacts in 2020 include:

- a. Annualization of ten new staff positions (\$612k impact on 2020 budget)
- b. Ongoing operation of the PCOP.

7.4 Significant future Paramedic Services budget pressures over the next 4 years include:

- a. Population growth and increases in call volumes leading to a need for increases in front-line, operations and support staff as well as new and replacement Paramedic Response Stations in Seaton and Clarington.
- b. Changes to provincial legislation and standards that may require increases in staff and training to support compliance with program changes.
- c. Ongoing operation of the PCOP.

**8. Ontario Building Code and Health Protection Activity Fees**

8.1 The Health Department fees for Health Protection regional activities and *Ontario Building Code* (OBC) activities have been included in By-laws 18-98 and 19-98.

- 8.2 Section 7 of the *Building Code Act, 1992* (the Act) provides that the Council of an upper-tier municipality that has entered into an agreement with a local municipality under section 3(5) of the Act may, by by-law, require the payment of fees on applications for and the issuance of permits and may prescribe the amounts of such fees.
- 8.3 Since 1998, renewed on a three-year term, the Region of Durham has entered into Sewage System Management Agreements (“the Agreements”) for the administration of the OBC sewage system program with the Town of Ajax, Township of Brock, Municipality of Clarington, City of Pickering, Township of Scugog, Township of Uxbridge and Town of Whitby. These Agreements are due to expire on March 31, 2019. The process to renew the Agreements between the Region of Durham and the local municipalities has begun. The fees set forth in Regional By-law 18-98 (as amended) are the fees which are charged to the public for the services provided by the Region of Durham under the Agreements.
- 8.4 A survey of other municipalities operating similar programs was completed to determine that the fees charged by the Region of Durham were comparable to those charged for similar services elsewhere in the province. The proposed fees are comparable to those charged for similar services in the municipalities surveyed. A survey of building permit fees charged by local municipalities in Durham Region was also conducted. The proposed fees are comparable to the fee increases charged by local municipalities for building permit services.
- 8.5 The intent of the Agreements was to provide these services to the public on a revenue neutral basis. The fees are set so as to cover the costs to the Region of Durham of providing the services.
- 8.6 It is recommended that the fees and increases for 2019 to 2021 for Health Protection regional activities and OBC activities be updated and that the amending by-laws, generally in the form included in Appendix 1 and Appendix 2, be approved.

## **9. Conclusion**

- 9.1 The recommended 2019 Health Department Business Plans and Budget meets the Council approved guideline for the 2019 Property Tax Supported Business Plans and Budgets and supports the Department’s role to protect and promote the health of Durham residents, reduce health inequities and deliver quality paramedic services that are responsive to clients’ needs.
- 9.2 It is recommended that the Health & Social Services Committee approve the 2019 Business Plans and Budgets for the Health Department and forward this report to the Finance & Administration Committee for consideration during the budget deliberations for the 2019 Property Tax Supported Business Plans and Budget.
- 9.3 It is recommended that the fee increases for the Health Protection regional activities fees and OBC activities fees and the amending by-laws be approved.



9.4 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with the recommendation.

**10. Attachments**

10.1 Detailed 2019 Business Plans and Budgets for the Health Department are available on-line through the link provided on the March 7, 2019 Health & Social Services Committee agenda or in hard copy by contacting the Finance Department at (905) 668-7711 ext. 2304.

10.2 Appendix 1: By-law to amend Regional By-law 18-98 as amended.

10.3 Appendix 2: By-law to amend Regional By-law 19-98 as amended.

Respectfully submitted,

Original signed by

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R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM  
Commissioner & Medical Officer of Health

Recommended for Presentation to Committee

Original signed by

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Elaine Baxter-Trahair  
Chief Administrative Officer

## Appendix 1

### By-law Number \*\*-2019 of The Regional Municipality of Durham

Being a by-law to amend By-law 18-1998 as amended, to prescribe a tariff of fees on applications for and issuance of permits under the Building Code Act.

Now therefore, the Council of The Regional Municipality of Durham hereby enacts as follows:

1. That By-law 18-1998 as amended is hereby amended by deleting the chart contained in Schedule A and replacing with the following chart:

#### Health Protection: Ontario Building Code (OBC) Activities

Grouping	Description	Unit	Rate \$ Excluding HST	HST Applicable (Y/N)	Invoice (I) / Direct Charge (D)	Effective Date
Building Permit for a Private Sewage System	Single Family Dwelling		\$946.00	N	D	April 1, 2019
			\$964.00	N	D	April 1, 2020
			\$983.00	N	D	April 1, 2021
	Non- Residential/Institutional	<4,500 L/day	\$946.00	N	D	April 1, 2019
			\$964.00	N	D	April 1, 2020
			\$983.00	N	D	April 1, 2021
	Large Commercial/Industrial	>4,500 - 10,000 L/day	\$2,010.00	N	D	April 1, 2019
			\$2,050.00	N	D	April 1, 2020
			\$2,091.00	N	D	April 1, 2021

Building Permit for Class 2 and 3 septic systems and treatment unit/septic Tank Replacement Only			\$473.00	N	D	April 1, 2019
			\$482.00	N	D	April 1, 2020
			\$492.00	N	D	April 1, 2021
Building Additions			\$228.00	N	D	April 1, 2019
			\$233.00	N	D	April 1, 2020
			\$238.00	N	D	April 1, 2021
Building Permit for sewage system extensions (1year)		Per application	\$176.00	N	D	April 1, 2019
			\$180.00	N	D	April 1, 2020
			\$184.00	N	D	April 1, 2021

This By-law Read and Passed on the -----<sup>th</sup> day of -----, 2019.

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J. Henry, Regional Chair and CEO

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R. Walton, Regional Clerk

## Appendix 2

### By-law Number \*\*-2019 of The Regional Municipality of Durham

Being a by-law to amend By-law 19-1998 as amended to impose fees for services provided by the Health Department of The Regional Municipality of Durham.

Now therefore, the Council of The Regional Municipality of Durham hereby enacts as follows:

1. That Schedule A of By-law 19-1998 as amended, be amended by removing the existing Schedule A and replacing with the following:

#### Health Protection: Regional Activities

Description	Unit	Rate \$ Excluding HST	HST Applicable (Y/N)	Invoice (I) / Direct Charge (D)	Effective Date
Lot Consents (Severances)	Per lot	\$531.00	N	D	April 1, 2019
		\$542.00	N	D	April 1, 2020
		\$553.00	N	D	April 1, 2021
Draft Plans of Subdivision (new)	Per lot creation	\$384.00	N	D	April 1, 2019
		\$392.00	N	D	April 1, 2020
		\$400.00	N	D	April 1, 2021
Draft Plans of Subdivision that had not received draft approval and application processed prior to 1998 requiring reassessment	Per lot creation	\$384.00	N	D	April 1, 2019
		\$392.00	N	D	April 1, 2020
		\$400.00	N	D	April 1, 2021
Draft Plans of Subdivision that had received draft plan approval and application processed prior to 1998 requiring reassessment	Per lot creation	\$384.00	N	D	April 1, 2019
		\$392.00	N	D	April 1, 2020

		\$400.00	N	D	April 1, 2021
Rezoning, Official Plan Amendments, Minor Variances, Site-servicing Plans	Per application	\$265.00	N	D	April 1, 2019
		\$270.00	N	D	April 1, 2020
		\$275.00	N	D	April 1, 2021
Lawyers' Written Requests	Per application	\$265.00	N	D	April 1, 2019
		\$270.00	N	D	April 1, 2020
		\$275.00	N	D	April 1, 2021
Peer Review	Per initial report	\$265.00	N	D	April 1, 2019
		\$270.00	N	D	April 1, 2020
		\$275.00	N	D	April 1, 2021
	Per follow-up report(s)	\$114.00	N	D	April 1, 2019
		\$116.00	N	D	April 1, 2020
		\$118.00	N	D	April 1, 2021

This By-law Read and Passed on the -----<sup>th</sup> day of -----, 2019.

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J. Henry, Regional Chair and CEO

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R. Walton, Regional Clerk



# The Regional Municipality of Durham Report

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To: Health and Social Services Committee  
From: Commissioner of Social Services  
Report: #2019-SS-2  
Date: March 7, 2019

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**Subject:**

Supply and Service of Food Rethermalization Equipment for the Region of Durham's four (4) Long-Term Care Homes.

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**Recommendations:**

That the Health and Social Services Committee recommends to Regional Council:

- A) That a sole source contract with Burlodge Canada be negotiated at a total estimated cost not to exceed \$386,000 for a (5) five year period for the supply of the Multigenic brand food rethermalization equipment and the ongoing preventative maintenance and repair services of existing and new Multigenic brand food rethermalization equipment at a cost not to exceed \$120,000 in total for a period of five (5) years at the Region of Durham's four (4) Long-Term Care Homes subject to financing being approved in the Long Term Care Homes annual Business Plans and Budgets; and
  - B) That the Commissioner of Finance be authorized to execute the contract.
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**Report:**

**1. Purpose**

1.1 The purpose of this report is to provide details and seek approval for Purchasing to negotiate a sole source Contract with Burlodge Canada for the procurement of replacement Multigenic food rethermalization units and the ongoing preventative maintenance and repair services of the Multigenic food rethermalization units for the Region of Durham's four (4) Long-Term Care Homes (LTCH) for a five (5) year period.

**2. Background**

2.1 In order to continue to provide temperature-safe, nutritious and appetizing meals to

the Residents of the Region's LTCH, there is a need for lifecycle management of the Multigenic rethermalization equipment as well as ongoing preventive maintenance and repair services of the equipment.

- 2.2 Since 2002, all four (4) LTCHs have been purchasing Burlodge Canada's Multigenic rethermalization units. The Homes will continue to replace aging and obsolete units, at a total estimated cost not to exceed \$386,000, over the next five (5) years, pending approval of the LTC Business Plans and Budgets for approximately sixteen (16) replacement units.
- 2.3 Over the course of the next five (5) years, preventative maintenance and repairs on existing and new Multigenic equipment is estimated to cost a maximum of \$120,000.

### **3. Justification for Sole Source**

- 3.1 Burlodge Canada has been in the food service operations for over 20 years. Through research and development, they have become innovative leaders and are an industry leader in utilizing advanced technology to consistently produce nutritious meals. Burlodge Canada designs, manufactures and services their own Multigenic brand equipment. No other company can provide or service the Multigenic rethermalization equipment.
- 3.2 The previous preventative maintenance contract with Burlodge Canada expired on December 31, 2018. Burlodge is the manufacturer of the existing Multigenic equipment and the only supplier of parts and services using specialty Burlodge trained technicians in the GTA.
- 3.3 Throughout the 16-year relationship with Burlodge, they have demonstrated excellent customer service. Burlodge Canada has a specialized test kitchen for training LTC operational staff on the use of the Multigenic equipment. Their qualified technicians are knowledgeable, responsive and have parts on hand for immediate repair.
- 3.4 Staff continue to be pleased with the equipment supplied by Burlodge and recommend continued deployment of this equipment exclusively in the Region's LTCHs.

### **4. Financial Implications**

#### **Purchasing By-law**

- 4.1 The Region of Durham's Purchasing By-law 68-2000 (Amended), Section 8.1.1 permits the negotiation of a contract where there is only one known source of supply.
- 4.2 Section 15.2.2 of the Region's Purchasing By-law indicates that prior to the award of any contract for goods and services, a report to the appropriate Committee and

Council shall be submitted when the negotiation process has been applied to the original contract was worth more than \$125,000.

### **Financing**

- 4.3 The total estimated cost up to \$506,000 for a five (5) year term is comprised of up to \$386,000 for the purchase of approximately sixteen (16) replacement Multigenic rethermalization units and up to \$120,000 for ongoing preventative maintenance and repair services. The actual number of rethermalization units purchased will depend on the funding approved annually in the annual LTC Business Plans and Budgets. In addition, the ongoing maintenance and repair of rethermalization units will depend on annual funding available in the annual LTC Business Plans and Budgets.

### **5. Conclusion**

- 5.1 It is recommended that authorization be granted to negotiate a five (5) year Contract with Burlodge Canada for the supply of the Multigenic brand food thermalization equipment and the ongoing preventative maintenance and repair services of the rethermalization equipment at the Region of Durham's four (4) Long-Term Care Homes for a five (5) year term, with the actual number of rethermalization units purchased determined based on the financing approved in the annual LTC Business Plans and Budgets; and
- 5.2 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with the financial recommendations.

Respectfully submitted,

Original signed by

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**Dr. Hugh Drouin**  
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

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**Elaine C. Baxter-Trahair**  
Chief Administrative Officer





# The Regional Municipality of Durham Report

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To: Health and Social Services Committee  
From: Commissioner of Social Services  
Report: [#2019-SS-3](#)  
Date: March 7, 2019

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**Subject:**

2019 Social Services Department Business Plans and Budgets

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**Recommendation:**

That the Health and Social Services Committee recommends to the Finance and Administration Committee for subsequent recommendation to Regional Council that the 2019 Business Plans and Budgets of the Social Services Department be approved.

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**Report:**

**1. Purpose**

1.1 The purpose of this report is to obtain the Health and Social Services Committee concurrence of the 2019 Business Plans and Budgets for the Social Services Department. The Social Services Department 2019 Business Plans and Budgets will be referred to the Finance and Administration Committee for consideration during deliberations of the 2019 Property Tax Supported Business Plans and Budgets.

**2. Overview**

2.1 The recommended 2019 Social Services Department Business Plans and Budgets meets the Council approved guideline for the 2019 Property Tax Supported Business Plans and Budgets.

2.2 The 2019 Social Services Department Business Plans and Budget supports the following key priorities:

- a. Innovate operations and administration
- b. Respond to ongoing legislative and regulatory changes
- c. Invest in infrastructure renewal; and
- d. Manage the challenges of growth and affordability.

- 2.3 The recommended 2019 Social Services Department Business Plans and Budget includes \$334 million in gross expenditures requiring \$80.1 million in property tax funding with the remaining funded by program fees, provincial and federal investments.
- 2.4 The recommended 2019 Social Services Department Business Plans and Budget provides operating and capital funding for the following divisions
  - a. Emergency Management and Program Supports
  - b. Social Assistance
  - c. Children's Services
  - d. Family Services
  - e. Housing Services
  - f. Long Term Care and Services for Seniors

### 3. 2018 Accomplishments

- 3.1 In November 2018, the Social Services Department received the Canada Awards of Excellence Gold Award for the *Excellence, Innovation and Wellness (EIW)* Standard with Excellence Canada - a comprehensive quality performance system that set standards of improvement in all areas of an organization and its service delivery. Best practices identified in the Excellence Canada verification report include:
  - a. Culture of caring for people: staff, clients, partners and community.
  - b. Employees live the mission, vision, and department principles.
  - c. Investment in employee leadership programs: Leadership Circles and Coaching Ourselves Management Leadership Program.
  - d. Financial Empowerment Framework – focused on Financial Literacy for vulnerable community citizens.
  - e. "Getting Ahead" Program which empowers participants to break the cycle of poverty.
  - f. Giving voice to residents, clients and families through various feedback mechanisms to improve service delivery.
  - g. Ethical and inspiring leadership.
  - h. High quality programs and services to those we serve.
  - i. Positive achievements with strategic and business plans.
  - j. Commitment to ongoing process improvements.
  - k. Built a strong culture of excellence and innovation.
  - l. Developed a Citizen Promise visible across Social Service locations.
- 3.2 In May 2018, our Long Term Care and Services for Seniors division (LTC) received Accreditation with Exemplary Standing from Accreditation Canada for our four long-term care homes, along with the Adult Day programs (ADP). The Regional Adult Day programs are the only accredited ADPs in Durham Region.
- 3.3 Family Services maintained its Certification at the ISO Standard 9001:2015 following an annual assessment of its Quality Management System by an ISO

- Auditor. Family Services is also accredited through the Canadian Centre for Accreditation for quality in governance, management, family services and employee assistance programs.
- 3.4 Family Services served a total of 6,316 clients: 2,447 Community Counselling clients, 1,905 Income and Employment Support Division (IESD) clients, 1,264 Employee Assistance Program (EAP) clients, 360 Adult Community Support Services (ACSS) clients, and 550 clients referred to the Partner Assault Response (PAR) Program.
  - 3.5 Counsellors provided Critical Incident Response Services to municipal organizations, non-profit social service agencies, and other community groups. Similarly, workshops and training sessions were delivered on mental health issues and other topics. A total of 130 individuals attended Critical Incident Response Services and 1,483 employees attended 73 workshops and training sessions.
  - 3.6 Though the creation of a Community of Practice within the Financial Empowerment Framework, an estimated \$15 million was returned to the Durham economy through volunteer-run, free income-tax clinics to assist low-income residents access all tax benefits they are eligible for.
  - 3.7 Together, the Durham Community Legal Clinic, Durham College, the City of Oshawa and the Region of Durham opened an Access to Justice Hub which includes access to year-round tax filing and a future Centre for Financial Literacy.
  - 3.8 In partnership with community agencies, Social Services has raised awareness of the Canada Learning Bond with low-income families and collectively helped several hundred children access senior government funding for their post-secondary education.
  - 3.9 A new electronic health record system was introduced and will be fully implemented in 2019 for all Homes and Adult Day Programs within the LTC division. This system will result in the use of less paper, the standardization and streamlining of all clinical documentation, and more time for registered nurses to provide direct resident care.
  - 3.10 In the annual Residents' Satisfaction Survey, 91 per cent of respondents rated our LTC Homes as "definitely" or "probably" when asked to indicate if they would recommend the home to others.
  - 3.11 309 volunteers provided more than 38,000 hours of time to 847 LTC residents and clients
  - 3.12 In 2018, almost 80 per cent of our LTC staff received influenza immunization. This is an increase of 23 per cent since 2016.
  - 3.13 Fairview Lodge and Hillsdale Terraces introduced an 8-week "Dancing in the Moment" program for residents who are experiencing anxiety.

- 3.14 Held the ninth annual Social Services Department Innovation and Research Forum in November 2018. This event offered employees from across the Department an opportunity to share and celebrate their innovation and research activities and projects with colleagues and community partners, as well as discuss the many ways their work is enhancing service delivery. 127 staff and partners took part in the 2018 Innovation and Research Forum, exchanging knowledge and experiences surrounding service enhancement, quality, and innovation.
- 3.15 Fostered continued local, national, and international partnerships for innovation and research. Partnerships with Durham College, The University of Ontario Institute of Technology, Maritz Solutions, The Rideau Hall Foundation, and the Institute for Research and Innovation in Social Services Scotland, made possible a wide range of research and innovation endeavours. An examination of the impact of staff engagement in innovation labs, best practices in the translation of research into practice, and the engagement of youth in the co-design of local services are just a few examples of the types of new knowledge and insights driving service enhancements across our organization.
- 3.16 Social Assistance is often the first point of contact for human trafficking victims and staff has taken on a leadership role in this area within the community. To better serve this client population, a specialized caseload and Human Trafficking Coalition has been created, and intensive training was provided for the specialized caseworkers.
- 3.17 2018 was an especially significant year as we celebrated the milestone of having surpassed 1,000 graduates from the Learning Earning and Parenting program which helps young parents between the ages of 16 and 25 who are in receipt of Ontario Works (OW) to complete high school, be better at parenting and find employment.
- 3.18 Served an average monthly OW caseload of over 8,900 (individuals or families). As of the 3rd quarter of 2018: 629 OW clients received training or education which aligned with employer needs; 12.31 per cent of OW clients were successful in gaining employment with \$8.4 million in declared client earnings from January to October 2018; 133 OW youth obtained their Ontario Secondary School Diploma; 113 OW youth exited OW to pursue post-secondary education; 714 unemployable clients transitioned from OW to ODSP through supportive services; and 6,264 clients used the Employment Resource Centre.
- 3.19 All Ontario Works offices moved to a blended model of case management to improve client experience, access, and usability of our program by providing a single continuous point of contact for clients throughout their Ontario Works journey which reduces stigma and the need to repeat their personal information to multiple caseworkers.

- 3.20 Presented the fourth annual update of the Region's 10-year housing plan, At Home in Durham, the Durham Housing Plan 2014-2024, to Regional Council, and initiated the five-year review of the plan to be presented to Regional Council in 2019.
- 3.21 Presented the first update to Regional Council on progress related to the implementation of the thirty-four (34) recommendations contained in the Affordable and Seniors' Housing Task Force Report.
- 3.22 Hosted a National Housing Day event, attended by community partners, politicians and builders to promote affordable housing in the Region and released a series of five videos that showcase why housing matters and the importance of being At Home in Durham ([www.durham.ca/AtHome](http://www.durham.ca/AtHome)).
- 3.23 Leveraged more than \$6.4 million in provincial and federal investment to initiate the development of 18 affordable housing units, provide down payment assistance to 4 families through a partnership with Habitat for Humanity Durham and initiated retrofit projects to reduce natural gas and electricity requirements improving the lives of 165 residents.
- 3.24 Commenced work to host the Homeless Individuals and Families Information System (HIFIS), a Federal web-based technology, that will link our community partners so that all agencies engaged in homelessness initiatives are sharing a common database and are able to provide coordinated service to people experiencing or at risk of homelessness. Durham is the only jurisdiction that has insisted on converting data from previous stand-alone versions of HIFIS to support our commitment to service excellence.
- 3.25 Assisted over 100 waitlist applicants secure subsidy under the Provincial Portable Housing Benefit-Special Priority Policy (PHB-SPP) program that supports victims of family violence and human trafficking.
- 3.26 Supported Everybody Counts: Durham Region's 2018 Point-in-Time (PiT) Count & Registry Week. This initiative, to enumerate and survey the homeless population in Durham Region, will inform future service delivery and help the Region meet its goal to eliminate homelessness.
- 3.27 Created the Oshawa Unsheltered Residents Task Force (O.U.R. Task Force) that includes key representatives from the Region, City of Oshawa and social services organizations to address the needs of unsheltered residents in our community.
- 3.28 Launched the Primary Care Outreach Pilot Program (PCOP) in partnership with the Health Department's Paramedic Services using a Social Worker and a Paramedic. The PCOP team helped a total of 198 individuals during the first six months of the eight month pilot (July to December 2018), successfully connecting 39 individuals to community services, and supporting 14 individuals who transitioned into housing.
- 3.29 Allotted child care fee subsidies to over 5,600 children, which was approximately 500 more children than served in 2017.

- 3.30 In May 2018, the Early Learning and Child Care Service Plan 2018-2022 was adopted by Regional Council. The plan establishes strategies, service priorities and timelines to strengthen the system of early learning and child care in Durham. It also recognizes the need for flexibility should provincial funding or direction change.
- 3.31 Durham Behaviour Management Services (DBMS) consultants provided support to more than 1,200 clients including children, their caregivers, and licensed child care operators with support for children, ages two to 12 years old, with behavioural difficulties.
- 3.32 Children's Services provided system management to the EarlyON programs. These programs offer free services to families with children zero to six years old at 52 EarlyON sites and 23 park locations. 9,341 unique children participated in programs with 11,358 parents/caregivers during 50,375 visits. The number of registered programs increased to accommodate waitlists, two new sites opened at Bayview Heights Public School (Pickering) and Beaverton Public Library (Brock Township). In addition, ON y va francophone and Ingenious programs were established.
- 3.33 Durham's Best Start Network (BSN) continued to provide an opportunity for more than 80 community agencies including the six school boards, child-care service providers and community partner agencies to meet and share information and ideas. A 2018 year-end report is posted on the Region's website.
- 3.34 Staff within the Budgets and Finance group of Social Services and Children's Services partnered to implement and pilot the SAS Visual Analytics software. This application allows staff the ability to conduct analysis and forecasting with ease, resulting in quicker turnaround times for statistical analysis and data visualization requests.
- 3.35 A "computers for clients" pilot began at the Whitby Ontario Works office and was successfully extended to all OW locations. These computers provide clients with direct and immediate access to information and documentation.

#### **4. 2019 Priorities and Highlights**

- 4.1 The recommended 2019 Business Plans and Budget, allows for a continued investment in social programs across the department, with no anticipated reduction in the level of services to our clients.
- 4.2 The new regionally operated Edna Thomson child care centre will be open in the Spring of 2019. This location will replace the current Edna Thomson Early Learning and Childcare facility that was housed in a historic building in downtown Clarington. It is anticipated that the new facility will accommodate a larger capacity of children (i.e. 34 additional children), which will better serve our community.
- 4.3 Continued support around the Primary Care Outreach Program (PCOP) in partnership with the Health Department's Paramedic Services through the

- additional of a Family Counsellor 2 position (Social Worker) within the Family Services Division (\$125k).
- 4.4 Continued implementation of the Affordable and Seniors' Housing Task Force (\$25k).
  - 4.5 Implementation and staff training on the new electronic health record system in the four Long Term Care Homes (\$111k).
  - 4.6 Over \$1.7 million in replacement of equipment and repairs and renovations to resident services in the Long Term Care Homes.
  - 4.7 Over \$1 million in increased funding for community agencies addressing homelessness using increased provincial and federal investments.
  - 4.8 A total of **25** new positions are being requested within this budget:
    - a. **9** positions are requested within the Children's Services budget, which are conversions of part-time positions to full-time split-shift positions. The conversions will result in net savings for the program and implement provisions in the last collective agreement.
    - b. **4** Program Assistant positions at the new Edna Thomson location. These positions were noted in the original approval from Council to proceed with the relocation and represent a service level increase.
    - c. **1** Family Counsellor 2, which is being requested by the Family Services Division to continue with the Primary Care Outreach Program (PCOP) Social Worker partnership with the Health Department – Paramedic Services.
    - d. **4** Health Care Aides at Hillsdale Estates to support the evolving complexity of care of residents in the Home. The increase to staffing may be offset by an anticipated increase in per diem funding from the Province.
    - e. **1** Recreation Programmer at Fairview Lodge that will be dedicated to the secure unit to help with specialized programming for residents with severe behaviours. The increase to staffing may be offset by an anticipated increase in per diem funding from the Province.
    - f. **1** Registered Nurse at Hillsdale Terraces. The home received funding from the Province in 2018 to increase the ability to provide supports to residents with growing complexity of needs. The additional funding partially offsets the total cost of the position, the remaining costs are offset by a reduction in part-time hours within the unit.

- g. **1** Health Care Aide at Hillsdale Terraces to support the evolving complexity of care of residents in the Home. The increase to staffing may be offset by an anticipated increase in per diem funding from the Province.
- h. **2** Health Care Aides at Lakeview Manor to improve capacity of care and support the increased needs of resident's behaviours during critical times of the day. The increase to staffing may be offset by an anticipated increase in per diem funding from the Province.
- i. **1** Registered Nurse (RN) at Lakeview Manor. As with Hillsdale Terraces, the home received funding from the Province in 2018 to increase the ability to provide supports to residents with growing complexity of needs. The additional funding partially offsets the total cost of the position, the remaining costs are offset by a reduction in part-time hours within the unit.
- j. **1** Scheduling Supervisor to lead the divisional scheduling team and monitor adherence to policies, agreements and legislation.

## **5. 2019 Risks and Uncertainties**

5.1 The Social Services Department anticipates the following risks and uncertainties that are of note when considering the 2019 Business Plans and Budget recommendation:

- a. The most significant risk in social services is the uncertainty of provincial investment. The 2019 budget submission includes funding at current levels with very modest increases forecasted for long term care. Reduction in provincial investment will have a significant impact on the Region's ability to continue to deliver the same level of programs and services into the future.
- b. The waitlist for Child Care Fee Subsidy remains relatively high (over 4,000 in early 2019). Although the division was able to move 514 children off the waitlist in 2018 through placements, the number of families requiring help with affordable child care in Durham continues to rise. Additionally, the Children's Services Division has not yet received a funding allocation from the Ministry of Education for the 2019 year and this remains an unknown.
- c. The Family Services Division will continue to address mental health and well-being supports. However, new individual, couple or family counselling cases are currently waiting up to 6 months for services.
- d. The Report of the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Home System is anticipated to be available by the end of



July 2019. The findings may have an impact on policies, procedures, practices as well as accountability and oversight mechanisms.

- e. Within the Social Housing program, End of Operating Agreement/End of Mortgage may make it difficult to meet legislated service level standard of 4,446 Rent Geared to Income units

## **6. Future Budget Pressures**

6.1 The Social Services Department anticipates the following future budget pressures that are of note:

- a. Annualization of **25** new positions within the Department at an estimated incremental 2020 cost of \$947k.
- b. Annualization of the new Edna Thomson Early Learning and Child Care Centre – the 2019 budget accounts for a move-in date of April 2019 -- at an estimated 2020 incremental cost of \$116k.
- c. Continued pressure to address and reduce the wait list across several program areas. With population growth and funding constrained, wait times for services, such as Child Care Fee Subsidy, will continue to fall short of community needs.
- d. The aging Durham Region Local Housing Corporation (DRLHC) portfolio requires significant capital to maintain units.
- e. Social housing providers require capital investments and have insufficient means to generate funds resulting in requests from the Region for additional capital.
- f. There is a need for additional provincial funding to better address increasingly complex medical acuity levels of residents, population diversity and regulatory requirements in Long-Term Care.
- g. There is a Long-Term Care bed shortage -- The Central East Local Health Integration Network (CELHIN) has the highest waitlist and the 2nd highest demand for LTC in the province with 118 of every 1,000 seniors aged 75+ living in or waiting for LTC. This will continue to place pressure to create additional Regionally-owned and operated facilities to serve aging residents.
- h. Growth in the population of homeless will place additional demand on shelters and other supports.
- i. The OW and Social Housing client population is seeing an increase in complex mental health and addiction issues with one third of adults receiving OW being unable to work due to medical issues. The Province has advised

that it is considering a transformation of provincial supports for those with mental health and addiction issues and their families. The impact on municipalities is unclear.

- j. Uncertainty regarding pending provincial changes to OW program design and funding model complicates business and budget planning.

## **7. Conclusion**

- 7.1 The recommended 2019 Social Services Department Business Plans and Budget meets the Council approved guideline for the 2019 Property Tax Supported Business Plans and Budgets and supports the Department's role within the community.
- 7.2 It is recommended that the Health and Social Services Committee approve the 2019 Business Plans and Budgets for the Social Services Department and forward this report to the Finance and Administration Committee for consideration during the budget deliberations for the 2019 Property Tax Supported Business Plans and Budget.
- 7.3 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with the recommendation.

## **8. Attachments**

- 8.1 Detailed 2019 Business Plans and Budgets for the Social Services Department are available on-line through the link provided on the March 7, 2019 Health and Social Services Committee agenda or in hard copy by contacting the Finance Department, at (905) 668-7711 ext. 2304.

Respectfully submitted,

Original signed by

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Dr. Hugh Drouin  
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

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Elaine Baxter-Trahair  
Chief Administrative Officer



# The Regional Municipality of Durham Report

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To: Health and Social Services Committee  
From: Commissioner of Social Services  
Report: [#2019-SS-04](#)  
Date: March 7, 2019

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**Subject:**

Dissolution of Agreement with the Canadian Mental Health Association (CMHA) and Execution of a New Agreement with Boys and Girls Club of Durham for Youth Trustee Services

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**Recommendation:**

That the Health and Social Services Committee recommends to Regional Council the Regional Chair and Regional Clerk be authorized to execute an agreement with the Boys and Girls Club of Durham for youth trustee services in 2019 for a period of five years.

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**Report:**

**1. Purpose**

1.1 Trusteeship

- a. Relatives or friends of the youth's family are always the Department's preferred choice as a trustee. However, there are situations where these options are not available and in these situations a community agency may be appointed as trustee.
  - The Canadian Mental Health Association (CMHA) has filled this role since 2003 (2003-IS-06) and on November 6, 2018 The Regional Municipality of Durham was provided 60 days of notice for the discontinuation of CMHA's Youth Trustee services (Attachment #1) as CMHA's 2019 service offerings no longer include trustee services.

## **2. Background**

2.1 The Ontario Works (OW) Policy Directives state:

- a. "Where a person under 18 qualified for financial assistance, the assistance shall only be paid to a person or agency appointed by the Administrator".

2.2 The Directives further state:

- a. "The youth must agree to have a responsible adult or agency act as the trustee".

2.3 The appointment of a trustee means there is an attempt to provide support to the youth to ensure regular attendance at schools etc. and that the financial assistance is used towards the benefit and well being of the youth.

2.4 Persons under the age of 18 in receipt of social assistance must have their assistance paid to a trustee. Where a family member is not available a community agency can act as a trustee. In the past, The Boys and Girls Club of Durham has acted as trustee on an informal basis and we are pleased to formalize this relationship.

## **3. Financial Implications**

3.1 The Region shall pay the Agency, upon receipt of a properly submitted monthly invoice, the sum of \$60.00 per Client per month for each Client on whose behalf the Agency acts as trustee. In 2019, there are approximately 50 trusteed youth receiving supports under the current arrangement, each month.

3.2 Under the current Provincial OW Service Contract, the Region is responsible for 50 per cent of the cost of the trustee payment, with the other 50 per cent covered by the Province. Assuming we continue to serve 50 trusteed youth per month, the total cost per year would be \$36,000 or \$18,000 net Regional cost.

## **4. Conclusion**

4.1 This report has been reviewed by both the Finance and Legal Departments and both concur with the recommendations.

4.2 For additional information, contact: Kelly O'Brien, Director, Income and Employment Support Division at 905-668-7711, 2805.

## **5. Attachments**

Attachment #1: Letter from Canadian Mental Health Association regarding termination of Youth Trustee Services contract.

Respectfully submitted,

Original signed by

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Dr. Hugh Drouin  
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



Canadian Mental Health Association  
Mental health for all

Association canadienne pour la santé mentale  
La santé mentale pour tous

November 6, 2018

RECEIVED  
NOV 09 2018

COMMISSIONERS OFFICE

Copy:

J. D.

D. Holmes

R. Lambert

M. Laschuk

L. MacDermott

✓ K. O'Brien

R. ...

The Regional Municipality of Durham  
605 Rossland Road East  
P.O. Box 623  
Whitby, Ontario L1N 6A3  
Attention Regional Clerk, Ralph Walton

Dear Mr. Walton

As per the conditions of our Agreement between The Regional Municipality of Durham and Canadian Mental Health Association Durham, to provide Youth Trustee services, please allow this letter to serve as 60 days-notice of the termination of the contract. These terms are set out in ARTICLE 2 – Term 2.2 of the Agreement.

Nov 8/18

If you have any questions or need any further information about our discontinuation of services, you can contact Paul Secord at 905-436-8760 ext. 113 or email [pauls@cmhadurham.org](mailto:pauls@cmhadurham.org).

Sincerely

Linda J. Gallacher  
CEO

Cc: Commissioner of Social Services