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## The Regional Municipality of Durham

### MINUTES

#### HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, November 5, 2020

A regular meeting of the Health & Social Services Committee was held on Thursday, November 5, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:30 AM. Electronic participation was offered for this meeting.

#### 1. Roll Call

Present: Councillor Chapman, Chair  
Councillor Pickles, Vice-Chair  
Councillor Anderson  
Councillor Carter left the meeting at 9:55 AM  
Councillor Dies  
Councillor Roy  
Councillor Wotten  
Regional Chair Henry  
**\*all members of the Committee except Councillor Chapman and Regional Chair Henry participated electronically**

Also

Present: Councillor Hight  
Councillor Smith

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer  
S. Danos-Papaconstantinou, Commissioner of Social Services  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
R.J. Kyle, Commissioner and Medical Officer of Health  
M. Laschuk, Director, Family Services  
L. McIntosh, Director, Children's Services  
J. Riches, Assistant Director and Deputy Chief, Paramedic Services  
A. Robins, Director, Housing Services  
T. Fraser, Committee Clerk, Corporate Services – Legislative Services  
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

#### 2. Declarations of Interest

There were no declarations of interest.

### **3. Adoption of Minutes**

Moved by Councillor Anderson, Seconded by Councillor Roy,  
(39) That the minutes of the regular Health & Social Services Committee  
meeting held on Thursday, October 8, 2020, be adopted.

CARRIED

### **4. Statutory Public Meetings**

There were no statutory public meetings.

### **5. Delegations**

#### **5.1 Michele Watson, Partnerships and Outreach Coordinator, 211 Central Region, re: Access to Community Information through Durham.211central.ca**

Michele Watson, Partnerships and Outreach Coordinator, 211 Central Region,  
provided a PowerPoint Presentation with regards to Durham 211.

Highlights of the presentation included:

- 211 in Durham Region
- 211 the Big Picture
- COVID Response
- 211 Data
- How Durham Region can champion 211 in Durham Region
- Connecting with 211
- Contact Durham 211

M. Watson stated that 211 Central is a free confidential information referral service which is available 24 hours a day, 7 days a week and offered in more than 150 languages. She stated that people can connect by phone, text, chat, email and online and can be connected to programs and services such as food banks, meal programs, housing assistance, income support, disability support programs, mental health support and more.

M. Watson stated that 211 Central includes Durham, Peel, Toronto and York Regions and is part of an integrated system of service navigation and data collection. She advised that call volume increased by 50% in the 3<sup>rd</sup> week of March due to the COVID-19 pandemic.

M. Watson further stated that 211 Central inquiries are tracked and recorded for quality assurance and reporting purposes so call data becomes sources of data. She requested that committee members be champions by informing regional and municipal staff about 211 Central.

M. Watson responded to questions of the committee.

## 6. Presentations

### 6.1 Alan Robins, Director, Housing Services re: Update on the Portable Housing Benefits (2020-SS-15) [Item 8.2 A]

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Alan Robins, Director, Housing Services provided a PowerPoint presentation with regards to the Update on the Portable Housing Benefit. A copy of the presentation was provided to committee members prior to the meeting via email.

Highlights of the presentation included:

- Portable Housing Benefits
- PHB vs Rent-Geared-To-Income
- Average Market Rent
- Durham PHB Pilot
  - July 2019
  - Findings
  - Feedback
  - Outcomes
- Canada-Ontario Housing Benefit (COHB)

A. Robins stated that in September 2017, the province introduced new provisions under the Housing Services Act to allow service managers to offer a portable housing benefit (PHB) as an alternative to rent geared to income (RGI) assistance. He stated that PHB is a direct benefit paid to eligible low-income households to bridge the gap between income and affordable rent and is tied to the household and not a physical unit.

A. Robins advised that Regional Council approved a PHB Pilot in 2019 that included 70 Durham PHBs. He provided an overview of the PHB pilot findings with regards to costs, affordability, and stability, and on the feedback and outcomes with regards to the PHB.

With regards to the Canada-Ontario Housing Benefit (COHB), A. Robins stated that it is a federal-provincial portable housing benefit that allows clients to use the benefit anywhere in Ontario.

A. Robins stated that the 2020-2021 planning allocation has now been fully committed and the uncommitted COHB funding will be redistributed to other service areas. He stated that along with the Durham PHB, COHB offers flexibility as an alternative form of housing assistance to RGI.

A. Robins responded to questions with regards to funding for the Portable Housing Benefit and the Canada-Ontario Housing Benefit.

6.2 Marusia Laschuk, Director, Family Services and John Riches, Assistant Director and Deputy Chief, Paramedic Services re: Non-Police-Led Mental Health Mobile Crisis Response in Durham Region

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Marusia Laschuk, Director, Family Services and John Riches, Assistant Director and Deputy Chief, Paramedic Services provided a PowerPoint Presentation with regards to Non-Police-Led Mental Health Mobile Crisis Response in Durham Region.

Highlights of the presentation included:

- Motion to Investigate Non-Police-Led Crisis Response Team in the Durham Region
- DRPS – Oshawa Downtown Report – June 2020
- Mental Health 911 calls in Durham Region
- DRPS Mental Health Support Unit
- Non-Police-Led Mobile Crisis Response Models
- PAM: Non-Police-Led Crisis Response Model (Primary Response)
- CAHOOTS: Non-Police-Led Crisis Response Model (Primary Response)
- STAR: Non-Police-Led Crisis Response Model (Primary Response)
- CHP: Non-Police-Led Crisis Response Model (Primary Response)
- Next Steps – Planning/Priorities

J. Riches provided an overview of statistics with regards to mental health 911 calls in Durham Region. He stated that Council recently approved the funding for the hiring of 3 additional Lakeridge Health Mental Health Nurses to support the expansion of the DRPS Mental Health Support Unit (MHSU) which will allow DRPS to expand the hours of operation for the MHSU.

M. Laschuk provided an overview of the following features of successful Non-Police-Led Mobile Crisis Response Models and why these features are important:

- teams of two, often with paramedic and trained social worker/crisis responder/mental health nurse;
- visually and operationally distinct from police;
- trained 911 operators or dispatch services to identify non-violent or mental health incidents and dispatch non-police led teams is key;
- collaboration with police, paramedics, hospitals, community stakeholders;
- culturally and linguistically appropriate services;
- services that grow to fit community needs and added strategies such as proactive outreach.

J. Riches and M. Laschuk provided an overview of the following models:

- The PAM Model, a Psychiatric Emergency Response Team Model;
- The CAHOOTS Model, Crisis Assistance Helping Out on the Streets;
- The STAR Model, Support Team Assisted Response; and
- The CHP Model, Community Health Paramedics Teams.

J. Riches stated that a holistic multi-disciplinary coordinated approach is needed to properly meet the needs for Mental Health Response. He stated that multiple stakeholders and partners need to be engaged, and that staff will need work with police and community providers to develop a proposal for mobile crisis response teams that empower mental health professionals to lead non-violent crisis intervention response, protocols and training.

J. Riches responded to questions with regards to the advantages of having a pilot program in Durham Region; and the capacity to have follow up care.

6.3 Lisa McIntosh, Director, Children's Services, re: Update on the Children's Services Division

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Lisa McIntosh, Director, Children's Services provided a PowerPoint and video Presentation with regards to an Update on the Children's Services Division.

Highlights of the presentation included:

- The role of Children's Services Division
- Appreciation for the early learning sector
- The ELCC Service System Plan Priorities 2018-2022
- COVID-19 Response
- Emergency Child Care
- CSD as a support
- CSD embracing teamwork
- Continued collaboration
- Maximize financial support available to licenced child care
- System funding for service providers
- How ELCC Operators are affected
- Current state
- Develop and implement a strategy to support children with special needs from birth to age 12
- Special Needs Resourcing
- Rebuilding the Village
- What we achieved
- Increase, attract and retain high quality RECEs
- Partnership with Durham College
- Fostering professional learning

- Support and expand the licenced home child care sector
- Reduce the waitlist for fee subsidy
- Supporting families through EarlyON Child and Family Centres
- EarlyON Child and Family Centres
- The Tree of Giving

L. McIntosh provided an overview of the core roles and responsibilities of the Children's Services Division. She also reviewed the ELCC Service System Plan Priorities for 2018 to 2022.

L. McIntosh reviewed the various measures taken with regards to childcare throughout the COVID-19 pandemic and noted that ELCC operators have been affected by mandatory closures; new operational guidelines; enhanced IPAC requirements; adaptations to programming; new, uncharted procedures; low enrollment; high demand for educators; cohort requirements; and responsive care to meet needs.

L. McIntosh stated that 95% of child care sites in Durham Region have now reopened. She stated that CSD provides system management and funding to five special needs resourcing agencies in Durham and these agencies continued to offer services virtually to families, home child care providers and Emergency Child Care during the pandemic.

L. McIntosh stated that CSD successfully lead the Rebuilding the Village project which allowed staff to look at identifying the needs in the community, resulting in three achievements. She also stated that CSD has partnered with Durham College to offer 95 students in the ECE program, virtual training using the Kognito software in place of an in-person field placement. She further stated that the CSD also has responsibility for professional learning and provided a brief overview of the GROW newsletter.

L. McIntosh advised that in 2020, CSD implemented a Fee Subsidy Waitlist Review to update the process which improves forecasting of spending and better service to families. She also advised that EarlyON and Family Centres have offered virtual and outdoor programming throughout the pandemic closure period. She also explained the Tree of Giving outdoor program that was offered during the pandemic closure period.

### Questions to Health

R.J. Kyle responded to questions from Councillor Anderson regarding whether flu vaccines are available to residents of Wilmot Creek and when the supply of vaccines will be made available.

R.J. Kyle also responded to questions with regards to people attending places of worship and the wearing of masks.

**7. Health**

7.1 Correspondence

There were no communications to consider.

7.2 Reports

There were no Health Reports to consider.

**8. Social Services**

8.1 Correspondence

There were no communications to consider.

8.2 Reports

A) Portable Housing Benefits (2020-SS-15)

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Report #2020-SS-15 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Regional Chair Henry, Seconded by Councillor Pickles,  
(40) That Report #2020-SS-15 of the Commissioner of Social Services be received for information.

CARRIED

Questions to Social Services

S. Danos-Papaconstantinou and A. Robins responded to questions from Councillor Smith with regards to the Beaverton Housing Development and whether residents will have to sign a participation agreement to participate in programs as well as whether residents of the Township of Brock will qualify for tenancy if they require services.

S. Danos-Papaconstantinou responded to a question from Councillor Anderson regarding a small breakout at a Long-Term Care Home in Beaverton. Councillor Anderson was advised that the outbreak was declared over.

**9. Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

**10. Confidential Matters**

There were no confidential matters to be considered.

**11. Other Business**

There was no other business to consider.

**12. Date of Next Meeting**

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, December 3, 2020 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**13. Adjournment**

Moved by Councillor Anderson, Seconded by Regional Chair Henry,  
(41) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:11 AM

Respectfully submitted,

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B. Chapman, Chair

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N. Prasad, Committee Clerk