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The Regional Municipality of Durham

MINUTES

HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, October 5, 2023

A regular meeting of the Health & Social Services Committee was held on Thursday, October 5, 2023 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 Roy, Chair
Councillor Dies, Vice-Chair
Councillor Anderson
Councillor Brenner*
Councillor Foster*
Councillor Jubb*
Regional Chair Henry
*** denotes Councillors participating electronically**

Also
Present: Councillor Crawford
Councillor Leahy
Councillor Mulcahy*
Councillor Schummer*
Councillor Yamada
*** denotes Councillors participating electronically**

Absent: Councillor Carter

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
C. Boyd, Solicitor, Chief Administrative Office – Legal Services
A. Burgess, Director, Communications & Engagement
T. Cheseboro, Chief, Region of Durham Paramedic Services, Health
A. Chung, Systems Support Specialist, Corporate Services – IT
S. Danos-Papaconstantinou, Commissioner of Social Services
J. Dixon, Director, Business Affairs and Finance Management, Social
Services
J. Gaskin, Director, Children's Services, Social Services
M. Grant*, Area Manager, Adult Protective Services, Family Services
Durham
W. Holmes, General Manager, Durham Region Transit

J. Hunt, Director of Legal Services, Chief Administrative Office – Legal Services
R. Jagoe*, Policy Analyst, Housing Services
J. Jordison, Commander, Region of Durham Paramedic Services, Health
J. Kilgour, Director, Emergency Management
R.J. Kyle, Commissioner and Medical Officer of Health
L. MacDermaid, Director, Long-Term Care and Services for Seniors, Social Services
L. McIntosh, Director, Income & Employment Support, Social Services
P. McTavish, Associate Medical Officer of Health
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services
K. Rideout, Area Manager, Family Services, Social Services
K. Smith, Committee Clerk, Corporate Services – Legislative Services
C. Taylor, Manager, Budgets & Finance, Social Services
K. Thangaraj, Director, Population Health and Chief Nursing Officer, Health
E. Valant*, Area Manager, Income & Employment Support, Social Services
***denotes staff participating electronically**

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Councillor Anderson, Seconded by Councillor Dies,
(43) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, September 7, 2023, be adopted.

CARRIED

4. Statutory Public Meetings

There were no statutory public meetings.

5. Presentations

5.1 Troy Cheseboro, Chief, Region of Durham Paramedic Services, re: Region of Durham Paramedic Services Overview

Troy Cheseboro, Chief, Region of Durham Paramedic Services, provided a PowerPoint presentation with regards to Region of Durham Paramedic Services Overview.

Highlights of the presentation included:

- Region of Durham Paramedic Services Call Statistics
- Region of Durham Paramedic Services Ministry of Health Review

- Programs in Community Paramedicine
- Total Clients in Community Programs
- Clients Onboarded July 1 to September 25
- New Clients by Geography
- New Clients by Age Group
- Client Interactions by Program July 1st to September 25th

T. Cheseboro responded to questions with regards to improved response times with additional approved resources; whether there is staff availability for providing support to the demand for more services; response times for lower tier municipalities; response times for neighbouring municipalities when Durham Region needs assistance; calls related to mental health and whether patients are transported to Ontario Shores; whether Durham Region is responding to calls outside of the region; how to best deal with repeat patients; improving on how to provide necessary medical information to emergency room physicians when admitting patients; how patients are received by referral for community paramedicine; how pharmacist subscriptions are assisting paramedics; whether community paramedicine will receive supports to provide more care to patients; and providing support and care from a facility through drop-in services.

In response to a question from the Committee regarding providing lower tier statistics to see where more resources are required, T. Cheseboro advised that he could provide that information.

6. Delegations

Moved by Regional Chair Henry, Seconded by Councillor Anderson,
(44) That the rules of procedure be suspended to allow for an additional four delegations.

CARRIED (a 2/3rds vote was attained)

6.1 Michelle Brooks, Executive Director, Participation House, Lisa McNee-Baker, Executive Director, Community Living Ajax, Pickering, and Whitby, and Mark Grant, Area Manager, Adult Protective Services, Family Services Durham, re: Affordable and Supportive Housing for People with Developmental Disabilities in Durham Region

Lisa McNee-Baker, Executive Director, Community Living Ajax, Pickering, and Whitby, and Mark Grant, Area Manager, Adult Protective Services, Family Services Durham, participating virtually, appeared before the Committee with regards to Affordable and Supportive Housing for People with Developmental Disabilities in Durham Region.

Topics highlighted during the delegation included:

- Purpose of the Durham System Management Committee

- Growing National Challenges
- Service Registry Information for Durham Region
- Our Ask
 - Aim is to improve the availability and affordability of housing for individuals with developmental disabilities
- Municipal
 - Partner with local agencies serving those with developmental disabilities to quickly build more housing

M. Grant stated that they represent a committee of leaders of developmental service organizations in Durham Region called Durham System Management Committee. He stated that he is the Co-Chair of the Committee and Lisa McNee-Baker is the Chair of a subcommittee that focuses specifically on housing issues related to people with developmental disabilities.

L. McNee-Baker stated that there are representatives from 24 different agencies on the Committee and they work strategically by looking at trends and at what is happening in the community to support their annual planning and setting of priorities.

M. Grant stated that although people with developmental disabilities only make up 2% of the population, they make up 18% of those living in shelters, 50% live with significant medical issues, 65% of women are more likely to experience abuse, 90% live below the poverty line, and 40% of adults with an intellectual disability have a concurrent mental health diagnosis. He stated that approximately 14,000 individuals with an intellectual disability are on a non-municipal waiting list for residential housing with a projected 40 year waiting list.

L. McNee-Baker provided an overview of the service registry information for Durham Region comparing the resources declared by service agencies in Durham Region to the service requests by adults with developmental disabilities.

M. Grant stated they are requesting the Region of Durham demonstrate a commitment to improving the availability and affordability of housing for individuals with developmental disabilities, which could include partnerships with the Federal and Provincial governments through funding and investments in affordable housing.

L. McNee-Baker stated they want to be active partners with the Region of Durham to help provide affordable and supportive housing for people with developmental disabilities.

L. McNee-Baker and M. Grant responded to questions of the Committee.

In response to a question from the Committee, S. Danos-Papaconstantinou advised that discussions have taken place with M. Grant regarding taking the

conversation to the Ministry of Children Community and Social Services for advocacy for this program.

6.2 Mike Leufkens, Whitby Resident, re: Proposed 1635 Dundas Street Shelter

Mike Leufkens, Whitby Resident, participating in-person, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

M. Leufkens raised concerns with the proposed 1635 Dundas Street shelter regarding the available beds being capped at 45; if there will be additional residents allowed into the proposed shelter in the winter months; the wrap around services being provided; security issues at the Oshawa homeless shelters; funding availability for the proposed shelter; and, that violent incidents happening in other shelters will happen at the proposed shelter.

M. Leufkens responded to questions of the Committee.

6.3 Deborah Schroeder, Durham Resident, re: Proposed 1635 Dundas Street Shelter

Deborah Schroeder, Durham Resident, participating virtually, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

D. Schroeder raised concerns with the proposed 1635 Dundas Street shelter regarding the purchasing of such a large facility and only providing 45 beds; residents with addiction and mental health issues being housed in the proposed shelter; wait times to get into the proposed shelter; drugs, dealers and trafficking expanding into the neighbouring community; ensuring proper clean up of needles; having police presence in the community; allowing for neighbourhood watch programs to keep businesses and homes safe; communication to residents regarding the proposed shelter; and what is being done to ensure there is enough affordable housing.

D. Schroeder responded to questions of the Committee.

6.4 Saad Ashraft, Whitby Resident, re: Proposed 1635 Dundas Street Shelter

Saad Ashraft, Whitby Resident, participating virtually, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

S. Ashraft asked the following questions:

1. What are your thoughts about the news with regards to Timmins, and they are now looking to relocate the shelter? At this time, we don't seem to be looking at what is currently out there.
2. Are you going to remain committed to keeping the warming shelter open in downtown Whitby?

3. Why must this be a low barrier shelter when there are other shelters that are family oriented? It is hard for me to consume that we are looking at the most vulnerable when we are ignoring people with disabilities and mental health.
4. Does wrap around support mean they have access to TeleHealth? I understand there is no rehabilitation or treatment inside the facility, so how are we setting them up for success in the neighbourhood?
5. Shouldn't those entering the proposed shelter have a sense of community so they feel they are welcome to stay for a minimum of 6 months to one year, similar to the Muslim Welfare Centre?
6. What happens if we see results that there hasn't been success? What if we are right and the Region is wrong?
7. If the Region spends \$20 million on 1635 Dundas Street, does that mean the Region's entire budget for homelessness has been spent?
8. Regarding public safety, how are we going to feel safe if we do not have enough police resources, or the people inside the shelter do not have enough supports?
9. What does wrap around support mean? Is the pharmacy around the corner considered wrap around support, or does it mean those kind of services can be accessed inside the facility?
10. Regarding transportation, if this facility was located in an industrial area, feels the Region could provide transportation for those in the facility.

S. Ashraft asked that the Region reconsider this project as it is not in the correct location. S. Ashraft also asked to see a copy of the appraisal report for the location.

S. Ashraft responded to questions of the Committee.

6.5 Bob Hartley, Durham Resident, re: Proposed 1635 Dundas Street Shelter

Bob Hartley, Durham Resident, withdrew his request to delegate prior to the meeting.

6.6 Windhy Susanto, Whitby Resident, re: Proposed 1635 Dundas Street Shelter

Windhy Susanto, Whitby Resident, participating in-person, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

W. Susanto raised concerns with regards to the perceived lack of trust of those residents living in the community by Regional staff; the effect of the shelter on the surrounding neighbourhood and the safety and wellbeing of the community, elderly and children; the need to protect the privacy for residents living behind the proposed shelter; and having a low barrier shelter in a residential area causing distress in the local community.

W. Susanto responded to questions of the Committee.

6.7 Oliver Augustus, Whitby Resident, re: Proposed 1635 Dundas Street Shelter

Oliver Augustus, Whitby Resident, participating in-person, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

O. Augustus raised concerns with regards to the Region not hearing the concerns of the residents; the Province needing a more active role in the decision making process as it relates to homelessness issues; the lack of trust and transparency by the Region; residents not having access to safe injection sites where they can use safely; and capping the beds at 45 as it is not fiscally responsible.

O. Augustus stated he feels there is something the residents are not being told and that he is in favour of proceeding with an interim control by-law in order to take a pause on the project to deal with some of these issues.

O. Augustus responded to questions of the Committee.

6.8 Sandy Hodder, Durham Resident, re: Proposed 1635 Dundas Street Shelter

Sandy Hodder, Durham Resident, participating in-person, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

S. Hodder advised she lives 1.2 km from 1635 Dundas Street and is concerned for her grandchildren's safety when walking along the wooded pathway on their way to school, and while playing in the park or at the playgrounds in the area. She raised concerns with regards to the Region's proposal to put a low barrier shelter in a residential area and that the location is wrong; and that the community was caught off guard with the announcement of the proposed shelter as there was no public consultation on the matter. She also stated that she is in favour of the passing of an Interim Control By-law for this site.

S. Hodder responded to questions of the Committee.

6.9 Travis Tiedge, Durham Resident, re: Proposed 1635 Dundas Street Shelter

Travis Tiedge, participating in-person, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

T. Tiedge acknowledged the need and demand for a homelessness shelter and also raised concerns with respect to the decision of the proposed shelter being rushed; the location of the proposed shelter; the safety of the community; the concern with those people not getting access into the shelter spilling into neighbouring communities; the need to step back to consider the concerns raised by the community; and the need for constructive dialogue.

T. Tiedge responded to questions of the Committee.

6.10 Emma Rosa, Durham Resident, re: Proposed 1635 Dundas Street Shelter

Emma Rosa, participating in-person, appeared before the Committee regarding the Proposed 1635 Dundas Street Shelter.

E. Rosa raised concerns with regards to the perceived lack of planning that has gone into the proposed shelter; the lack of information being provided to residents and resident/s not having the opportunity to engage in constructive dialogue or provide input on what they would like to see in a shelter; the lack of factual details to create a baseline that can be used to measure if changes are needed; being more inclusive and taking into consideration the resident's perspectives; and obtaining a second opinion on the proposed shelter.

E. Rosa responded to questions of the Committee.

Moved by Regional Chair Henry, Seconded by Councillor Anderson,
(45) That the committee recess for 15 minutes.

CARRIED

The Committee recessed at 12:00 PM and reconvened at 12:15 PM.

The Committee Clerk conducted a roll call following the recess and all members of Committee were present with the exception of Councillor Carter.

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) Standardization and Supply of Food Rethermalization Equipment for the Regional Municipality of Durham's Long-Term Care Homes (2023-SS-11)

Report #2023-SS-11 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Regional Chair Henry, Seconded by Councillor Anderson,
(46) That we recommend to Council:

- A) That authorization be granted to award a sole source agreement to Burlodge Canada for the procurement of new and replacement Multigen rethermalization equipment and SDX ThermoBox meal delivery systems at a total estimated cost not to exceed \$411,914 and that the Multigenic rethermalization equipment and SDX ThermoBox meal delivery systems be the Regional standard for a period of five (5) years effective January 1, 2024, at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budget;
- B) That authorization be granted to award a sole source agreement to Burlodge Canada effective January 1, 2024, for a period of five (5) years for the ongoing preventative maintenance and service of Multigen rethermalization equipment and SDX ThermoBox meal delivery systems at a total estimated cost not to exceed \$44,300 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budget; and
- C) That the Commissioner of Finance be authorized to execute any necessary agreement.

CARRIED

B) Supply and Service of Lift Equipment for the Regional Municipality of Durham's Long-Term Care Homes (2023-SS-12)

Report #2023-SS-12 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Regional Chair Henry, Seconded by Councillor Anderson,
(47) That we recommend to Council:

- A) That authorization be granted to award a sole source agreement to Handicare Canada Ltd. for the procurement of new and replacement lift equipment at a total estimated cost not to exceed \$590,750 and that the Handicare Canada Ltd. lift equipment be the Regional standard for a period of five (5) years effective December 1, 2023 at the Regional Municipality of

Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budget;

- B) That authorization be granted to award a sole source agreement to Handicare Canada Ltd. effective December 1, 2023 for a period of five (5) years for the ongoing maintenance, service, annual lift inspection and load testing of lift equipment at a total estimated cost not to exceed \$1,170,000 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budget; and
- C) That the Commissioner of Finance be authorized to execute any necessary agreement.

CARRIED

Questions to Social Services

S. Danos-Papaconstantinou responded to questions regarding how information regarding the proposed 1635 Dundas Street shelter as it relates to the questions raised by the delegates or the public will be provided back to the residents; the intake and assessment process for residents going into the 1635 Dundas Street shelter; when the smaller community meetings will be taking place for areas around the proposed shelter; how many people on the by-name list have developmental disabilities that may need to access shelter at 1635 Dundas Street; funding for remediation of the second and third floors at the 1635 Dundas Street proposed shelter; and how the facilitator for the October 3, 2023 public meeting was selected.

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 be considered.

12. Date of Next Meeting

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, November 9, 2023 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

13. Adjournment

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

CARRIED

The meeting adjourned at 12:28 PM

Respectfully submitted,

E. Roy, Chair

K. Smith, Committee Clerk