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## The Regional Municipality of Durham

### MINUTES

#### HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, June 6, 2024

A regular meeting of the Health & Social Services Committee was held on Thursday, June 6, 2024 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 Brenner  
Councillor Carter  
Regional Chair Henry

Also

Present: Councillor McDougall  
Councillor Mulcahy\* attended for part of the meeting  
Councillor Schummer\*  
\* **denotes Councillors participating electronically**

Absent: Councillor Dies, Vice-Chair, was absent on municipal business  
Councillor Anderson was absent on municipal business  
Councillor Foster was absent on municipal business  
Councillor Jubb was absent on municipal business

Staff

Present: C. Boyd, Solicitor, Chief Administrative Office – Legal Services  
S. Ciani, Committee Clerk, Corporate Services – Legislative Services  
S. Danos-Papaconstantinou, Commissioner of Social Services  
M. Denby, Program Specialist, Long-Term Care and Services for Seniors, Social Services  
J. Dixon, Director, Business Affairs and Finance Management, Social Services  
S. Foroutani, Area Manager, Income, Employment and Homelessness Support, Social Services  
J. Gaskin, Director, Children’s Services, Social Services  
A. Harras\*, Director of Legislative Services/Regional Clerk, Corporate Services – Legislative Services  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
M. Laschuk, Director, Family Services, Social Services  
L. MacDermaid, Director, Long-Term Care and Services for Seniors, Social Services  
L. McIntosh, Director, Income & Employment Support, Social Services

- G. Muller, Director, Affordable Housing Development & Renewal
  - J. Siciliano, Area Manager, Income, Employment and Homelessness Support, Social Services
  - J. Svanda, Acting Deputy Chief, Region of Durham Paramedic Services, Health
  - K. Smith, Committee Clerk, Corporate Services – Legislative Services
  - C. Taylor, Manager, Budgets & Finance, Social Services
  - N. Taylor\*, Commissioner of Finance
  - K. Thangaraj, Director, Population Health and Chief Nursing Officer, Health
  - S. Thorpe, Manager, Long-Term Care and Services for Seniors, Social Services
  - E. Valant, Director, Housing Services
  - V. Walker, Committee Clerk, Corporate Services – Legislative Services
  - S. Woods, Senior Safety Advisor, Long-Term Care and Services for Seniors, Social Services
- \* **denotes staff participating electronically**

**2. Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

**3. Adoption of Minutes**

Moved by Councillor Brenner, Seconded by Councillor Carter,  
(22) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, May 9, 2024, be adopted.

CARRIED

**4. Statutory Public Meetings**

There were no statutory public meetings.

Moved by Regional Chair Henry, Seconded by Councillor Brenner,  
(23) That the agenda be altered to consider Item 6.1 Eva Reti, Chair, Hospice Whitby – Roger Anderson House, re: Update on Hospice Whitby – Roger Anderson House, next.

CARRIED

**6. Delegations**

- 6.1 Eva Reti, Chair, Hospice Whitby – Roger Anderson House, re: Update on Hospice Whitby – Roger Anderson House

Eva Reti, Chair, Hospice Whitby – Roger Anderson House, appeared before Committee with regards to an Update on Hospice Whitby – Roger Anderson House.

E. Reti advised that on May 16, 2024, Hospice Whitby went back to tender for the hospice build; on May 28, 2024 there was a mandatory site visit with the pre-approved contractors; and it is expected that the tender process will close in late June or early July; following the close of the tender, it will be sent to the Ministry of Health for approval; and construction will begin immediately following the approval.

E. Reti displayed the proposed site plan for the building and stated that private patios have been added outside of 10 bedrooms as there has research done to show that having an outdoor space during the end of life has significant benefits for everyone involved. In addition, on the north side of the building the entrance has been closed off, and changes have been made to the vestibules by installing a double set of doors to minimize the cold air coming into the hospice.

E. Reti thanked Committee members, Durham Region, the Province of Ontario and Durham residents for their support. E. Reti advised another update will be provided in the Fall of 2024.

Chair Roy thanked those involved with the Hospice Whitby – Roger Anderson House project.

## **5. Presentations**

### **5.1 Jake Svanda, Deputy Chief, Region of Durham Paramedic Services, re: Region of Durham Paramedic Services Update**

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Jake Svanda, Deputy Chief, Region of Durham Paramedic Services, provided a PowerPoint presentation with regards to Region of Durham Paramedic Services Update.

Highlights of the presentation included:

- Call Volume January to December 2023
- Call Volume January to March 2024
- January to March 2024 by Month
- Offload Delay 2023
- Offload Delay
- Cost of Offload Delay at Lakeridge Health Oshawa (LHO) 2023
- The Canadian Triage and Acuity Scale (CTAS) Response Targets 2023
- Seaton Paramedic Response Station
- Primary Care Outreach Program (PCOP) Overview
- PCOP Services January to December 2023
- Opioid Update 2023

J. Svanda responded to questions with regards to how well the Primary Care Outreach Program (PCOP) is proceeding; why the opioid related overdoses in Oshawa are higher than any other area municipality in Durham; and whether data is being tracked for residents that use medical services on a regular basis.

Discussion ensued with regards to how addiction, mental health and homelessness require additional assistance from higher levels of government; individuals having repeated overdoses and requiring extra assistance; sending another letter to the Federal government regarding the addiction, mental health and homelessness issues in Durham Region; and providing a PCOP presentation to the lower tier municipalities.

Regional Chair Henry advised that at the Ontario Health Network meeting on Tuesday, June 4, 2024, Matt Anderson, President and CEO, committed to coming to Durham Region to have discussions about the current challenges. He further advised that Mayor Carter and Mayor Roy would be invited to the meeting.

Chair Roy advised that the month of June is an exciting month with opportunities to celebrate many Durham residents by celebrating and acknowledging Seniors Month, National Indigenous History Month and Pride Month.

5.2 Sheryl Thorpe, Manager, Long-Term Care and Services for Seniors Division, re: Emotional Model of Care

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Following introductory comments from Laura MacDermaid, Director, Long-Term Care and Services for Seniors, Sheryl Thorpe, Manager, Long-Term Care and Services for Seniors Division, provided a PowerPoint presentation with regards to Emotional Model of Care.

Highlights of the presentation included:

- Overview
- Background
- Significance/Importance
- Literature Review
  - Innovative Models of Care
  - Reported Benefits
  - Why our own Model?
- The Project – Emotional Model of Care Pilot Project
  - Expected Outcomes
  - Governance Structure
  - Long-Term Care (LTC) Strategic Pillars and Core Principles
  - Partnerships & Collaboration
  - Project Design
  - Phases

S. Thorpe responded to questions with regards to whether there will be a detailed investment within the evaluation of the final report; how the emotional model of care compares to similar programs in the private sector; what resources are available for the private sector; comparing the growth opportunities to those available in the private sector to improve the satisfaction results; the time spent with residents in private care versus Regional programs; what comparisons were done with the private sector against the emotional model of care program; and how the Region compares to private facilities with respect to services being provided.

In response to Councillor Carter's questions, S. Thorpe advised she would provide Councillor Carter with a response to the satisfactory results for the private care sector; and the cost comparison for the emotional model of care program versus programs available in the private sector.

Discussion ensued with regards to the cost of living at private long-term care homes and retirement homes.

S. Danos-Papaconstantinou advised that the comparisons being done for this project only include homes that offer an emotional model of care program.

5.3 Sharon Woods, Senior Safety Advisor, and Morgan Denby, Program Specialist, Long-Term Care and Services for Seniors Division, re: Community Supports – Senior Safety, Homemakers Program and Adult Day Program

Following introductory comments from Marusia Laschuk, Director, Family Services, Social Services, Sharon Woods, Senior Safety Advisor, and Morgan Denby, Program Specialist, Long-Term Care and Services for Seniors Division, provided a PowerPoint presentation with regards to Community Supports – Senior Safety, Homemakers Program and Adult Day Program.

Highlights of the presentation included:

- Seniors' Safety Advisor
  - Purpose
  - Call Source
  - Agency Referral Sources
  - Presenting Issues
  - Data and Statistics
  - Senior Safety Example
- Community Support Specialist
- Homemakers Program
  - Background
  - Goals
  - Eligibility
  - Assessment
  - Funding

- Adult Day Program
  - Main Goals
  - Hillsdale Estates
  - Lakeview Manor – Beaverton Site and Port Perry Site
  - Adult Day Program Example

5.4 Sahar Foroutani, Area Manager, Income, Employment and Homelessness Support Division, re: Update on Durham Region's Integrated Homelessness System Action Plan

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Following introductory comments from Lisa McIntosh, Director, Income & Employment Support, Social Services, Sahar Foroutani, Area Manager, Income, Employment and Homelessness Support Division, provided a PowerPoint presentation with regards to Update on Durham Region's Integrated Homelessness System Action Plan.

Highlights of the presentation included:

- Integrated Homelessness System Goals and Strategic Priorities
  - Implement System Integration, Planning and Management
  - Improve System Capacity and Service Levels
  - Expand Social and Community Investment
  - Achieve System Excellence
  - Boost System Growth of Housing Supply
- Homelessness System: At a Glance
- 2023 Homelessness Demographics
- Durham's Shelter System: 2023 Snapshot
- Winter Warming Centre
  - Statistics
  - Highlights
  - Challenges
  - Lessons Learned
- 1635 Dundas – Shelter Update
  - Admissions
  - Programming and Services
- Durham Region Street Outreach Team

S. Foroutani responded to questions with regards to the staff to resident ratios in the winter warming centres; if security was on site 24/7 at the Do Unto Others (DUO) warming centre in Clarington; when the winter warming centre program for the 2024-2025 season will begin preparations; how agencies for the 2024-2025 winter season warming centre will be selected; if local communities will be consulted for the agencies being selected; the capacity limits for warming shelters in the surrounding municipalities; the number of beds Durham Region is short to house homeless residents; where homeless people go during the winter season; how the priority of expanding social and community investment update will be

provided to Committee and Council; and the possibility of having a winter warming centre in the Town of Whitby.

Discussion ensued with respect to the local municipalities being consulted regarding the agencies being hired to support the winter warming centres.

Councillor Carter raised concerns that himself, Councillor Chapman and City of Oshawa staff communicated their requirements for the winter warming centres including the supports required to run the centre, and the agency that was hired did not meet those requirements. Chair Roy advised that a meeting will be scheduled with staff from the Region, City of Oshawa and Town of Whitby to discuss this matter.

In response a question from Councillor Carter regarding the residents being turned away from shelter spaces and how Durham Region compares to other municipalities, L. McIntosh advised she will follow up and provide the data to Councillor Carter directly.

Chair Roy advised that a quarterly update report can be provided to Committee that discusses best practices and improving approaches towards addressing homelessness and encampments in the community.

## **6. Delegations**

### **6.1 Eva Reti, Chair, Hospice Whitby – Roger Anderson House, re: Update on Hospice Whitby – Roger Anderson House**

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This item was considered earlier in the meeting. [See pages 2 and 3 of these minutes]

## **7. Health**

### **7.1 Correspondence**

There were no communications to consider.

### **7.2 Reports**

#### **A) Command, Emergency Response, and Community Programs Vehicle Standardization and Upfitting (2024-MOH-3)**

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Report #2024-MOH-3 from R.J. Kyle, Commissioner and Medical Officer of Health, was received.

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

- A) That the Ford Explorer Interceptor be adopted as the standard vehicle for Region of Durham Paramedic Services (RDPS) Command, Emergency Response and Community Programs for a period of five (5) years, effective immediately; and
- B) That a sole source agreement for the RDPS command and emergency response vehicle custom upfitting package be negotiated and awarded to Rowland Emergency Vehicle Products Inc. for a period of five (5) years, which is the only certified upfitter that meets the current Ontario Provincial Land Ambulance and Emergency Response Vehicle Standard, Version 6.1.

CARRIED

## 8. Social Services

### 8.1 Correspondence

There were no communications to consider.

### 8.2 Reports

- A) Authorization to Extend the Existing Agreement with Medisystem Pharmacy Limited for the Provision of Pharmacy Services for the Regional Municipality of Durham's Four (4) Long-Term Care Homes (2024-SS-6)

Report #2024-SS-6 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Councillor Brenner, Seconded by Councillor Carter,  
(25) That we recommend to Council:

- A) That authorization be granted to award a single source extension to the existing Agreement with Medisystem Pharmacy Limited for the provision of pharmacy services for the Region's four Long-Term Care Homes for a period of one (1) year expiring on August 31, 2025, at no cost to the Region; and
- B) That the Commissioner of Finance be authorized to execute any necessary agreement.

CARRIED

## 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**

11.1 Concern with Media Releases in Durham Region

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Regional Chair Henry raised concerns with regards to the issues and challenges faced by society that Durham Region and other municipalities must deal with, and the need for help and guidance from the Federal government to help mitigate the mental health, addiction and homelessness happening throughout Durham Region and Canada. He encouraged all members of Council to raise their voices and advocate for their communities.

11.2 June Bike Month

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Councillor McDougall thanked staff for organizing June Bike Month and encouraging staff to ride their bike to work on June 6, 2024.

**12. Date of Next Meeting**

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, September 5, 2024 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**13. Adjournment**

Moved by Councillor Carter, Seconded by Councillor Brenner,  
(26) That the meeting be adjourned.  
CARRIED

The meeting adjourned at 11:42 AM

Respectfully submitted,

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E. Roy, Chair

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K. Smith, Committee Clerk