

**Vision:** *The City of Greater Sudbury is a growing, world-class community bringing talent, technology and a great northern lifestyle together.*



# Agenda

## Community Services Committee

meeting to be held

Monday, September 17<sup>th</sup>, 2012

**at 4:00 pm**

Tom Davies Square



# COMMUNITY SERVICES COMMITTEE AGENDA

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Community Services Committee Meeting  
**Monday, September 17, 2012**  
Tom Davies Square

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**COUNCILLOR FRANCES CALDARELLI, CHAIR**

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**Terry Kett, Vice-Chair**

4:00 p.m. COMMUNITY SERVICES COMMITTEE MEETING  
COMMITTEE ROOM C-11

Council and Committee Meetings are accessible. For more information regarding accessibility,  
please call 3-1-1 or email [clerks@greatersudbury.ca](mailto:clerks@greatersudbury.ca).

## **DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

## **PRESENTATIONS**

1. Report dated September 4, 2012 from the Chief of Emergency Services regarding New Provincial Emergency Response Time Standard for Emergency Medical Services. **6 - 10**

**(ELECTRONIC PRESENTATION) (RECOMMENDATION PREPARED)**

- Aaron Archibald, Deputy Chief of EMS Operations

(EMS Response Time Performance Plan in accordance with amended Regulation 257/00 of the Ambulance Act.)

## **CONSENT AGENDA**

(For the purpose of convenience and for expediting meetings, matters of business of repetitive or routine nature are included in the Consent Agenda, and all such matters of business contained in the Consent Agenda are voted on collectively.

A particular matter of business may be singled out from the Consent Agenda for debate or for a separate vote upon the request of any Councillor. In the case of a separate vote, the excluded matter of business is severed from the Consent Agenda, and only the remaining matters of business contained in the Consent Agenda are voted on collectively.

Each and every matter of business contained in the Consent Agenda is recorded separately in the minutes of the meeting.)

## **CORRESPONDENCE FOR INFORMATION ONLY**

- C-1. Report dated June 21, 2012 from the General Manager of Community Development regarding Update on Social Housing Funding. **11 - 13**

**(FOR INFORMATION ONLY)**

(The report provides an update on the changes to Social Housing funding to be received from the Province over the next 5 years.)

- C-2. Report dated September 5, 2012 from the General Manager of Community Development regarding Report Card on Homelessness for 2011. **14 - 15**

**(FOR INFORMATION ONLY)**

(This is the fourth annual Report Card on Homelessness for the City of Greater Sudbury. The Report Card on Homelessness is completed by the Community Advisory Committee on Homelessness as a way to monitor, measure and evaluate the progress of the system we have in place to address housing instability in our community.)

- C-3. Report dated September 5, 2012 from the General Manager of Community Development regarding Samaritan Centre. **16 - 18**

**(FOR INFORMATION ONLY)**

(This report is an update to the visioning session conducted at the Samaritan Centre.)

## **REGULAR AGENDA**

### **MANAGERS' REPORTS**

- R-1. Report dated September 5, 2012 from the Chief of Emergency Services regarding Update – Ontario Fire Marshal (OFM) Review of Fire Protection (Prevention) Services in the City of Greater Sudbury — Findings and Recommendations. **19 - 26**  
**(RECOMMENDATION PREPARED)**  
(The Office of the Ontario Fire Marshal (OFM) presented the Findings and Recommendations of their "Review of the Fire Protection (Prevention) Services in the City of Greater Sudbury" on May 28th, 2012. The Chief of Emergency Services was asked to return a formal response to the OFM's recommendations within 90 days and report back to the Community Services Committee at their meeting of September 17th, 2012.)
- R-2. Report dated September 5, 2012 from the General Manager of Community Development regarding Review and Rationalization of the Seniors' Information Line. **27 - 29**  
**(RECOMMENDATION PREPARED)**  
(Staff have completed a review of the Seniors' Information Line usage and will recommend the elimination of the annual grant to the Parkside OAC which in turn has a sub agreement with the NE CCAC to deliver this service. The number of calls being fielded by the NE CCAC, that are not CCAC or 2-1-1 related calls, simply does not warrant the annual grant of \$50,000.)
- R-3. Report dated September 5, 2012 from the General Manager of Community Development regarding Extreme Cold Weather Program. **30 - 33**  
**(RECOMMENDATION PREPARED)**  
(This report requests an enhancement to the Cold Weather Alert Program.)
- R-4. Report dated September 7, 2012 from the General Manager of Community Development regarding Good Food Box Budget Option. **34 - 35**  
**(RECOMMENDATION PREPARED)**  
(The Good Food Box Organization has come forward at Public Input to request funding through budget deliberations process.)
- R-5. Report dated September 7, 2012 from the General Manager of Community Development regarding Emergency Shelter Funding Budget Option. **36 - 40**  
**(RECOMMENDATION PREPARED)**  
(The Emergency Shelters have come forward at Public Input to request funding for the operational top up for the 2013 budget.)

### **ADDENDUM**

**CIVIC PETITIONS**

**QUESTION PERIOD AND ANNOUNCEMENTS**

**NOTICES OF MOTION**

**ADJOURNMENT**

**BRIGITTE SOBUSH, DEPUTY CITY CLERK**

**FRANCA BORTOLUSSI, COUNCIL ASSISTANT**

## Request for Decision

### New Provincial Emergency Response Time Standard for Emergency Medical Services

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Tuesday, Sep 04, 2012
Type:	Presentations

### Recommendation

THAT the Community Services Committee endorse and recommend to City Council the response time targets as recommended in this report by the Chief of Emergency Services be approved and submitted to the Ministry of Health and Long-Term Care (MOHLTC) on or before October 1, 2012;

AND THAT the Chief of Emergency Services report back annually to the Community Services Committee on the Services' performance in achieving the established targets and make any recommendations for changes for the following year.

### BACKGROUND

#### 1996 Response Time Standard

The current legislated response time standard for all land ambulance services in Ontario is based on the 90th percentile response time for Code 4 (life threatening) emergency calls from 1996. In other words, 90 per cent of the time the service shall meet or be below the time standard. This standard was adopted by the Ministry of Health and Long-Term Care (MOHLTC) to measure response times of the designated delivery agent for land ambulance services for each upper or single tier municipality.

The response time established in 1996 for Greater Sudbury Emergency Medical Services (EMS) was set at 12 minutes and 12 seconds or less 90, percent of the time.

Since municipalities were legislated to provide land ambulance services, it was apparent amongst the industry that there were several issues with this methodology of target-setting, including:

- the assumption that the 1996 standard was providing sufficient service to the community, but no evaluation was completed;
- there was no municipal input in developing the standard;
- that the standard and dispatch methods technology would change over the years in light of significant industry advancements in medicine and technology;
- the standard was not evidenced-based, yet failure to achieve the response time standard carried with it the potential for loss of Provincial Certification; and
- the standard was based on Code 4 (life threatening) dispatched calls only, despite the fact that many of these calls turn out to be non-urgent.

#### Signed By

##### Report Prepared By

Joseph Nicholls  
Deputy Chief of Emergency Services  
*Digitally Signed Sep 4, 12*

##### Recommended by the Department

Tim Beadman  
Chief of Emergency Services  
*Digitally Signed Sep 4, 12*

##### Recommended by the C.A.O.

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Sep 5, 12*

## New Response Time Framework

Under the new regulation which comes into effect on October 1, 2012, City Council is responsible to establish response time targets for our municipality and report annually to the MOHLTC on our compliance with the established response time plan as set out in *Regulation 257/00* under the *Ambulance Act*.

The new Regulation is an improvement to the previous 1996 Response Time Standard as it provides municipal input into the response standards and permits for medically relevant differences among call types. Under the new regulation Council is given the authority to establish response time targets for the municipality and report annually to the MOHLTC on their compliance for the six (6) new call severity categories.

Key aspects of the new regulations include:

- Multiple response time targets based on medically relevant categories;
- Allows for variable percentile performances (allows for reporting on something other than the 90th percentile); and
- The targets of time and percentile performance can be maintained or modified annually by the municipality.

The timelines for submission and reporting are:

- October 1 of each year report to the MOHLTC the response time standards, as approved by Council, for the upcoming year;
- By March 31 of each year, commencing in 2014, file the previous year's response time actuals with the MOHLTC; and
- Between April and June of each reporting year, the municipal response time plan and results achieved will be posted on the MOHLTC website for public viewing.

## Reportable Call Criteria

The new response time framework is based on the following:

1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to **sudden cardiac arrest patients within six minutes** of the time notice is received. (*A bystander, emergency responder or paramedic with a defibrillator will stop the clock*).
2. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as **CTAS 1 within eight minutes** of the time notice is received respecting such services.
3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as **CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality** or delivery agent under its response time plan.

## Canadian Triage Acuity Scale (CTAS)

The new response time standards utilize the Canadian Triage Acuity Scale (CTAS) as shown in (Fig. 1). CTAS is a medically proven triage tool currently utilized by all hospitals and paramedics in Ontario. CTAS is based on a five-level scale with Level 1 (resuscitation) representing the "sickest" patients and Level 5 (non-urgent) representing the least ill group of patients. CTAS scores are based on an assessment of the patient's condition by the paramedic after arrival at the scene.

## Patient Severity Categories

Level of Acuity	Type of Call	Call Volume by Acuity 2011
Sudden Cardiac Arrest	Patient has no vital signs	156*
CTAS 1	Critically ill or have potential for rapid deterioration	374
CTAS 2	Potential to life, limb or function, requiring rapid medical intervention, controlled acts	3356
CTAS 3	May progress to serious problem. Associated with significant discomfort or affecting ability to function.	7916
CTAS 4	Conditions that would benefit from intervention or reassurance	5066
CTAS 5	Non urgent, chronic, without evidence of deterioration	3227

\*SCA calls are a subset of CTAS 1 calls therefore, already counted in the CTAS 1 category

Data Source - iMedic (with lower tier data pulled from ADDAS)

Note – 1,658 calls excluded due to missing CTAS on contact, incorrectly entered or missing call dates/times, obviously deceased, or calls outside CGS.

**Fig. 1**

## Improving Response Times

Emergency Services is actively engaged on several initiatives that have the potential to improve response times moving forward, these include:

- New Fire Medical Tiered Response Protocol – consolidation of several old protocols into one for Greater Sudbury Fire Services who respond to Sudden Cardiac Arrests and Unconscious calls;
- Public Access Defibrillator Program – continue to expand the number of public access defibrillator units in the City from the current 109;
- EMS - System Status Plan Review – assess deployment and resource utilization with an aim to improve response times within Greater Sudbury;
- Comprehensive Fire Service Review – undertake a comprehensive review of the City's Fire Services including needs specific to operational performance, including station locations and utilization of resources; options for improving operational effectiveness, including potential to rationalize infrastructure (Stations), resources and operating protocols;
- 2012 Feasibility Study for (911) Integrated Emergency Communications System – investigate feasibility to integrate EMS dispatch with the City's current dispatch system for 9-1-1, Police, and Fire. This may result in the City's assumption of operational governance for ambulance dispatch services;
- Ambulance Off Load Delay (AOD) Nurse Program – the reduction of Ambulance delays can free up available EMS resources resulting in improved response times; and,
- NE-LHIN Non-Urgent Patient Transfers Study – the North East Local Health Integration Network is undertaking a study to develop a model that meets the needs for timely, safe and cost-effective non-urgent patient transfers into and out of hospital centres in North East Ontario. A new model has



the potential to reduce the non-urgent call volumes in the City, thus freeing up ambulance resources for higher acuity calls.

## 2011 Response Times Based on Acuity

In determining the recommended response times for 2013, the Service reviewed historical response time performance (2011). The chart below (Fig. 2) details each CTAS category and the actual times achieved in 2011 by lower tier and Greater Sudbury globally.

## 2011 Response Times in Greater Sudbury

	<b>SCA &lt; 6 min.</b>	<b>CTAS 1 &lt; 8 min.</b>	<b>CTAS 2 &lt; 10 min.</b>	<b>CTAS 3 &lt; 15 min</b>	<b>CTAS 4 &lt; 15 min.</b>	<b>CTAS 5 &lt; 15 min.</b>
Onaping Falls	22%	46%	63%	83%	85%	64%
Rayside- Balfour	51%	73%	81%	92%	91%	87%
Valley East	41%	57%	86%	96%	91%	85%
Capreol	18%	38%	85%	90%	82%	77%
Walden	0%	30%	65%	82%	79%	79%
Nickel Centre	51%	38%	46%	61%	55%	43%
Sudbury	78%	98%	93%	97%	94%	89%
<b>Greater Sudbury</b>	<b>66%</b>	<b>77%</b>	<b>85%</b>	<b>93%</b>	<b>90%</b>	<b>85%</b>

*Data Source - iMedic (with lower tier data pulled from ADDAS)*

*Note – 1,658 calls excluded due to missing CTAS on contact, incorrectly entered or missing call dates/times, obviously deceased, or calls outside CGS.*

**Fig. 2**

## Urban Centers vs. Rural/Remote

The MOHLTC Regulation allows for the implementation of more than one Response Time Performance Plan in order to address the unique geographic and population density response issues faced when delivering local ambulance services.

As outlined in this report, the City's 2011 EMS response time performance varies across the various population areas within the City. Given the City's vast geography; the Service's response time performance is impacted by the location of an emergency call, such as, urban, rural, and remote areas within the community.

Given the lack of clear definitions of urban, rural, and remote, ambulance response within a community, the majority of ambulance services providers are recommending to Councils one global response time performance plan for their communities. Further, given the error rate of the records obtained for the 2011 EMS Response Time Data, the City's Emergency Services Department is recommending a single global Response Time Plan for year 2013.

The Ontario Association of Paramedic Chiefs standing committee on Performance Measures and Standards will be undertaking a review of a multiple-plan model associated with establishing definitions and methods for obtaining the data for urban, rural, and remote call areas which may then be recommended in the future.

## Recommended 2013 Response Time Standards

The response time standards for sudden cardiac arrest and CTAS 1 calls have a fixed time set by the Province of six (6) and eight (8) minutes respectively. These fixed times are based on the most current medical evidence for these calls. The City is to determine and report on only the percentile of time either a defibrillator (*EMS, Fire, or public access defibrillator*) for sudden cardiac arrest calls or a paramedic for all CTAS 1 calls has arrived at the patient for each of these categories.

For CTAS 2 to CTAS 5 patients, the City is to set both the response time target and the percentile these response times are achieved.

Sudbury EMS recommends the following global response time targets be adopted for 2013 (Fig.3).

Level of Acuity	Time	Percentile %
Sudden Cardiac Arrest	6 minutes (set by MOHLTC)	70%
CTAS 1	8 minutes (set by MOHLTC)	80%
CTAS 2	10 minutes	85%
CTAS 3	15 minutes	85%
CTAS 4	15 minutes	85%
CTAS 5	15 minutes	85%

Data Source - iMedic (with lower tier data pulled from ADDAS)

**Fig. 3**

These recommended response time targets for 2013 have been determined by the following:

- Retrospective review of Sudbury's 2011 response time performance for Sudden Cardiac Arrest and CTAS 1 to CTAS 5.
- Consultation with and review of response time performance data and recommended targets from other land ambulance services in Ontario.
- Through consultation with Dr. Jason Prpic, Medical Director Northeastern Ontario Pre-Hospital Care Program.

The Emergency Services Department recommends that the Community Services Committee endorse and recommend to City Council the proposed response time standards as they are based on the best available call information and evidence-based medical practices currently experienced in Sudbury. This plan is considered both achievable and builds on the current performance of Sudbury EMS through its tiered response protocol with Fire Services and the local public access defibrillation program.

## For Information Only

### Update on Social Housing Funding

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Thursday, Jun 21, 2012
Type:	Correspondence for Information Only

### Recommendation

For Information Only

### Finance Implications

By the end of 2015, there will be a reduction of approximately \$680,000 in federal funding, which was identified in the three year forecast.

### **BACKGROUND**

In 1999, the Province and Canada Mortgage & Housing Corporation (CMHC) on behalf of the Federal government, signed the Social Housing Agreement. The purpose of the Agreement was to streamline the delivery of social housing programs in Ontario and help facilitate the consolidation of Federal and Provincial housing programs. Some of these programs had been in operation for over 35 years.

The Agreement transferred CMHC's social housing program administration and funding responsibilities to the Province. The Agreement also transferred the Federal funding associated with these CMHC programs to the Province.

In 2000, the Province, through the Social Housing Reform Act (SHRA), transferred the administrative and funding responsibilities for both the Provincial and former CMHC housing programs to the municipal sector. Since many of the transferred programs were either funded directly by CMHC or had previously been cost shared between the Province and CMHC, the Province agreed to forward the Federal share of the program funding to the municipalities. The funding would help offset the housing costs related to the CMHC programs.

Under the SHRA, municipalities assumed the Province's share of the CMHC cost shared programs and the cost associated with programs funded solely by the Province.

The CGS is required under the SHRA to provide funding to local non-profit housing providers. The list of

#### Signed By

##### **Report Prepared By**

Denis Desmeules  
Director of Housing services  
*Digitally Signed Jun 21, 12*

##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Jun 22, 12*

##### **Recommended by the C.A.O.**

Doug Nadorozny  
Chief Administrative Officer  
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providers includes the Greater Sudbury Housing Corporation (GSHC) and both non-profit housing corporations and not-for-profit co-operative housing providers. The subsidies help over 4,400 needy households to access decent, affordable housing. Clients include seniors, low income families, working poor and the disabled.

Of the local providers, 22 have projects which were developed and funded under Provincial unilateral programs. As there are no Federal dollars associated with these projects, the municipality assumed the full subsidy costs for these projects.

Of the remaining providers falling under the SHRA, 6 have projects which were developed and funded directly by CMHC while 17 providers have projects which were developed and funded under CMHC/Provincial cost shared programs. These providers now receive funding that is comprised of both Federal and municipal dollars.

Every five years, the Province provides municipalities with a schedule identifying the annual amount of Federal funding they will receive. In late April 2012, the Province provided the figures covering the period from 2013 to 2017.

### **Current Program Status**

The Federal funding is provided on a declining scale. The rate of decline is directly related to the termination of program agreements originally signed between CMHC and the Province along with those signed by CMHC and local housing providers. Most agreements had a 35 year term though some had 50 year commitments. All Federal dollars related to the CMHC programs will expire by 2033.

Each municipality will feel the decline in Federal funding differently given that:

1. the amount of funding received is dependent on the number of housing providers funded unilaterally by CMHC or through Federal/Provincial agreements as at 2001, and
2. the actual amount of funding is based on the various program specific rules (funding formulas). The mix of programs may mean that municipalities may have the same number of units but different funding requirements, and
3. the actual termination date of the program agreements related to former CMHC housing providers unilaterally funded Federal programs.

Municipalities disburse the Federal dollars as part of the subsidies provided to providers previously funded by CMHC directly or through the former Federal/Provincial cost shared programs. This funding forms part of the legislated annual subsidies provided by municipalities. The annual subsidies cover mortgage costs, property taxes, utilities and other project maintenance/capital costs.

Since 2001, the amount of Federal dollars received by the CGS has hovered around \$5 million dollars per year. This represents approximately 22% of the total funding amount provided by the CGS under the various housing programs. Over the next few years, the amount of Federal dollars will begin to decline at a slightly faster pace.

The new Federal funding schedule shows that the CGS will see a decline in 2013 dollars of about \$67,000. This represents a 1.2% decrease from the 2012 funding amount. In 2014, there will be a further reduction of approximately \$566,000 representing a 10.4% decrease from the 2013 amount. For 2015, there will be another \$51,000 decline (1% decrease from the 2014 level). By the end of the 5 year period, the total decrease in Federal dollars will amount to \$678,511. This represents a 12.4% decrease from the 2012 total.

Municipalities are not required to continue subsidizing providers formerly funded directly by CMHC beyond the termination date of their operating agreements. As previously indicated in this report, the CGS has 6

such providers. However, if these projects are to remain affordable to needy households, they will require on-going subsidies beyond their agreement terminations.

It was originally anticipated that the project/program terminations would generate local subsidy savings. Unfortunately, these savings have been more than offset by increased provider operating costs (utilities, insurance, property taxes), additional housing provider capital repair costs incurred since 2001 and changes in legislation.

The SHRA has been repealed and replaced by the Housing Services Act, 2012 (HSA). The HSA allows for the extension of the CGS's obligation to subsidize the 17 former cost shared and 22 former Provincial unilaterally providers beyond their original operating agreement termination date. Once beyond the original termination date, the municipality must not only cover the former Provincial share of the housing costs, but the Federal share as well.

A Provincial regulation change will be required to remove the obligation to fund the providers. Prior to issuing such a regulation, the Province has indicated that it will review the long term funding issue with municipalities and other stakeholders. The review will examine the impact of the withdrawal of subsidies on the supply of affordable housing. A date for the program review has yet to be set.

In addition, the HSA sets a minimum municipal Service Level Standard for each municipality. The Standard identifies the annual number of rent-geared-to-income (RGI) units each municipality must fund. The CGS meets its Standard (3,603 RGI units) through the funding of local non-profit housing providers. These providers offer a mix of RGI and market rent units. The Province has indicated that it is not prepared to alter the municipal Services Level Standard until the above noted program review is completed.

The HSA prohibits the sale of social housing projects without the prior consent of the Province. As a condition of such a consent, it is expected that the municipality will replace the units being sold therefore maintaining their legislated Service Level Standard.

The HSA was designed to ensure the long term availability of affordable housing. This housing is an integral part of the CGS's safety net for local needy households and provides benefits to the community as a whole. Social housing fills a gap in the housing market that the private sector has traditionally had difficulty in addressing. There are currently close to 1,800 households seeking affordable accommodation through the CGS Housing Registry.

## **Next Steps**

Housing Services will continue to work with local housing providers to ensure the cost efficient delivery of the housing programs.

The CGS budget for social housing will be adjusted annually to account for the decline in Federal funding.

Housing Services working in conjunction with other CGS departments (Planning, Building Services etc), will encourage the private sector to develop housing affordable to all household income levels.

Staff will continue to lobby the senior orders of government for additional funding to help offset the cost of providing decent affordable housing to local needy senior, family and disabled households.

## For Information Only

### Report Card on Homelessness for 2011

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Wednesday, Sep 05, 2012
Type:	Correspondence for Information Only

### Recommendation

For Information Only

## Background

The City of Greater Sudbury acts as the Community Entity for the federal government's Homelessness Partnering Strategy (HPS) funding. Community plans were developed in 2007, 2009 and 2011 to identify priorities for which the federal funding is allocated.

The City of Greater Sudbury Council has endorsed the role of the Community Advisory Committee on Homelessness to implement the priorities identified in the Community Plan that address homelessness within the City of Greater Sudbury with the resources available from the Homelessness Partnering Strategy.

One of the priorities that has been identified within the Community Plan is:

*To develop a reporting method that will allow for the monitoring, measurement and evaluation of the overall effectiveness of the system that is currently in place to deal with those most vulnerable in the City of Greater Sudbury.*

In response to this priority a Report Card on Homelessness has been developed annually and released to the community for the years 2008, 2009 and 2010.

The development of the Report Card on Homelessness for the year 2011, attached, has been completed by the Community Advisory Committee to continue to meet this priority. The completion of an annual Report Card is used as a way to monitor, measure and evaluate the system in place to address homelessness within the City of Greater Sudbury.

### Signed By

#### Report Prepared By

Gail Spencer  
Coordinator of Shelters and Homelessness  
*Digitally Signed Sep 5, 12*

#### Division Review

Luisa Valle  
Director of Social Services  
*Digitally Signed Sep 5, 12*

#### Recommended by the Department

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Sep 5, 12*

#### Recommended by the C.A.O.

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Sep 5, 12*

Information, data and statistics included in the Report Card were collected through:

- HIFIS (Homeless Individuals and Families Information System)
- Homelessness Network CHPP data (Consolidated Homelessness Prevention Program)
- Social Planning Council
- YWCA Genevra House
- Ministry of Community and Social Services
- Canadian Mortgage and Housing Corporation Rental Market Paper
- Greater Sudbury Housing Services
- Homelessness Network Final Report
- Statistics Canada

As well, the Report Card provides information about services available in the community and new developments that help address homelessness.

The Report Card on Homelessness for 2011 uses a design format that illustrates how services are coordinated and interconnected to assist persons moving from housing instability to stability, therefore supporting healthy communities.

The Report Card on Homelessness is intended to provide information to all sectors of the community from government agencies, social service agencies and members of the general public. It will be made available on the City's website and distributed to the citizens of the City of Greater Sudbury through Citizen Service Centres, Social Services Agencies, post secondary schools, and members of the Community Advisory Committee on Homelessness.

A copy of the Report Card on Homelessness for 2011 is attached under separate cover.

## For Information Only

### Samaritan Centre

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Wednesday, Sep 05, 2012
Type:	Correspondence for Information Only

### Recommendation

For Information Only

## Background

The Samaritan Centre is a building located at 344 Elgin Street in Sudbury which houses agencies that provide services to those who are homeless or vulnerable in our community.

The Samaritan Centre was built in 2005 through fundraising and donations from community stakeholders including the donation of the property by City of Greater Sudbury. The goal was to create a unique centre serving citizens in need by co-locating agencies in a single, modest facility to serve their common clientele better, while respecting each other's individual core values.

The original four agencies that became tenants within the Samaritan centre were the Elgin Street Mission, the Catholic Charities Soup Kitchen, Overcomers group of Sudbury and the Victorian Order of Nurses. Glad Tidings church established a charity called New Hope Outreach Services to own and operate the building. A vision and mission statement for the Samaritan Center was then created:

The Vision: To enhance the Greater Sudbury Community by empowering people in need, including homeless people, to move towards wholeness, through the network of diverse charities that respect each other's core values and work in a common facility.

The Mission: To build and operate a single facility, where a network of diverse charities, which respect each other's core values, offer quality holistic programs, to people in need, including homeless people.

The current tenants of the Samaritan centre are the Elgin Street Mission, the Catholic Charities Soup Kitchen and the Corner Clinic (operated by Centre de Sante communautaire du Grand Sudbury). The Elgin

### Signed By

#### Report Prepared By

Gail Spencer  
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#### Division Review

Luisa Valle  
Director of Social Services  
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#### Recommended by the Department

Catherine Matheson  
General Manager of Community Development  
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Doug Nadorozny  
Chief Administrative Officer  
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Street Mission is a drop in centre which serves breakfast and dinner daily, provides bathroom and shower facilities, laundry services, clothing, and spiritual support to those in need. During the winter months the Mission acts as a 24 hour warming station for the Extreme Cold Weather Alert Program. The Blue Door Soup Kitchen (previously the Catholic Charities soup kitchen) serves a free hot nutritious lunch to approximately 400 people weekdays between 11:00 am and 2:00 pm. The Corner Clinic provides health care services and illness prevention programs to low income individuals who are hard to reach, homeless or at risk of becoming homeless, in partnership with other community agencies.

Over the past few years there have been complaints from the public, including increased police calls, as a result of loitering, prostitution and drug related activity occurring in the neighborhood around the Samaritan Centre. The police, members of City Council, City of Greater Sudbury Community Development staff, Samaritan Centre Agency staff members and concerned citizens have met several times to explore ways to address these community issues.

Among other recommendations arising from these meetings was to engage in a visioning session, as a way to reaffirm the vision, mission and future goals of the Centre.

### **Visioning Session**

On September 13<sup>th</sup>, 2011 staff from both the City of Greater Sudbury's Community Development Department and Greater Sudbury Police Services facilitated a visioning session. There were 20 persons in attendance representing staff and board members from New Hope Outreach, the Elgin Street Mission, the Blue Door Café, The Corner Clinic, as well as, CGS staff, Sudbury Police Services and a member from City Council.

During the session the group shared, reviewed and discussed the vision and mission of each tenant agency as well as the overall vision and mission of the Samaritan Centre. A small group format was used to discuss the strengths, weaknesses, opportunities and threats facing the centre. Groups were then asked to identify priorities based on the analysis, and establish some S.M.A.R.T. goals. From this session three key priorities were identified:

- Establish an ad-hoc Samaritan Centre Committee
- Organizational visibility that advocates programs and services offered by the centre
- Sustainable funding- grants/sponsorship

City staff facilitated a follow up meeting to the visioning session. The group discussed the priorities previously identified and how to move further with creating and achieving goals. Steps were taken to create an ad-hoc committee to be made up of staff, board members from New Hope Outreach and each tenant agency within the Samaritan Centre, as well as a CGS staff member.

All in attendance felt that the visioning session and follow up meeting were a positive step in moving forward to identifying goals and increasing collaboration within the Samaritan Centre.

As well, New Hope Outreach received an annual grant of \$27,000 from City Council. This grant allowed New Hope Outreach to receive tax exempt status for the Samaritan Centre location through MPAC.

CGS staff through the learning city initiative assisted Pastor Kevin Serviss in developing a website and brochure for the Samaritan Centre.

## Request for Decision

### Update – Ontario Fire Marshal (OFM) Review of Fire Protection (Prevention) Services in the City of Greater Sudbury — Findings and Recommendations

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Wednesday, Sep 05, 2012
Type:	Managers' Reports

### Recommendation

THAT the City of Greater Sudbury accepts this report as the Chief of Emergency Services formal response to the twenty-five (25) recommendations contained in Ontario Fire Marshal (OFM) report dated May 23, 2012, "Review of Fire Protection (Prevention) Services in the City of Greater Sudbury";

AND THAT, the OFM Report Recommendations #11 and 24 form part of the Emergency Services Department submission to the 2013 Budget Cycle;

AND THAT, the Chief of Emergency Services report back to the Committee on the outcomes of the OFM Report Recommendations #3, 20, and 22.

### Finance Implications

If approved, a budget option for recommendations #11 and #24 will be developed for the Finance Committee for the 2013 budget deliberations.

The records management system will form part of the Emergency Services Department 2013 Capital Budget.

## Background

At the invitation of the Emergency Services Department, Fire Services Division, the Ontario Fire Marshal's Office (OFM) met on January 16, 2012, and agreed that the municipality would benefit from an external review. The OFM completed a review and presented their findings and recommendations in their report: "Review of Fire Protection (Prevention) Services in the City of Greater Sudbury". The scope of the review evaluated the following:

- Establishing and Regulating By-law (determine the level of fire prevention services

#### Signed By

##### **Report Prepared By**

Graham Campbell  
Deputy Fire Chief  
*Digitally Signed Sep 5, 12*

##### **Division Review**

Danny Stack  
Fire Chief  
*Digitally Signed Sep 5, 12*

##### **Recommended by the Department**

Tim Beadman  
Chief of Emergency Services  
*Digitally Signed Sep 5, 12*

##### **Recommended by the C.A.O.**

Doug Nadorozny  
Chief Administrative Officer  
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the City of Greater Sudbury provides).

- Risk Assessment (utilizing the OFM Fire Risk Sub-Model) to identify all high and extreme risks in the municipality.
- Fire Inspection practices and protocols (training, frequency, enforcement option, utilization of non-traditional staff).
- Public Education programs development and utilization.
- Fire Investigations to assist in improving fire service delivery gaps.
- Evaluate current pre-plans in place and identify any gaps. Developing pre-plans for all high and extreme risks (enhancing the health and safety for staff and residents/occupants).
- Interaction between various City services (improving response to various issues).

Further, under the *Fire Protection and Prevention Act, 1997, Clause 9. (1)* “*The Fire Marshal has the power (a) to monitor, review and advise municipalities respecting the provision of fire protection services and to make recommendation to municipal councils for improving the efficiency and effectiveness of those services.*”

Representatives from OFM attended the Community Services Community meeting on May 28, 2012, and outlined in detail, the OFM report dated May 23, 2012 which contained twenty-five (25) recommendations to assist the City of Greater Sudbury in meeting their responsibilities in accordance with fire prevention components of fire protection services provided as stated in *Clauses 2. (1) (a) and 2. (1) (b) of the Fire Protection and Prevention Act, 1997*.

As a result, the Recommendation approved by Committee, indicated “That Chief of Emergency Services be asked to return a formal response to those recommendations within 90 days and report back to the Community Services Committee at their meeting of September 24, 2012”.

The Emergency Services Department, Fire Services Division, has completed an internal review of all twenty-five (25) OFM recommendations presented in the report. The Division has accepted supporting twenty (20) of the OFM recommendations that are within its administrative and budgetary control for the delivery Fire Protection (Prevention) Services in the City of Greater Sudbury. Included in this report is a suggested ‘going forward’ work plan, time table and recommendations for resourcing these 20 recommendations. It is important to note that the implementation time frame, the quality of the work and the maintenance of the prevention program may be impacted by the Corporate direction in regards to the five (5) recommendations listed below.

There are five (5) recommendations that require a Corporate review and may require financial support.

### **OFM Recommendation # 3**

- The Council of Greater Sudbury designates sufficient staff to ensure the enforcement of municipal By-laws on a 24-hour basis including municipal fire related By-laws.

**Course of Action:** Senior City Officials will analyze the merit of the recommendation.

### **OFM Recommendation # 11**

- The Council of Greater Sudbury ensures the City of Greater Fire Services provide additional resources to conduct fire prevention inspections for all areas of Greater Sudbury in accordance with the risk assessment.

**Course of Action:** Chief of Emergency Services and Fire Chief through the CAO's office will prepare a hybrid model of career and volunteer (prevention) staffing enhancement option to support the mandated/legislated components of Fire Protection (Prevention) Services in the City of Greater Sudbury. The staffing enhancements model design must minimize the financial impact to the municipal levy and form part of the 2013 budget enhancement options.

## **OFM Recommendation # 20**

- The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and provides Fire Prevention staff with the required equipment for the performance of their duties.

**Course of Action:** The Emergency Services Department will be exploring a new business model for the Fire Prevention Section that is intended to address the findings and recommendations of the OFM. The new model will leverage technology to improve the overall inspection process efficiency and support the community education program.

The strategy intends to: maximize resource (Fire Prevention Officer) efficiency by ensuring optimal scheduling of inspections and citizen contacts; ensure regulatory compliance through the use of information automation tools that are designed to ensure inspections are always compliant to standards; and improve the educational experience of our citizens by leveraging modern presentation tools and techniques that engage the audience.

The new business model is currently in the conceptual stage. The model intends to leverage a virtual office approach where Fire Prevention Officers can work completely in a mobile environment. By leveraging technology and adjusting our business practice, this approach can eliminate the need for unnecessary travel time to and from a central location to retrieve or file information. Regulatory compliance will be ensured through compliance checking during initial data entry, thus eliminating costly errors and rework. In addition to the virtual access to information, a scheduling optimization tool will optimize the order of inspections and citizen contacts. Optimized scheduling will ensure both full-time and part-time personnel are being fully utilized.

The combination of access to information coupled with efficient resource scheduling is expected to improve levels of effectiveness to meet our current and future needs while honouring our commitment to contain cost.

## **OFM Recommendation # 22**

- The Council of Greater Sudbury considers a formal collaboration between the City of Greater Sudbury Fire Services and the Building Services Division to clarify roles and

responsibilities of municipal staff for the purpose of plan reviews to ensure a timely and effective delivery of services.

**Course of Action:** Senior City Officials will analyze the intent of the recommendation, and ensure a formal timely review of plans while ensuring effective delivery of services.

#### **OFM Recommendation # 24**

- The Council of Greater Sudbury ensures the City of Greater Fire Services consolidates paper and electronic resources into a records management system accessible to all Sections of the Fire Division.

**Course of Action:** Funding request will form part of the City's Emergency Services Department 2013 Capital Budget submission (estimated value of \$250,000 with identified funding source).

## FIRE PREVENTION SUGGESTED GOING FORWARD WORK PLAN – 2012

#	OFM RECOMMENDATION	RESOURCING	TARGET START	TARGET COMPLETION	APPROVAL
1	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services completes a risk assessment utilizing the OFM Fire Risk Sub-Model to assist with the development and update of public education, fire safety inspection and investigation programs and services. Council then resubmits its Annual Compliance Declaration to the OFM.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012 work to be part of Comprehensive Fire Review	Departmental Senior Management Q1 2013
2	The Council of Greater Sudbury revises the Establishing and Regulating By-Law that defines core services and the level of fire protection services specific to fire prevention based on the completed risk assessment.	Chief of Emergency Services Fire Chief Deputy Fire Chiefs	Q4 2012	1. Initial review completed – Q2 2012 2. Revisit after completion of Comprehensive Review Q2 2013	Community Services Committee Q3 2013
3	The Council of Greater Sudbury designates sufficient staff to ensure the enforcement of municipal By-laws on a 24-hour basis including municipal fire related By-laws.	Chief of Emergency Services Fire Chief	Q3 2012	Q4 2012	Corporate Community Services Committee Q1 2013
4	The Council of Greater Sudbury ensures a policy is developed and implemented to provide written delegation to the Chief Fire Prevention Officer as Chief Fire Official where referenced in the Ontario Fire Code for sections requiring "approved".	Fire Chief	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
5	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops, approves, implements and reviews on an annual schedule all fire prevention operating guidelines. Furthermore, all fire prevention staff is trained to the established operating guidelines.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q1 2013	Departmental Senior Management Q1 2012
6	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services utilizes the OFM Fire Risk Sub-Model for prioritizing building stock to develop a routine fire safety inspection program to target extreme and high risk occupancies. The sub-model requires over and above the current Fire Prevention Officers' work load.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q3 2013	Departmental Senior Management Q3 2013
7	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and implements an operational guideline to ensure all fire prevention staff utilizes a method to ensure consistent municipal fire prevention files. The OFM is changing the reports Fire Prevention will be using. The Section will attend a seminar on the new technical guidelines in November.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013
8	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services conducts a review of all property files to ascertain all outstanding fire code violations or fire hazards including the provision of an approved fire	Fire Chief Deputy Fire Chiefs Chief Fire	Q3 2012	Q4 2012	Departmental Senior Management

#	OFM RECOMMENDATION	RESOURCING	TARGET START	TARGET COMPLETION	APPROVAL
	safety plan to ensure the building is compliant with the Ontario Fire Code. An operational guideline is to be developed to assist in choosing the most appropriate enforcement options pursuant to FPPA and <i>Provincial Offences Act</i> .	Prevention Officer			Q2 2012
9	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services considers integration and deployment options of fire prevention staff for all areas in the delivery of fire prevention services to improve efficiencies, reduce travel time and increase inspections. The Ward system has been implemented. It will take some time to work the bugs out.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q3 2013	Departmental Senior Management Q3 2013
10	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services reviews and revises Policy Fire-OP-206 G-PINP - Fire Company Inspection/Pre-Incident Plan into two separate operational guidelines for suppression staff. Develops a guideline for the purpose of pre-planning of high and extreme risk occupancies and other guidelines for the inspection of low risk occupancies. The OP is to be ready by summer 2013. It will be done in conjunction with the Platoon Chiefs and the Operation Procedure Committee.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q2 2013	Departmental Senior Management Q2 2013
11	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services provides additional resources to conduct fire prevention inspections for all areas of Greater Sudbury in accordance with the risk assessment.	Chief Emergency Services Fire Chief	Q3 2012	Q4 2012	Corporate Community Services Committee Q4 2012
12	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services considers the merits of a formal partnership with media campaign stakeholders to maintain the public education and media program.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
13	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops an evaluation process for public education activities and programs for specific occupancies and demographics in accordance with the risk assessment. Target the beginning of the school year. The evaluation will include a questionnaire for participants, and a separate evaluation form for the person who invited the activity, to ensure we are delivering the points required.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q3 2013	Departmental Senior Management Q3 2013
14	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops operational guidelines for public education and addresses interaction between Sections for the transfer of information.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013
15	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and implements a smoke alarm operational guideline and program to all areas of the municipality.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013



#	OFM RECOMMENDATION	RESOURCING	TARGET START	TARGET COMPLETION	APPROVAL
16	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops an operational guideline to provide the transfer of relevant fire scene assessment and investigation information to the Fire Prevention Section for the purposes of updating the risk assessment and relevant programs and activities.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q2 2013	Departmental Senior Management Q2 2013
17	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services adheres to the <i>Occupational Health and Safety Act (OHSA)</i> for all staff conducting fire scene assessments and investigations. A list is being created for a "field kit" and an "office kit." A review of pertinent OHSA guidelines will be conducted.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q4 2012	Q1 2013	Departmental Senior Management Q1 2013
18	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services reports all fire incidents to the Office of the Fire Marshal that meets the criteria as stated in the Fire Marshal's <i>Directive 2011-01: OFM Notification of Fires and Explosions</i> .	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
19	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops a formal indoctrination process and training program to ensure all fire prevention staff are trained as required to perform their municipal and legislative responsibilities and duties.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q2 2013	Departmental Senior Management Q2 2013
20	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops and provides Fire Prevention staff with the required equipment for the performance of their duties.	Chief of Emergency Services Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q1 2013	Corporate Community Services Committee Q1 2013
21	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services develops an operating guideline to identify the duties and training requirements for Fire Suppression captains when conducting an inspection for compliance with the <i>Ontario Fire Code</i> . An OP for low and medium risk occupancies could be out in Q2 2012. The OP would be expanded on and the updates would be ongoing.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q1 2013	Q4 2013	Departmental Senior Management Q3 2013
22	The Council of Greater Sudbury considers a formal collaboration between the City of Greater Sudbury Fire Services and Building Services to clarify roles and responsibilities of municipal staff for the purpose of plan reviews to ensure a timely and effective delivery of services.	Chief of Emergency Services Fire Chief	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
23	The Council of Greater Sudbury in consultation with their Legal Services develops a policy pertaining to the retention and purging of Fire Services Division records.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q4 2012	Departmental Senior Management Q4 2012
24	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services	Chief of	Q1 2013	Q4 2013	Corporate

#	OFM RECOMMENDATION	RESOURCING	TARGET START	TARGET COMPLETION	APPROVAL
	consolidates paper and electronic resources into a records management system accessible to all Sections of the Fire Division.	Emergency Fire Chief Deputy Fire Chiefs			Community Services Committee  Q4 2013
25	The Council of Greater Sudbury ensures the City of Greater Sudbury Fire Services provides access to Citrix database to all Fire Prevention staff.	Fire Chief Deputy Fire Chiefs Chief Fire Prevention Officer	Q3 2012	Q3 2012	Departmental Senior Management  Q3 2012

## Request for Decision

### Review and Rationalization of the Seniors' Information Line

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Wednesday, Sep 05, 2012
Type:	Managers' Reports

### Recommendation

Whereas following a review of the Seniors Information Line usage; Staff, supported by the Seniors Advisory Panel, is recommending the elimination of the annual operating grant that the Parkside Older Adult Centre contracts to the North East Community Care Access Centre to answer the Seniors Information Line.

### Finance Implications

This will result in a \$50,000 reduction to the Community Services Department 2013 Operating Budget.

### Background

The Seniors Information Line (705-673-3636) was launched in 2007 in response to a recommendation made at a June 2006 Seniors' Safety and Wellness symposium.

The initiative sought to provide Information on accessing senior services in Greater Sudbury related to but not limited to: Housing, Home and Yard Care, Government Services/Pension Plans, Respite Care, Fitness and Exercise Programs, Home Health Care, Transportation, Legal, Financial, Grants, Elder Abuse, Support Groups, Meals etc. Council has funded this initiative through an Annual Grant to the Parkside Older Adult Centre in the amount of \$50,000.

In April of 2009, the North East CCAC agreed to assume responsibility for the Seniors' Information Line from the Parkside Older Adult Centre in an effort to enhance services provided to seniors. Assumption of the Seniors Information Line by the NE CCAC was made by agreement including the transfer of the Annual Grant. The North East Community Care Access Centre (NE CCAC) is primarily funded by the Local Health Integration Network (LHIN's) to provide residents with the access to and information on care for residents in need who wish to remain in their homes.

#### Signed By

##### **Report Prepared By**

Richard Clouthier  
Manager of Citizen Service Centres  
*Digitally Signed Sep 5, 12*

##### **Division Review**

Ron Henderson  
Director of Citizen Services  
*Digitally Signed Sep 5, 12*

##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Sep 5, 12*

##### **Recommended by the C.A.O.**

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Sep 5, 12*

The NE CCAC also oversees 310-CCAC (310-2222) for North Eastern Ontario which provides information services for residents seeking to find in-home community-based health care services.

On February 1, 2007, the City of Greater Sudbury launched its' 3-1-1 telephone service to provide residents with one easy-to-remember access to municipal services more quickly and effectively than ever before. A universally recognized number for non-emergency calls, the City of Greater Sudbury's 3-1-1 telephone service offers live voice answer in both official languages.

On December 15, 2011, the 2-1-1 telephone service was launched in North Eastern Ontario to provide residents with an easy-to-remember three-digit telephone number meant to provide quick information and referrals to health and human service organizations. With information from more than 56,000 services and agencies across the province of Ontario, the 2-1-1 Telephone Service is able to provide assistance on a wide range of topics. These include, but are not limited to: abuse (including sexual assault), child and family services, consumer protection and complaints, emergency and crisis services, employment, education and training, financial assistance, food and clothing, general community services, government officials, health, homelessness, housing, legal issues, multicultural associations, seniors, settlement and newcomer services, and youth services.

Staff have reviewed call volume statistics for the Seniors Information Line as provided by the NE CCAC. They also provided the total number of calls that went to 310-CCAC, which as aforementioned, provides information services for residents seeking to find the in-home community-based health care services.

The total number of Seniors' Issues related calls to the Seniors Information Line and the total number of calls to 310-CCAC (in brackets) for the period of April/2011 until May of 2012 are:

<u>673-3636</u>	<u>310-2222</u>	
Seniors Information Line	310-CCAC	
814	(1212)	Annual Total

To put this into perspective, the 3-1-1 telephone service receives an average of more than 400,000 calls per annum including many enquiries by seniors seeking municipal services.

The calls placed directly to 310-CCAC are inherently the responsibility of the NE CCAC and funding for this service is already in place and provided by the Local Health Integration Network.

The calls placed to the Seniors Information Line, although extremely low in volume, generally cover a range of enquiries that may be better serviced by either 211 or 311.

In regard to the inevitable comparison between 3-1-1 and 2-1-1 telephone services; 311 provides information about municipal services whereas 211 can provide information about human services from most any level of government and other service providers. This is not a duplication in service as the databases used by 2-1-1 are developed to provide information and referrals to health and human service organizations. The 3-1-1 Call Centre was developed as a quick and easy way to access City services and respond to all of your City information requests.

Therefore in conclusion, the call volume statistics clearly indicate that the Seniors' Information Line call volumes are relatively low. Currently seniors dialing 673-3636 are forwarded to the NE CCAC for service based on an agreement whereby the Parkside Older Adult Centre contracts to the NE CCAC the Annual Operating Grant in the amount of \$50,000 for the provision of this service.

Based on a review of the call statistics as provided by the NE CCAC; it is recommended that the Annual Grant be eliminated effective December 31, 2012. This course of action has also been recommended by the Seniors Advisory Panel based on discussions held at their meeting of June 14, 2012.

A news release will be prepared to advise the community on the evolution of access to Information on obtaining senior services in Greater Sudbury.

## Request for Decision

### Extreme Cold Weather Program

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Wednesday, Sep 05, 2012
Type:	Managers' Reports

### Recommendation

WHEREAS the City of Greater Sudbury will continue to provide the Extreme Cold Weather Alert Program; and

WHEREAS the change to the criteria is intended to provide an additional level of protection to those who are most vulnerable to the effects of cold weather, including the homeless;

THEREFORE let it be resolved that the Extreme Cold Weather Alert Program be enhanced to include a daily low of minus 15 degrees Celsius plus additional eligibility of minus 20 degrees Celsius with a wind chill.

### Finance Implications

The increase in the program costs will be absorbed within the current operating budget.

## Background

The Extreme Cold Weather Alert (ECWA) Program is an initiative to protect those who are most vulnerable to intensely cold weather conditions. It is funded by the City of Greater Sudbury and is currently administered by the Homelessness Network in cooperation with the Elgin Street Mission and l'Association des jeunes de la rue. The program runs from November 1<sup>st</sup> to March 31<sup>st</sup> each year.

The Extreme Cold Weather Alert program is a short-term emergency response which alerts shelters and social service agencies to increase drop-in centre hours and outreach services during periods of intense cold. The program encourages people on the street to voluntarily access shelters and services. Individuals who may be at risk due to low temperatures in their homes are also eligible to access services.

The Elgin Street Mission monitors the Environment Canada website daily and calls an Extreme Cold Weather Alert when one of the following triggers is reported:

#### Signed By

##### **Report Prepared By**

Gail Spencer  
Coordinator of Shelters and Homelessness  
*Digitally Signed Sep 5, 12*

##### **Division Review**

Luisa Valle  
Director of Social Services  
*Digitally Signed Sep 5, 12*

##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Sep 5, 12*

##### **Recommended by the C.A.O.**

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Sep 5, 12*

- a daily low of minus 15 degrees Celsius without a wind-chill;
- a wind-chill temperature that requires a caution for outdoor activity;
- a Winter Storm Watch; or
- a Winter Weather Warning.

The Extreme Cold Weather Alert is typically called around 11:00 am and remains in effect for a 24 hour period.

When an Extreme Cold Weather Alert is called:

- the Elgin Street Mission issues a news release advising the public of the alert, indicating the services that are available and encouraging people on the street to voluntarily access shelters and services. They will also advise the police, social service and community agencies that an ECWA has been issued.
- The Elgin Street Mission acts as a 24 hour warming station and serve hot coffee and food.
- L'Association des jeunes de la rue (Community Outreach Program) provides overnight outreach services to make contact with people on the street and transports individuals who voluntarily wish to access the warming station or shelters. Outreach workers provide those who choose not to access shelters with warm outerwear, blankets and coffee.
- L'Association des jeunes de la rue provides a contact number (705-675-6422) where people in need and concerned members of the public can call for information and assistance during an Extreme Cold Weather Alert.

The number of Extreme Cold Weather Alert days called vary widely depending on the winter season. Approximately 300 people have accessed the warming station and outreach services per night.

### **Program Enhancement**

Recently, service providers within the City of Greater Sudbury have expressed a concern that the criteria for calling an Extreme Cold Weather Alert (ECWA) does not include an adequate trigger for a wind chill, and that some days which do not meet the current ECWA triggers have a wind chill that puts vulnerable people on the street at risk. The Division was asked to review the possibility of enhancing the current program by including a wind chill factor in the criteria.

The following Ontario communities have an Extreme Cold Weather Alert program: Brant, Halton, Middlesex-London, Niagara, Peel, Ottawa, Hamilton, Durham, Waterloo, Toronto and City of Greater Sudbury. Currently, ten of the communities have the same criteria as the City of Greater Sudbury. In 2006, Hamilton enhanced their program by incorporating a change in the trigger of temperature to include calling an alert when the weather conditions were at or below minus 15 degrees Celsius or minus 20 degrees Celsius with wind chill.

The following chart illustrates the number of days that have been called as an Extreme Cold Weather Alert over the past five years. The 2010 year was a very mild winter and therefore, the number of days that qualified was lower than the norm. Based on the following statistics, 55 days is the average for the program based on the current criteria of minus 15 degrees Celsius without a wind chill.

### Actual Extreme Cold Weather Alert Days

	2011	2010	2009	2008	2007
January	17	12	24	10	15
February	13	10	15	15	23
March	15	1	9	9	7
November	1	0	0	1	2
December	6	6	9	19	8
<b>Totals</b>	<b>52</b>	<b>29</b>	<b>57</b>	<b>54</b>	<b>55</b>

Using the 2011 actual temperatures, we completed an analysis to illustrate the effects of changing the temperature criteria and determining how many days would have been called an Extreme Cold Weather Alert. The first column represents the actual number of days for 2011 based on our current program. The next four columns incorporate a wind chill factor. The last column within this chart is based on the same criteria that has been adopted by Hamilton since 2006.

### 2011 Extreme Cold Weather Alert Days - Analysis

	Actual (-15 w/o Wind Chill)	-15 with Wind Chill	-16 with Wind Chill	-17 with Wind Chill	-18 with Wind Chill	-15 and/or -20 with Wind Chill
January	17	31	28	28	27	25
February	13	25	23	23	22	16
March	15	22	18	16	15	15
November	1	1	1	1	0	1
December	6	20	19	18	16	10
<b>Totals</b>	<b>52</b>	<b>99</b>	<b>89</b>	<b>86</b>	<b>80</b>	<b>67</b>

Based on the above, it is forecasted that the program enhancement of including a minus 20 degrees Celsius with wind chill would result in about 30% increase in the number of days within the Extreme Cold Weather Alert and approximately \$15,000 increase in the program costs if the weather temperatures continue on a consistent basis as in prior years. If the recommendation is to enhance the existing program, the Division will be able to absorb the differential within the existing operating budget, therefore ensuring there is no increase to the budget.

This program is funded through a cost sharing formula between the Province and the Municipality. For 2013 the cost sharing formula is 85.8% Provincial and 14.2% Municipal and by the year 2018 will be funded 100% by the Province as the costs are being uploaded.



The change to the criteria is intended to provide an additional level of protection to those who are most vulnerable to the effects of cold weather, including the homeless.

## Request for Decision

### Good Food Box Budget Option

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Friday, Sep 07, 2012
Type:	Managers' Reports

### Recommendation

THAT, the Council of the City of Greater Sudbury considers the annual funding for the Sudbury Good Food Box Program in the amount of \$26,950 and directs staff to prepare a budget option during the 2013 budget deliberation.

### Finance Implications

If approved, a budget option will be developed for the Finance Committee for the 2013 budget deliberations in the amount of \$26,950.

## Background

The Good Food Box is a universal not-for-profit organization that provides fresh vegetables and fruit at wholesale prices.

Each month, customers pre-pay \$15 (large) or \$7 (small) for a box of fresh fruits and vegetables. A \$15 box contains about \$23 worth of produce, and a \$7 box contains about \$11- \$13 worth of produce.

The Good Food Box Coordinator places a bulk order through local distributors and producers. Food is then delivered to Christ the King Church where volunteers separate the variety of fruits and vegetables into individual boxes.

Each box contains the same mix of fruits and vegetables and there is at least one local food item in each box, with numbers varying by season. The boxes are always below market price.

The program has been supported by the Social Planning Council and the Sudbury District Health Unit. Boxes have been purchased by community and faith based groups as well as social service agencies for low income families, as access to low costing fruits and vegetables helps to create a healthy community.

### Signed By

#### Report Prepared By

Luisa Valle  
Director of Social Services  
*Digitally Signed Sep 7, 12*

#### Division Review

Luisa Valle  
Director of Social Services  
*Digitally Signed Sep 7, 12*

#### Recommended by the Department

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Sep 7, 12*

#### Recommended by the C.A.O.

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Sep 12, 12*

The goals of the program are to:

- Ensure everyone has access to fresh, nutritious and affordable food
- Promote health and well being through food skills education
- Support local farmers and economy by promoting seasonal buying and eating
- Build a program that is economically and environmentally sustainable

The organization has come forward to request \$26,950 in annual funding to assist on sustaining the program and possibly expanding the program to improve the accessibility of fresh fruits and vegetables within the various communities of Greater Sudbury. Without the funding, the program will be at risk and may negatively affect the many individuals and families already accessing the program and relying on this food every month.

Since the inception of the program in 2009, the Good Food Box has sold 4,090 boxes taking into account that many of these boxes are shared amongst individuals and families.

## Request for Decision

### Emergency Shelter Funding Budget Option

Presented To:	Community Services Committee
Presented:	Monday, Sep 17, 2012
Report Date	Friday, Sep 07, 2012
Type:	Managers' Reports

### Recommendation

Option 1: WHEREAS, the Division has received confirmation that the Homelessness Partnering Strategy Federal Funding (HPS) of \$76,000 received can be used on a one-time basis towards the Emergency Shelter operational top-up, for the 2013 budget year only;

THEREFORE BE IT RESOLVED THAT , the City of Greater Sudbury Council considers the permanent funding for operational top up for the emergency shelter programs for homelessness in the amount of \$305,000, applying the one-time HPS allocation of \$76,000 in 2013 only and directs staff to prepare a budget option during the 2013 budget deliberations; or

Option 2: WHEREAS, the Division has received confirmation that the Homelessness Partnering Strategy Federal Funding (HPS) of \$76,000 received can be used on a one-time basis towards the Emergency Shelter operational top-up, for the 2013 budget year only;

THEREFORE BE IT RESOLVED THAT, the City of Greater Sudbury Council considers the one time funding for operational top up for the emergency shelter programs for homelessness in the amount of \$229,000 and directs staff to prepare a budget option during the 2013 budget deliberation; or

Option 3: WHEREAS, the Consolidated Homelessness Prevention Initiative (CHPI) funding can now be discretionarily allocated to homelessness prevention programs by the City; and

WHEREAS, the Consolidated Homelessness Prevention Initiative (CHPI) funding represents approximately \$1,500,00 less in the community than in prior years and if the operational top up for emergency shelters is funding from this program, then the estimated community shortfall from 2012 to 2013 will be approximately \$1,800,000;

THEREFORE BE IT RESOLVED THAT, the City of Greater Sudbury Council supports the permanent allocation of the funding for the operational top up for the emergency shelter programs for homelessness in the amount of \$305,000 from the Consolidated Homelessness Prevention Initiative Funding.

#### Signed By

##### **Report Prepared By**

Luisa Valle  
Director of Social Services  
*Digitally Signed Sep 7, 12*

##### **Division Review**

Luisa Valle  
Director of Social Services  
*Digitally Signed Sep 7, 12*

##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Sep 7, 12*

##### **Recommended by the C.A.O.**

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Sep 10, 12*

## **Finance Implications**

Option 1 : If approved, a permanent budget option of \$305,000, applying the one-time HPS allocation of \$76,000 in 2013 will be developed for the Finance Committee during the 2013 budget deliberations.

Option 2: If approved, a one-time budget option of \$305,000, applying the one-time HPS allocation of \$76,000 in 2013 will be developed for the Finance Committee during the 2013 budget deliberations.

Option 3: If approved, to be incorporated within the allocation of the Consolidated Homelessness Prevention Initiative Funding.

## **Background**

The Social Services Division, Community Development Department of the City of Greater Sudbury is mandated by the Province of Ontario to provide Emergency Shelter. This has been achieved and is successful through partnerships with service providers in our community that provide emergency homelessness shelter programs.

The City of Greater Sudbury receives funding from Federal, Provincial and Municipal Government to support homelessness programs. The funding is used in a coordinated and strategic way to maximize the benefits to the citizens of Greater Sudbury. The financial support of the emergency shelter programs is a key component to the safety net provided to the community.

L'Association des jeunes de la rue has been operating Foyer Notre Dame for several years. This organization has provided an emergency shelter for female and male youth, in the community. Their program goals are to assist each youth in achieving family integration, to undergo functional life skills training, to achieve vocational scholastic reintegration and to reach self sufficiency and personal independence.

The Salvation Army provides emergency shelter services for the Men's and Women's and Families Shelter Program. Their program goals are to provide board, lodging and personal needs to homeless people on a short term basis as well as provide support services to these individuals.

The City of Greater Sudbury continues to partner with both L'Association des jeunes de la rue and The Salvation Army in providing the emergency shelter programs to the citizens and families in need in the community. These services are an integral and vital component in assisting the vulnerable citizens in our community.

## **Housing and Homelessness Initiatives**

Effective January 1, 2012, the *Housing Services Act, 2011* and supporting regulations came into effect which supports the Province's Long-Term Affordable Housing Strategy. This focuses on transforming the way housing and homelessness services are delivered in order to achieve better outcomes for people.

Effective January 1, 2013 The Province has consolidated several existing homelessness funding streams into one new allocation called Consolidated Homelessness Prevention

Initiative (CHPI). This allocation will be administered by the municipalities with additional flexibility provided to address individual local needs. The scope of the consolidation includes:

- Consolidated Homelessness Prevention Program;
- Emergency Energy Fund;
- Emergency Hostel Services;
- Domiciliary Hostel Program (no program active in the City of Greater Sudbury);
- Provincial Rent Bank;

In addition, the Province announced that the Ontario Works and ODSP Community Start Up and Maintenance Benefit (CSUMB) will be removed from social assistance and combined with the other programs mentioned above. The CHPI allocation that the City of Greater Sudbury has received is significantly less than received in prior years.

The following is a summary of the effects of the new funding consolidation of the programs and the estimated effect to the City of Greater Sudbury's community for Ontario Works (OW) and Ontario Disability (ODSP) clients.

### Consolidated Homelessness Prevention Initiative (CHPI)

	<u>2013 Estimate</u>
<b>OW Provincial Allocation</b> (based on 2012 amounts)	\$ 1,740,000
<b>OW Municipal Allocation</b> (based on 2012 amounts)	334,000
<b>ODSP Allocation (estimate from MCSS)</b>	1,100,000
<b>Total Municipal and ODSP Gross Expenditures</b>	3,174,000
<b>New 2013 CHPI funding Allocation</b>	(1,618,956)
<b>Estimated Community Short fall</b> (Beginning in 2013)	\$ 1,555,044

Assumption on this analysis is that the demand will remain the same as in prior years for both the OW and ODSP programs. With this new formula, the requests that would have been made under the ODSP Community Start Up Maintenance Benefit (CSUMB) may be referred to the Municipality. As a result, there is an estimated community short fall of approximately \$1,500,000. If the operational top up is paid from the CHPI funding then the community impact from 2012 to 2013 moves to an estimated shortfall from \$1,500,000 to \$1,800,000.

### Budget Option Request

Both L'Association des jeunes de la rue and The Salvation Army have put forward a request during the Public Input Session for operational top up funding for the Emergency Shelter Programs for the 2013 budget year.

Municipal operational top up funding has historically been provided to both The Salvation Army and L'association des jeunes de la rue on an annual one-time basis through budget options. The operational top up is required to fill the gap for the emergency shelter program.

The budget option request for 2013 is for a total of \$605,000 with \$380,000 allocated to The Salvation Army and \$225,000 allocated to L'Association des jeunes de la rue - Foyer Notre Dame House, as compared to \$655,000 in 2012.

The Province has allowed an allocation from the Social Assistance Restructuring funding to be applied to the Women and Families and the Female Youth Shelter programs for operational top up.

As a result the budget option request is amended as follows:

Budget option – funding request	\$ 605,000
Less: Social Assistance Restructuring Funding (SAR)	<u>(300,000)</u>
Total Budget Option for 2013	<u>\$ 305,000</u>

**Recommendations**

The Emergency Shelter programs have been delivered successfully by both The Salvation Army and L'association des jeunes de la rue for many years. The Social Services Division works closely with all the agencies in the community and has completed due diligence in ensuring that the mandated programs are available and delivered with excellence by the service providers through these partnerships.

**Option 1:**

In adopting this option, the current services levels will be maintained and would provide sustainability and stability for the Emergency Shelter Program. The operational top up will become permanently part of the base budget, rather than drawing on the reserves on an annual basis.

**Option 2:**

In adopting this option, the current service levels will be maintained for the 2013 budget year. However the sustainability and stability of the program will remain uncertain as this funding request will need to be reviewed annually for Council's consideration.

The Division has received confirmation that the Homelessness Partnering Strategy Federal Funding (HPS) received can be used on a one-time basis towards the Emergency Shelter operational top-up. For the 2013 budget year only, there is \$76,000 available to contribute towards the budget option. As a result, this would reduce the budget option to \$229,000.

**Option 3:**

In adopting this option, the current services levels will be maintained for the Emergency

Shelter Program, however there will be a further impact to the community in relation to the consolidated homelessness prevention programs. By utilizing this funding to cover the operational top up dollars reduces the funds available to assist the most vulnerable citizens, those being on OW and ODSP.

Recognizing that the Consolidated Homelessness Prevention Initiative (CHPI) funding represents approximately \$1,500,00 less in the community than in prior years and if the operational top up for emergency shelters is funding from this program, then the estimated community shortfall from 2012 to 2013 will be approximately \$1,800,000.