



COMMUNITY SERVICES COMMITTEE AGENDA

Community Services Committee Meeting
Monday, August 10, 2020
Tom Davies Square - Council Chamber / Electronic Participation

COUNCILLOR RENE LAPIERRE, CHAIR

Geoff McCausland, Vice-Chair

11:00 a.m. COMMUNITY SERVICES COMMITTEE MEETING
COUNCIL CHAMBER / ELECTRONIC PARTICIPATION

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ROLL CALL

DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

REGULAR AGENDA

PRESENTATIONS

1. Report dated June 19, 2020 from the General Manager of Community Development regarding Housing First Program. **5 - 11**
(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)
- Gail Spencer, Coordinator of Shelters & Homelessness, City of Greater Sudbury
 - Raymond Landry, Co-Ordinator, Homelessness Network
- (This presentation provides an update on the Housing First Program operated by the Homelessness Network.)

MANAGERS' REPORTS

- R-1. Report dated July 28, 2020 from the General Manager of Community Development regarding Social Services - Discretionary Benefits Update. **12 - 33**
(RESOLUTION PREPARED)
- (This report provides an update to the February 10, 2020 report regarding the Social Services - Discretionary Benefit Policy.)
- R-2. Report dated July 23, 2020 from the General Manager of Community Development regarding Gerry McCrory Countryside Sports Complex Hall of Fame EOI Results. **34 - 38**
(RESOLUTION PREPARED)
- (This report provides a recommendation regarding the Gerry McCrory Countryside Sports Complex.)

MEMBERS' MOTIONS

M-1. Request For Report Regarding Trailer Parks

As presented by Councillor McIntosh:

WHEREAS the City of Greater Sudbury operates three campground (trailer park) facilities through a purchase of service agreement at Centennial Park (Whitefish), Ella Lake Park (Capreol) and Whitewater Lake Park (Azilda);

AND WHEREAS the City of Greater Sudbury owns the waterfront properties upon which the trailer parks are operated upon;

AND WHEREAS the Official Plan, at Section 7.3 Parks & Open Space Designation, 7.3.1 Parks and Open Space Public Ownership at subsection 8 stipulates that "8. Waterfront properties owned by the municipality will generally not be offered for sale or disposal..."

AND WHEREAS the Core Service Review report prepared for Council's review suggested at page 18, Ref. no. 33, under "Opportunities Requiring Further Study" that the City of Greater Sudbury perform a deep dive of the revenue generated vs. the cost of operating trailer parks to assess whether the costs of running trailer parks are worth the revenue generated from these services;

AND WHEREAS the Core Service Review also indicated that service levels for the corporation's trailer parks were classified as "above standard" because Greater Sudbury is unique in its provision of these services;

AND WHEREAS the Core Service Review also indicated at page 111 that "It should be noted that electrical upgrades are required for Trailer Parks with an estimated cost of \$427,000 budgeted for 2021";

AND WHEREAS on June 23rd, 2020, the COVID-19 Update Report generated considerable discussion among Council Members about whether municipal campgrounds should remain closed for the remainder of the 2020 operating season as a cost avoidance to be applied to offset the projected year-end 2020 COVID-19 deficit, which also raised the question of whether the City of Greater Sudbury should continue to operate trailer parks;

THEREFORE BE IT RESOLVED that the City of Greater Sudbury directs staff to prepare a report in Q4-2020 for the Community Services Committee's consideration outlining the following:

- a) An evaluation of the operating and expected short-term capital costs to operate the 3 existing campground facilities versus the capital and operating cost of converting the lands to a community or regional park pursuant to section 7.2 of the Official Plan – Parks and Open Space Classification and Provision Targets.
- b) In consultation with Economic Development, an evaluation of the potential to pivot the campground facilities away from seasonal rentals towards short-term rentals which could be marketed to out-of-town visitors (post COVID-19)
- c) Provide an analysis of the fee structure and rental terms necessary to ensure that the full costs of operating the camp ground facilities are covered by user fees.

CORRESPONDENCE FOR INFORMATION ONLY

- I-1. Report dated July 8, 2020 from the General Manager of Community Development regarding External Review - Occupancy Standards Local Rule. **39 - 65**
(FOR INFORMATION ONLY)
(This report provides the results of a third party review of Occupancy Standards and local Eligibility Rules of Community Housing Providers.)
- I-2. Report dated July 14, 2020 from the General Manager of Community Development regarding City of Greater Sudbury Housing and Homelessness Plan Annual Update. **66 - 85**
(FOR INFORMATION ONLY)
(This report provides an annual update of the actions that have taken place in 2019 by Social Services, Planning, Housing Services and community partners as legislated by the Ministry of Municipal Affairs & Housing.)
- I-3. Report dated July 27, 2020 from the General Manager of Community Development regarding Pioneer Manor - 1st and 2nd Quarterly Report. **86 - 100**
(FOR INFORMATION ONLY)

(This report provides an update regarding operational issues and good news stories for Pioneer Manor.)

- I-4. Report dated July 22, 2020 from the General Manager of Community Development regarding 2019 Homelessness Report Card. **101 - 105**
(FOR INFORMATION ONLY)

(This report provides information about the 2019 Report Card on Homelessness.)

- I-5. Report dated July 28, 2020 from the General Manager of Community Development regarding 2020 Local Poverty Reduction Fund Update. **106 - 109**
(FOR INFORMATION ONLY)

(This report provides an update to the Local Poverty Reduction Fund Project.)

- I-6. Report dated July 29, 2020 from the General Manager of Community Development regarding CMHA Harm Reduction Home Residential Program. **110 - 112**
(FOR INFORMATION ONLY)

(This report provides information related to the Canadian Mental Health Association - Sudbury/Manitoulin's Harm Reduction Home Residential Program.)

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD

ADJOURNMENT

For Information Only

Housing First Program

Presented To: Community Services Committee

Presented: Monday, Aug 10, 2020

Report Date: Friday, Jun 19, 2020

Type: Presentations

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the area of Housing as its goal reflects Council's desire for all citizens, especially vulnerable populations, to have access to safe, affordable, attainable and suitable housing options in the City of Greater Sudbury.

Report Summary

This report will provide an update on the Housing First Program operated by the Homelessness Network. The Housing First Program provides housing case management supports to people who have experienced chronic homelessness.

Financial Implications

The current annual funding allocation is \$938,671. It is funded between Municipal, Provincial, and Federal Homelessness funding envelopes as follows:

Municipal - \$466,359 or 49.68%

Provincial - \$318,641 or 33.95%

Federal - \$153,671 or 16.37%

Of the \$938,671, \$785,000 is allocated for all of the Homelessness Network Programs and the remaining \$153,671 is specifically allocated for intensive case management.

Signed By

Report Prepared By

Gail Spencer
Coordinator of Shelters and Homelessness
Digitally Signed Jun 19, 20

Health Impact Review

Gail Spencer
Coordinator of Shelters and Homelessness
Digitally Signed Jun 19, 20

Manager Review

Tyler Campbell
Director of Social Services
Digitally Signed Jun 19, 20

Division Review

Tyler Campbell
Director of Social Services
Digitally Signed Jun 19, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jun 19, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Jun 19, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jul 28, 20

Executive Summary

This report will provide an update on the Housing First Program. The Program is delivered by the City's Social Services Division through the Homelessness Network. Funding is provided by all levels of government to support programming to reduce or prevent homelessness in Greater Sudbury.

Background

The City of Greater Sudbury (City) collaborates with community service providers to operate programs and services that support people who are homeless or at risk of homelessness. These programs include homelessness prevention, emergency shelter, and housing support.

Local plans and strategies are developed with community consultation to identify priorities for our community. The City has a Ten Year Housing and Homelessness Plan that was updated in 2018. The plan includes priorities such as the need to support individuals with multiple barriers in obtaining and maintaining their housing, and a need to improve co-ordination, collaboration, and partnerships among a broad range of stakeholders.

Since 2006, the City has provided financial support for homelessness initiatives under the Housing First approach through a collaborative model with community partners.

Housing First

'**Housing First**' is a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed.¹ The demonstrated success of the Housing First principle was documented through a federally funded project entitled "At Home Chez Soi" by the Mental Health Commission of Canada in 2014.

The guiding principles of the Housing First Program are:

- Immediate access to permanent housing with no housing readiness requirements
- Consumer choice and self-determination
- Recovery orientation
- Individualized and client-driven supports
- Social and community integration

A Housing First Program is intended to meet the needs of people who have experienced chronic homelessness, which is defined nationally as having over six months of homelessness in the past year or having recurrent episodes of homelessness over the past three years with a cumulative duration of at least 18 months.² Typically,

people who experience chronic homelessness also struggle with a disabling condition such as a serious mental illness, substance use disorder, trauma, or physical disability. Chronic homelessness, in addition to being extremely debilitating to those who experience it, can be very expensive to homeless systems and public systems, including health care and criminal justice.

Canada's National Housing Strategy has a goal to reduce chronic homelessness by 50% by 2027-2028. Reducing chronic homelessness in Greater Sudbury is a mandatory outcome under the Reaching Home Funding Program, which the City is a recipient of. As well, Provincial priority areas for addressing homelessness include chronic homelessness, youth, indigenous, and those transitioning from Provincial institutions such as hospitals, correction facilities, or child welfare system.

Homelessness Network

The Homelessness Network is a partnership of six community agencies. It is led by Centre de Santé Communautaire du Grand Sudbury and includes L'association des jeunes de la rue, Elizabeth Fry Society, John Howard Society, N'Swakomok Native Friendship Centre and Sudbury Action Centre for Youth.

Since 2007, the Homelessness Network has been providing housing assistance in the community under funding agreements with the City. The Network uses the Housing First philosophy including a centralized administration of outreach support and homelessness prevention services. In 2016, The Homelessness Network changed their model to fully conform to the Housing First Model.

In order to connect with and support those experiencing chronic homelessness in the community, the agencies within the Homelessness Network have developed collaborative partnerships with other sectors and supports to contribute to the success of the program. These include:

- intake and assessments completed by the Community Outreach team and on site assessments at the emergency shelter programs;
- streamlined communication with City of Greater Sudbury Ontario Works Program, Housing Services and Greater Sudbury Housing;
- connection to Health Sciences North, Sudbury Nurse Practitioner Clinic, and other mental health and health care providers ;
- John Howard Society and Elizabeth Fry Society partnership with discharge planners from Sudbury Jail and other correctional facilities;
- N'Swakomok Native Friendship Centre's collaborative partnership between the Housing First Program, their own Housing Support Program, and the Ontario Aboriginal Housing Program;
- Sudbury Action Centre for Youth's support for youth within connection to Compass, Child welfare agencies and other youth serving agencies; and
- Landlord engagement and mediation to support program participants

Local Results

Since January 2016 there have been 307 persons/families housed by the Homelessness Network, and supported in maintaining their tenancies over the long term in Greater Sudbury.

In 2019, 117 people completed a new intake including the Service Prioritization Decision Assistance Tool (SPDAT). This tool asks questions about a person's history of homelessness, and other health and social indicators to help inform decisions about who should be prioritized for support. From these intakes, 79 persons were assessed as priority and assigned to Housing First case management, while the remaining 38 were provided less intensive supports through community partners. About 90% of referrals come from the two emergency shelters, the Off the Street Shelter operated by the Canadian Mental Health Association Sudbury/Manitoulin (CMHA) and Cedar Place Women and Families Shelter operated by the Salvation Army. The remaining 10% of referrals came from Health Sciences North, Sudbury Jail, local treatment centers, other social and community-based service agencies, as well as self-referrals.

Supporting a person to maintain their housing is a key mandate for the Housing First Program. If someone loses their housing, the Housing First case manager quickly works with them to find another permanent housing option. In 2019, 10.4% of participants needed to be rehoused at some point, and 6.6% lost their housing and returned to homelessness, typically because they chose to withdraw from the Housing First Program.

In 2019, it took an average of 47.5 days to find housing for individuals in the program, an improvement over 56.8 days in 2018. For a person who has experienced chronic homelessness there may have been multiple barriers to obtaining housing that must be addressed. These barriers include accessing identification, applying for income, filing an income tax return, and completing the social housing application. Of those housed in 2019 through the Housing First Program, 70% were housed through City of Greater Sudbury social housing options and had applied for urgent status special priority for those who are homeless. As well, 28% were housed in private market rent with the assistance of a housing allowance tied to the program to ensure affordability.

Once housed, participants are supported to increase social and community integration. In 2019, 62 persons in the Program had increased their income (typically moving from Ontario Works to Ontario Disability Support Program), a 51% increase over 2018. Another 12 had increased their employment stability (started part-time or full-time jobs), 12 had started part-time or full-time education, and 10 started a job-training program, which are similar results to 2018.

Success Stories

Example Number One

Monarch Recovery Services first referred a 63 year old female to the Homelessness Network in June 2018. She was assessed as high acuity and had been homeless on and

off and struggling with addictions through most of her adult life. More recently, she had been chronically homeless for the past four years and struggling more intensely with mental health and addictions.

She was assigned to a Housing Based Case Manager, working out of a Homelessness Network partner agency the Elizabeth Fry Society. The participant had been working actively on her recovery with supports from Monarch and Narcotics Anonymous. Her goals were focused on finding sustainable and affordable housing, budgeting, and building meaningful daily activities, while learning to cope. Once she was in recovery from drug use, physical health issues, anxiety, and depression were her biggest challenges.

With support from the Housing First case manager, she was able to be housed within 3 weeks of initial contact and has stayed housed since. She continues to meet weekly with her case manager to continue to work on her goals and update them as her needs changed. The worker was able to connect her with community supports. During her tenancy, she moved into a bigger unit with the same landlord as they were able to collaborate with CMHA to secure a rent supplement for her.

While there have been hurdles and challenges due to the participant's mental illness, she has stayed sober and has been successful in accomplishing most of her goals, including managing finances, getting a puppy, and finding meaningful activities to do during the week. Since securing long-term housing, she has increased her social integration by joining a local support group, and has secured a part time job. She has now moved into a secure seniors' residence and successfully exited from the Housing First Program.

This example illustrates the success a Housing First Program can have for an individual on public services (i.e. hospital, emergency medical, treatment centres, detention centers, etc.).

Example Number Two

A male in his 50's was first referred in April 2016 through Health Sciences North psychiatric services. He remains housed, despite a few re-housing efforts, and continues to utilize his Homelessness Network Housing Case Manager's support to this day.

This person presented with lifelong mental illness concerns and intense alcoholism, along with a history of run-ins with the law and continuous interventions by local police to respond to public complaints about his behavior. He was also vulnerable to violence and suffered many physical attacks due to his less than social approach to resolving interpersonal issues of daily living.

Mostly unable to hold onto housing independently throughout his adult life, this participant had been homeless for several years when he was referred to the Homelessness Network. Several attempts were made to have him properly assessed for

the “right level of housing”, such as permanent supportive housing or specialized care, without success.

Coming out of hospital after life threatening psychotic episodes and continuing to drink at a level to put his life in danger, he was assigned to one of the Housing First Case Managers at a partner agency, Sudbury Action Center for Youth (SACY). Her work with him has consisted of daily or twice-daily check-ins for weeks at a time, to ensure his health and well-being. The worker “supervised” this person with the highest intensity to ensure his survival. The participant also needs strong supports to assist with activities of daily living and maintaining his housing.

Several referrals were made to local mental health and psychiatric supports to try to ensure his mental illness would not result in his death. Alcohol medical management has assisted in reducing his alcohol intake. Although this participant continues to struggle, today he is in stable housing and meets each day with a much lower risk to his health and safety.

This example illustrates the high level of need and ongoing support required by some participants, as well as increased need for specialized housing with supports options.

Next Steps

The City is working with the Homelessness Network and other homelessness serving agencies to create a Coordinated Access System. This system will expand the assessment and priority process currently used by the Homelessness Network across the homelessness-serving sector allowing people to be placed into the right level of housing with supports. It will also allow for the collection of community-wide data and identify key outcomes such as the number of people experiencing chronic homelessness; the number of people new to homelessness; and the number of people exiting to housing in our community. This will inform the allocation of future resources within the homelessness and housing sector with an end goal of reducing chronic homelessness and overall homelessness within the community.

A report will be brought back to the Community Services Committee in early 2021 to provide an update on the progress of the Coordinated Access System in the community.

References:

¹ <https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first>

² <https://www.canada.ca/en/employment-social-development/programs/homelessness/directives.html>

City of Greater Sudbury Ten Year Housing and Homelessness Plan update (2019-2023)
[https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachmen
t=27902.pdf](https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachmen
t=27902.pdf)

City of Greater Sudbury Council meeting minutes December 13, 2006
[https://www.greatersudbury.ca/content/div_councilagendas/documents/cc_min_1213
.pdf](https://www.greatersudbury.ca/content/div_councilagendas/documents/cc_min_1213
.pdf)

National At Home/Chez Soi Final Report
[https://www.mentalhealthcommission.ca/English/document/24376/national-
homechez-soi-final-report](https://www.mentalhealthcommission.ca/English/document/24376/national-
homechez-soi-final-report)

Canada's National Housing Strategy
<https://www.placetocallhome.ca/what-is-the-strategy>

Housing First – Government of Canada
[https://www.canada.ca/en/employment-social-
development/programs/homelessness/resources/housing-first.html](https://www.canada.ca/en/employment-social-
development/programs/homelessness/resources/housing-first.html)

Homelessness Network
<https://homelessnessnetwork.ca/>

Request for Decision

Social Services - Discretionary Benefits Update

Presented To: Community Services Committee

Presented: Monday, Aug 10, 2020

Report Date: Tuesday, Jul 28, 2020

Type: Managers' Reports

Resolution

THAT the City of Greater Sudbury approve a competitive process for funeral services as outlined in the report entitled "Social Services - Discretionary Benefits Update" from the General Manager of Community Development, presented at the Community Services Committee Meeting on August 10, 2020;

AND THAT the City of Greater Sudbury approves the changes outlined to denture benefits and the ODA (Ontario Dental Association) Fee Guide as outlined in the report entitled "Social Services - Discretionary Benefits", from the General Manager of Community Development, presented at the Community Services Committee meeting on February 10, 2020.

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the area of Demonstrating Innovation and Cost-Effective Service Delivery. Specifically the report seeks direction on reducing the City's net costs for services through a public procurement process.

Report Summary

This report outlines changes to the Discretionary Benefits policy as it relates to funeral services that are provided to social assistance recipients in order to meet the approved budget reduction from the 2020 municipal budget process. The recommendation in the report is that funeral services be approved for a public procurement process.

Financial Implications

The recommendation will assist in meeting the budget reduction of \$175,000 to discretionary benefits as

Signed By

Report Prepared By

Teresa Cirillo
Social Services Program Manager
Digitally Signed Jul 28, 20

Health Impact Review

Teresa Cirillo
Social Services Program Manager
Digitally Signed Jul 28, 20

Manager Review

Teresa Cirillo
Social Services Program Manager
Digitally Signed Jul 28, 20

Division Review

Tyler Campbell
Director of Social Services
Digitally Signed Jul 28, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jul 28, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Jul 28, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jul 28, 20

approved by Council in the 2020 municipal budget process.

Background

This is a follow up to the report that was presented to the Community Services Committee on February 10, 2020, which identified changes to the Social Services Discretionary Rate Chart (Appendix A). Through the 2020 Budget process, City Council approved a reduction in the Municipal allocation to the discretionary budget and the February report looked at changes through the lens of the social determinants of health. One of the recommendations was to reduce costs associated with funerals.

Upon presenting the resolution from Committee to City Council, the report was moved to refer and staff were asked to consult with all of the funeral providers that would be impacted.

This update outlines the results of the consultations, provides further information regarding other Service Managers in Ontario, and contains recommendations moving forward.

Consultations

Social Services staff contacted each vendor to discuss the changes outlined in the original report, the various types of services available, and the type of services that were offered. One vendor submitted a written submission to Social Services detailing possible options for consideration including leaving the policy as is. This vendor also indicated that a discount was being applied to Ontario Works clients, as the current reimbursement rate is lower than the typical funeral charge.

Environmental Scan

Subsequent to the Community Services Committee meeting on February 10, 2020, other Service Managers in Ontario have moved forward with decisions regarding funeral expenses.

The most recent report was prepared for City Council of Brantford in March 2020, (Report No. 2020-121) entitled "Assisted Funerals and Burials Service Options" (Appendix B). The report acknowledged that, similar to the City of Greater Sudbury, Brantford's maximum rate for funeral services was higher than other comparable municipalities. The City of Brantford Council voted to proceed with a competitive process to select a funeral provider.

The City of Thunder Bay also proceeded with a competitive process to select a provider. The process was issued on April 20, 2020 and closed on May 5, 2020. The result of the competitive bid process saved approximately 15% annually with two bids received.

As mentioned in the previous report, other municipal policies seem more closely linked to the Canada Pension Plan (CPP) death benefit of \$2,500 and the Ontario Works Directives Guidelines of \$2,250 as benchmarks for funeral rates.

Analysis

After consulting with all the local funeral providers, staff compared invoices from the different vendors based on the services that they provided over the past three years. There was found to be a variance in costs between vendors based on the service provided as detailed in Appendix C.

Given the variance in costs, a review was conducted with purchasing. The Purchasing Section and the Office of the Auditor General have both been consulted and both recommend that a competitive process take place given that the value of the contract has exceeded \$200,000 (net of reimbursements) annually over the past three years.

Next Steps

Upon approval of the report, Social Services will work with Purchasing to define the scope of a competitive process that will separate services into different categories, including the following:

- Full Service Funeral
- Direct Burial
- Cremation with Service
- Direct Cremation

This competitive process would also determine one provider for indigent bodies (unclaimed) under which the Coroner's Office would direct the type of service that is to be provided. Recent changes have meant that this type of service could be either a direct burial or direct cremation as per the Coroner's Office.

The competitive process would also include preferences for cultural and linguistic choice for services.

Social Services will further undertake a review of the Discretionary Rate Chart with the Purchasing Section to establish vendors, where practicable, for other discretionary items to ensure best value for money.

Finally, upon approval of the report, Social Services will revise the Discretionary Rate Chart and Ontario Dental Association (ODA) Fee Guide Rates to reflect the changes recommended in the report from February 10, 2020. Social Services will continue to monitor the Discretionary Benefits budget on a monthly basis to ensure that the expenditures remain in line with the Provincial formula, the approved budget and to best support the health and well-being of recipients.

References

Report to the Community Services Committee on February 10, 2020

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1495&itemid=17819&lang=en>

Report to the Community Services Committee on January 15, 2018

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1258&itemid=14239&lang=en>

Appendix A – Discretionary Rate Chart

Appendix B - Brantford City Council Report

Appendix C - Local Vendors' Cost Analysis

Discretionary Rate Chart - Revised March 1, 2018

Item	Amount (up to)	Frequency
Blood Pressure Machines/Kits/Monitors	\$250	One time purchase only
Car Seat	\$175	Once / dependent child
Booster Seat	\$75	Once / dependent child
Layette and Baby Supplies	\$150	7 months pregnant to birth
	\$150	New born up to 12 months
Pre-natal Vitamins	\$30 / month	Duration of pregnancy
Folic Acid	\$20 / month	Duration of pregnancy
Pest Control-Fumigation (home owners)	\$500	In a 12 month period
Pest Control-Cleaning	\$150	In a 12 month period
Tub/Shower/Bathroom Grab Bars	\$100	In a 12 month period
Misc Household Items (Singles/Couples) To support clients who are establishing a new principle residence and do not meet the CHPI guidelines.	\$100	Every 3 years
Misc Household Items (Families with children) To support clients who are establishing a new principle residence and do not meet the CHPI guidelines.	\$200	Every 3 years
Misc Household Items (Singles/Couples) To support clients with health related needs.	\$100	Every 3 years
Misc Household Items (Families with children) To support clients with health related needs.	\$200	Every 3 years
Prosthetic Appliances		
Alerting Systems (hearing impaired)	As per estimate	As required
Aerochamber	\$60	Every 5 years
Batteries (hearing aids & mobility devices)	\$250	In a 12 month period
Braces for Mobility and/or Support Ankle Brace, Knee Brace, Elbow Brace, Wrist Brace, Leg Brace, Patella Stabilizer, Back Lumbar Sacral Support, Corest Back Brace, Internal Elevation to Custom Brace, Air Brace	\$500	Every 5 years
Breast pumps	\$200	Per child, onetime
Canes	\$100	Every 5 years
Casts (Fiberglass, Air Cast or Air Splint)	As per estimate	As required
Crutches	\$75	Every 5 years
Compressors (Sleep apnea & asthmatics)	\$500	Every 5 years

Item	Amount (up to)	Frequency
Hearing Aids & Personal FM Systems	\$1,000 per ear	Every 5 years
Mastectomy Supplies	\$300	As required
Orthopedic (Orthotics)	\$500	Every 3 years
Mobility Device Repairs	\$500	Every 2 years
Splints - specialized splints not covered by OHIP	As per estimate	As required
Support/Compression Stockings	\$250	In a 12 month period
Lice Treatments	As per estimate	As required
Moving & Storage		
Moving (Singles/Couples)	\$200	Every 2 years
Moving (Families with Children)	\$400	Every 2 years
Storage	\$200	Every 12 months
Appliances		
Refrigerator	\$450	Every 10 years
Stove	\$400	Every 10 years
Washer	\$400	Every 10 years
Dryer	\$400	Every 10 years
Appliance Repairs For Refrigerator, Stove, Washer, Dryer	\$200	Once in a 12 month period/appliance
Repair Estimate (for above items)	\$30	Once in a 12 month period/appliance
Beds		
Twin Complete Bed	\$350	Every 10 years
Twin Mattress Only	\$250	Every 10 years
Twin Boxspring	\$100	Every 10 years
Double Complete Bed	\$400	Every 10 years
Double Mattress Only	\$300	Every 10 years
Double Boxspring	\$100	Every 10 years
Bunkbeds	\$700	Every 10 years
Sofa bed/futon (in lieu of bed)	\$300	Every 10 years
Bed Bug Mattress Cover	\$150	Every 10 years
Cribs		
Complete Crib Set (New & CSA Safety Approved)	\$350	Once per child
Crib Only (New & CSA Safety Approved)	\$250	Once per child
Mattress Only	\$100	Once per child



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Date March 4, 2020 **Report No.** 2020-121

To Chair and Members
Social Services Committee

From Jo Cupoli-Atanas
General Manager, Health and Human Services

1.0 Type of Report

Consent Item []
Item For Consideration [X]

2.0 Topic **Assisted Funerals and Burials Service Options** [Financial Impact: None for 2020]

3.0 Recommendation

- A. THAT Report No. 2020-121 Assisted Funerals and Burials Service Options BE RECEIVED;
- B. THAT Option ____ as follows, as contained in Section 8.4 of Report No. 2020-121 Assisted Funerals and Burials Service Options BE APPROVED:
(wording to be inserted based on Option identified);
- C. THAT the necessary By-law to support the option chosen BE PRESENTED to Council; and
- D. THAT recommendations as follows, as contained in Section 7.5 of Report No. 2020-121 Assisted Funerals and Burials Service Options BE APPROVED:
 - i. Pay actual verified crematorium transfer fees and coroner office transportation fees, where required, additional to maximum approved rates

-
- ii. Update relevant documents accordingly including current assisted funeral fee schedules, funeral inclusions, and assisted funeral, burial and cremation policies.

4.0 Purpose and Overview

To present options to Social Services Committee and Council to address the limited provincial funding, pressures on the municipal budget, while considering, changing traditions and values associated with assisted funerals and burials.

Assisted funerals and burials refer to funeral and burial services funded through the:

- province for deceased residents in receipt of social assistance benefits (“social assistance funerals”), and
- municipality for deceased low income residents who were not in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP) at the time of death (“low income funerals”).

Options are intended to be reflective of the change in community norms and funeral trends. Many families, regardless of income, now elect simpler alternatives such as memorials/celebrations of life in alternate locations or graveside services over traditional funerals.

5.0 Background

Report No. 2019-048 “Social Assistance Discretionary Items– Service Review – Assisted (Indigent) Funerals and Burials”, dated February 6, 2019 outlined the municipality’s responsibility to provide assistance with the cost of funerals and burials. Although the only legal requirement for municipalities is the provision of assistance with burial costs for unclaimed deceased persons, Brantford and most other municipalities also offer assistance with the cost of funerals and burials where the estate of the deceased does not contain sufficient assets. There is however tremendous variation in the costs and services covered between municipalities.

Funeral and burial costs for social assistance recipients in receipt of OW and ODSP are approved under OW Discretionary Benefits funded 100% (up to a provincial funding cap) by the Ministry of Children, Community and Social Services (MCCSS). The capped amount fluctuates based on the provincial formula with the primary factor being OW and ODSP caseloads. The provincial cap is set at \$10 per case multiplied by the average caseload and has not been

increased in many years. Any spending over the capped amount is the responsibility of the municipality.

In addition to funerals, discretionary benefits, which are outside regular OW benefits, include such items as infant car seats, prosthetics, orthotics, and dentures.

Funeral expenses for other low income residents not on social assistance who meet eligibility criteria are funded 100% by the municipality.

Eligibility for funeral assistance is based on the income and assets of the deceased, and does not consider the finances of family members or next of kin.

The last review of funeral rates was initiated in 2009. At that time, a cost comparison was undertaken with other municipalities and Brantford was found to have the lowest rate within the comparator group at which point rates were increased and an automatic annual cost of living was added these rates. In the fall of 2018 Brantford again conducted a municipal comparator review which revealed that the Brantford 2018 maximum payable for funerals exceeded the rates of all comparator Service Managers and was 65% higher than the average maximums paid by other municipalities.

As a result of Report No. 2019-048, “Social Assistance Discretionary Items—Service Review – Assisted (Indigent) Funerals and Burials”, staff were directed to undertake a review of options to reduce the cost of assisted funerals and return to Social Services Committee with a report on the findings with recommendations for Committee’s consideration.

Staff met with Brantford-Brant funeral providers for the purpose of engaging providers in a discussion about current pressures, opportunities for change and to determine what will be important to the providers through the process of the review.

Through this report, staff will offer recommendations and opportunities for cost reductions while continuing to offer burial or cremation services to residents in need. This report addresses only the professional services performed by Funeral Directors, excluding burial and crematorium costs.

6.0 Corporate Policy Context

High Quality of Life and Caring for All Citizens

Excellence in Government & Municipal Management

4.5 Explore opportunities for the implementation of Lean Practices

7.0 Input From Other Sources

City of Brantford - Legal Services

City of Brantford – Cemeteries

Brantford-Brant Funeral Providers

City of Brantford Finance & Purchasing Departments

8.0 Analysis

In the fall of 2018, ten municipalities participated in a survey that identified Brantford-Brant as the municipality with the highest average estimated cost of funerals surveyed¹. Funeral services and costs vary across municipalities with one providing direct disposition (cremation) assisted funerals only and another with a maximum of \$2,390.00 for traditional funerals.

The 2019 maximum funeral charge authorized under City of Brantford Bylaw 41-2013 is \$5,920.76. The cost includes a full service funeral including visitation, should this be selected by the family. The maximum amount does not include provincially regulated cemetery costs which can result in charges per funeral of over \$7,000.

Excluding Brantford, funeral maximums paid by other municipalities ranged from as low of \$2,390 to a high of \$4,994. No other service manager of those surveyed included a built in annual cost of living increase for funeral providers.

In February 2020, the City of Greater Sudbury provided a staff report² which identified that, similar to Brantford, that City's maximum rate for funeral services was one of the highest in the province at just over \$6,000. The analysis from that report suggested that most municipalities' maximums were aligned more closely

¹ Municipalities surveyed include:

Wellington, Kingston, Niagara, York, Halton, Norfolk, Peterborough, Oxford, Peel and Windsor.

²<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=3&id=1495>

with the Canada Pension Plan maximum benefit of \$2,500. The report recommends that Sudbury reduce its maximum for funeral services to \$2,500.

8.1 Assisted Funeral Service Influences



Figure 1 - Increasing Costs & Contributors

The primary driver of increasing expenditures is the number of assisted funerals, which has increased annually since 2015. An increase in funerals may be influenced by an aging population and the opioid epidemic which contributed to 19 assisted funeral deaths in 2019. As these factors are not subsiding, increases are likely in 2020.

The total number of assisted funerals and average cost per funeral are shown in Figure 2 – Assisted Funerals 2015-2019 below. Although the number of funerals continue to increase by an average of 15% annually since 2015, a high percentage of assisted funerals are cremated which lowers the average cost per funeral. In 2019, 76% of assisted funerals were cremations.

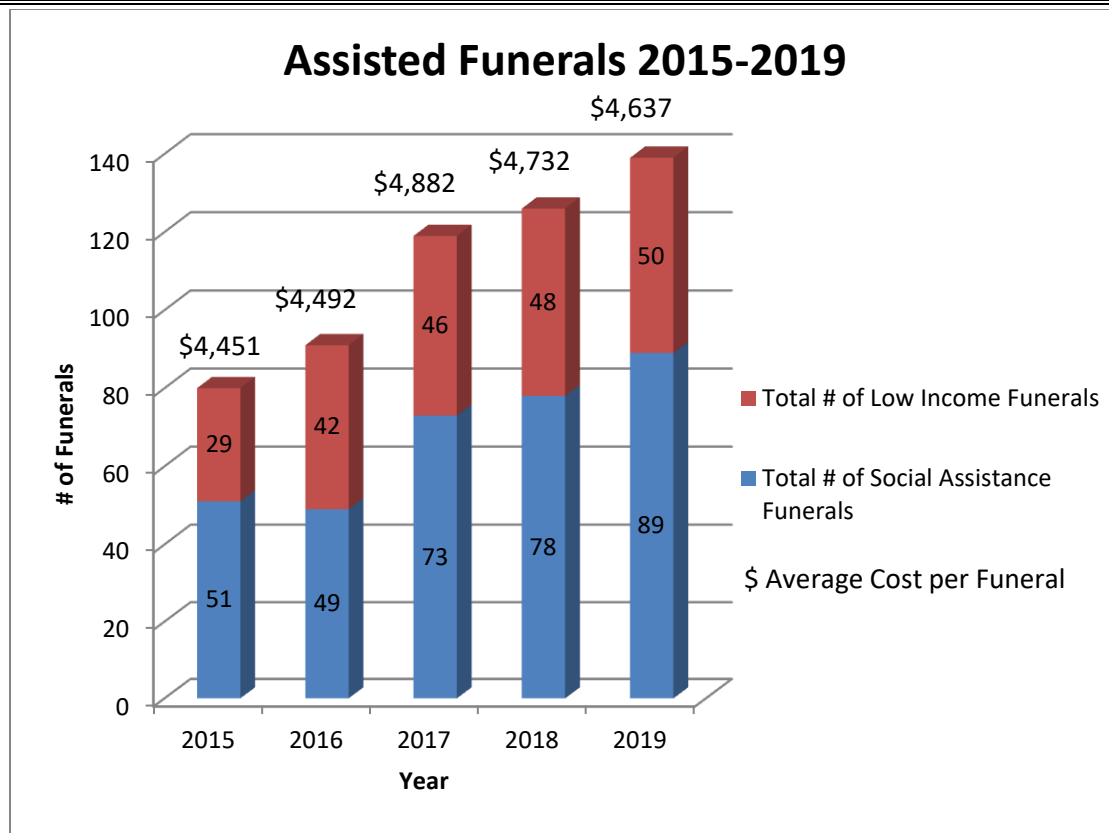


Figure 2 - Assisted Funerals 2015-2019

8.2 Budget Impacts

Social assistance funerals currently represent almost 40% of expenditures in the provincially funded discretionary category which is the largest share of any discretionary items issued. Increases in funeral costs will impact what other discretionary items can be funded without exceeding the cap.

For low income funerals that are not provincially funded, increased costs translate to a direct increase to the municipal budget. The approved 2020 municipal budget includes a gross expenditure increase for 100% municipal funerals of \$27,000.

If funeral costs cannot be reduced, it will become necessary to take one of the following steps:

- Remove or reduce other items in the discretionary budget to ensure that expenditures remain within the provincial cap; or

- Identify a municipal pressure for social assistance discretionary items, and also increase the municipal budget for low income funerals.

8.3 Funeral Recoveries

The City of Brantford pursues recoveries to offset costs of funeral, burials and cremations from all sources available to the deceased up to the maximum of assisted services provided to offset funeral and burial costs. Potential sources of recovery include (but are not limited to) bank accounts, last ODSP/CPP/OAS/GIS/GAINS payments, Canada Pension Death Benefit, monies held in trust, etc.

As the below chart demonstrates, the amount recovered on funerals each year fluctuates. Based on a 5 year average, approximately 50% of the costs of low income funerals and 30% of costs for social assistance funerals are recovered. Recoveries may take months to receive.

	Low Income (100% Municipal) Funerals			Social Assistance (Provincial) Funerals		
Year	Gross Expenditures	Expenditures Net of Recoveries	% of Recovery	Gross Expenditures	Expenditures Net of Recoveries	% of Recovery
2015	\$131,510	\$63,182	52%	\$224,568	\$149,108	34%
2016	\$171,416	\$105, 929	38%	\$237,336	\$167,862	29%
2017	\$227,989	\$136,130	40%	\$352,958	\$260,898	26%
2018	\$221,939	\$120,665	46%	\$374,338	\$251,502	33%
2019	\$211,525	\$78,765	63%	\$433,064	\$285,794	34%
5 Year Average			48%	5 Year Average		31%

Table 1- Funeral Expenditures and Recoveries

8.4 Assisted Funeral Services Options

As part of the review, staff met with funeral providers to obtain their input. Funeral service is a competitive business with costs varying widely

between providers depending on their overhead and pricing structure. Consumers that are paying for a funeral independently can obtain a better price, or more services for the same price, by shopping around. Some providers have advised that they lose money on assisted funerals, even at the City's current prescribed rate. Overall, most providers did not favour any strategy by the City that would reduce the amount of funding available for assisted funerals.

Maintaining the current price structure and assuming the continued increase in the number of assisted funerals, the municipality may encounter a municipal pressure on the discretionary budget for Social Assistance funerals and 100% municipal funeral budget line. Given the complicated and sensitive nature of the subject, staff have presented four (4) options for consideration.

Options #2 through #4 include the recommendation to remove the annual automatic cost of living increase, and instead, review average funeral costs every 2 years and adjust rates depending on inflation and availability of funding.

Option #1(A) – Status Quo

The current policy has been in place since the last review in 2009. Maximum prices and inclusions are defined by City of Brantford's Indigent Funeral By-law #41-2013 and include a mandatory cost of living increase equivalent to the previous year's increase in the consumer price index. Families are not permitted to upgrade services or merchandise, as there is an expectation if funds are available they should be used to mitigate the funeral costs being subsidized.

In addition, staff will need to look at a reduction within other discretionary benefits, which have not been increased in many years, to stay within the provincial cap and prevent a municipal cost pressure.

Should Council wish to implement Option #1, the following recommendation would form part of Clause B found in Section 3.0 of this Report:

- i. THAT the current Indigent Funeral By-law #41-2013 REMAIN in place.

Option #1(B) Status Quo with No Annual Cost of Living Increase

By remaining status quo and removing the annual cost of living increase, Option #1(B) offers a slight reduction to the current funeral services costs.

Support to remove the annual cost of living increase includes:

- other municipalities do not offer this to funeral providers,
- other Brantford-Brant Social Assistance and Homelessness service providers (i.e. Emergency Shelter Providers) do not benefit from an automatic cost of living increase, and
- the \$10 per case discretionary cap has not been increased by the Province for nearly a decade of living increases an average of X% annually.

Should Council wish to implement Option #1(B), the following recommendation would form part of Clause B found in Section 3.0 of this Report:

- i. THAT the current Indigent Funeral By-law #41-2013 REMAIN in place; and
- ii. THAT the annual cost of living increase BE REMOVED.

Option #2 – Provide Legislated Services Only for Unclaimed Bodies

As noted, the municipality has a legal obligation to provide disposition of any human remains deemed to be unclaimed. The responsible municipality is the one in which the death occurred. The provincial coroner must first undertake an investigation to confirm that there is no known next of kin. Typically Brantford would see 2-4 such deaths annually.

The annual cost of direct disposition burials for unclaimed bodies is estimated at \$14,008 for four funerals per year. This estimate also includes the provincially legislated cost for burials.

As the community learns that unclaimed bodies are the only option that results in municipally paid funerals, it is possible that the City would experience an increase in the number of unclaimed bodies, which would

decrease the savings realized. Arranging a funeral with no next of kin is also far more resource intensive administratively.

Should Council wish to implement Option #2, the following recommendation would form part of Clause B found in Section 3.0 of this Report:

THAT Staff BE DIRECTED to provide legislated services only for assisted funerals for unclaimed bodies through a competitive process.

Option #3 – Competitive process for Funeral Provider with the Lowest Bid

This option would limit services to direct disposition, which can be a cremation or burial, with an option for a basic graveside, crematorium or offsite memorial service. Upon direction from Social Services Committee to pursue this option, staff would initiate a competitive procurement process. Compared with option #2, this option would still offer assistance with a very basic service for individuals on social assistance and low incomes, at a significant cost savings.

The competitive process would go forward with the expectation that the City expects to see a minimum 25% reduction from the maximum annual approved rate for assisted funerals. In order to qualify, proponents would be required to submit bids that are at or under the expressed rate.

Should Council wish to implement Option #3, the following recommendation would form part of Clause B found in Section 3.0 of this Report:

- i. THAT Staff BE DIRECTED to proceed with a competitive process to select a funeral service provider for Brantford-Brant.

Option #4 – Implement Funeral Service Packages with Defined Services and Maximums

This option defines four packages that can be offered to families with specific inclusions outlined. Inclusions have been reduced compared to the current status quo (Option #1) to generate modest cost savings while providing next of kin with more choice. The pricing structure brings Brantford's maximum rates into closer alignment with comparator municipalities. If this option is selected, all local operators will be given the opportunity to opt in by entering into a service contract with the City. Funeral operators will also have an option to opt out of providing assisted

funerals. With this option families will have an opportunity to enhance the services by an amount of up to \$1,000 in pre-approved upgrades that are contracted between the next of kin and the funeral home. Package options are defined below.

- Package A: \$5,000.00 Maximum – Burial/Memorial or Graveside/Same Day Visitation
- Package B: \$4,000.00 Maximum – Cremation/Memorial/Same Day Visitation
- Package C: \$2,500.00 Maximum- Direct Disposition – Burial
- Package D: \$2,000.00 Maximum – Direct Disposition – Cremation

****Note:** Cemetery costs are not included in packages

By moving to the above service packages, funeral expenditures would be reduced, although the amount of the reduction would be determined by which packages are selected most often.

Should Council wish to implement Option #4, the following recommendation would form part of Clause B found in Section 3.0 of this Report:

- i. THAT Staff BE DIRECTED to implement funeral service packages with defined services and maximums for assisted funeral services; and
- ii. THAT Staff BE DIRECTED to establish a Vendor of Record with all qualified funeral service providers, according to the following service inclusions for Brantford-Brant.

Comparison of Proposed Options

The comparison chart below offers an at-a-glance view of some of the key considerations for each proposed option. Absence of a check mark denotes that the option does not meet the specified consideration.

Considerations	Option #1 Status Quo	Option #2 Unclaimed Bodies Only	Option #3 Competitive Process for Services	Option #4 Service Packages
Decrease to 2021 municipal budget		✓	✓	✓
Does not Exceed Legislative Requirements		✓		
Service Options for Funeral Provider				✓
Client Choice	✓			✓
Reduces Administrative Burden for Municipality		✓	✓	

Table 2-Comparison of Proposed Options

8.5 Staff Recommendations

Regardless of which above option is chosen by Social Services Committee, staff recommends the following changes to the current funeral policy:

1. Pay actual verified crematorium transfer fees and coroner office transportation fees, where required, additional to maximum approved rates;
2. Update relevant documents accordingly, including current assisted funeral fee schedules, by-law, funeral inclusions, and assisted funeral, burial and cremation policies.
3. Remove the annual automatic cost of living increase.

4. Instead of automatic cost of living increases, review average funeral costs in 2 years and adjust rates depending on inflation and availability of funding.

9.0 Financial Implications

It is difficult to accurately forecast net funeral expenditures due to the unpredictability associated with the number of requests and the fluctuating amount of funeral recoveries. However, the number of assisted funerals provided, both low income and social assistance, have grown steadily for the past 4 years. Based on 2019 actuals the City incurred almost \$650,000 in funeral costs.

Therefore, in the best assessment of staff, Option #1 will create a potential pressure to the 2021 municipal budget. Although the amount of the budget increase cannot be estimated until later in 2020, as a reference point the amount of \$27,000 was added to the 2020 budget compared with 2019.

It is expected that Options #2 through #4 will not result in a municipal budget increase.

10.0 Conclusion

With the exception of providing assistance for unclaimed bodies, the City is not legally obligated to assist low income residents with the cost of burial or cremation. This is a compassionate service that is offered to residents which honours the deceased person and prevents funeral costs from burdening surviving family members. Over the last decade since the last review of funeral services, traditional funerals have become less popular and simpler, and more affordable options are commonly chosen by people from all walks of life.

As directed by Council, staff has undertaken a review of funeral services and costing options. Although the City's current maximum assisted funeral rates are significantly higher than the average paid in other municipalities, low income residents are receiving funerals in other communities at these lower rates. As a result of a thorough review of Municipal assisted funerals, Staff has provided Social Services committee with a range of possible options which include:

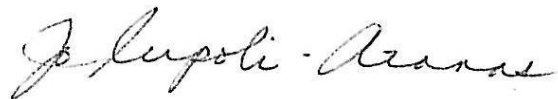
- Retaining the current 2009 framework and pricing structure;
- Providing the minimum legally required service, disposition of unclaimed remains;

- Two more moderate options which bring current rates and service inclusions more in line with comparator municipalities, and achieve cost savings while providing dignified and respectful funeral celebrations for deceased residents of Brantford-Brant.

Should Council approve one of the proposed options for assisted funeral service delivery and recommended changes proposed by Staff, documents including current assisted funeral fee schedules, by-law, funeral inclusions, and assisted funeral, burial and cremation policies will be updated accordingly.



Susan Evenden, Director
Social Assistance and Homelessness
Services



Jo Cupoli-Atanas, General Manager
Health and Human Services



Becky Lala, Manager
Social Assistance and Homelessness Services

Attachments (if applicable)

Appendix A – Indigent Funeral By-Law 41-2013

Appendix B – Assisted Funerals Presentation

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Agreement(s) or other documents to be signed by Mayor and/or City Clerk	<input type="checkbox"/> yes <input type="checkbox"/> no
Is the necessary by-law or agreement being sent concurrently to Council?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no

	TYPE OF FUNERAL															
	Direct Cremation				Cremation with Service				Direct Burial				Burial with Service			
	# Done in 2019	Average Cost	Highest Invoice	Lowest Invoice	# Done in 2019	Average Cost	Highest Invoice	Lowest Invoice	# Done in 2019	Average Cost	Highest Invoice	Lowest Invoice	# Done in 2019	Average Cost	Highest Invoice	Lowest Invoice
Vendor 1	6	\$2,560.00	\$2,627.90	\$2,312.03	15	\$5,275.90	\$5,895.16	\$5,119.40	1	\$2,569.85			0			
Vendor 2	6	\$4,533.22	\$4,650.16	\$4,334.29	10	\$4,793.37	\$6,278.20	\$4,115.16	1	\$3,642.41			0			
Vendor 3	18	\$4,099.37	\$4,650.16	\$3,609.04	20	\$4,781.25	\$5,323.06	\$4,319.94	0				3	\$4,351.76	\$4,352.56	\$3,990.16
Vendor 4	16	\$2,515.77	\$2,816.90	\$2,245.96	0				1	\$2,477.62			0			
Vendor 5	5	\$2,359.13	\$2,575.33	\$2,252.15	0				1	\$4,056.26			0			
Vendor 6	10	\$2,195.51	\$2,394.67	\$2,086.00	0				0				0			

Request for Decision

Gerry McCrory Countryside Sports Complex Hall of Fame EOI Results

Presented To:	Community Services Committee
Presented:	Monday, Aug 10, 2020
Report Date	Thursday, Jul 23, 2020
Type:	Managers' Reports

Resolution

THAT the City of Greater Sudbury approves the use of the former Hall of Fame space at the Gerry McCrory Countryside Sports Complex for arena operations as detailed in the report entitled "Gerry McCrory Countryside Sports Complex Hall of Fame EOI Results" from the General Manager of Community Development, presented at the Community Services Committee meeting on August 10, 2020.

AND THAT the capital funds required to support the space be considered through capital prioritization as part of the 2021 budget process.

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the area of Quality of Life and Place as it aligns with the Population Health Priorities of Families, Play Opportunities and Age Friendly Strategy. The addition of the new multi-purpose space will allow for major/national events, additional program and service space which would which will aid in the improvement of health and well-being of youth, families and seniors.

Report Summary

This report provides a brief background on the Hall of Fame space located at the Gerry McCrory Countryside Sports Complex and details the results of the EOI issued. The report recommends that the Hall of Fame Space be approved as a multi-purpose space for arena operations and required improvements be considered through capital prioritization as part of the 2021 budget process.

Financial Implications

Signed By

Report Prepared By

Jody Cameron
Manager of Arenas
Digitally Signed Jul 23, 20

Health Impact Review

Jeff Pafford
Director of Leisure Services
Digitally Signed Jul 23, 20

Division Review

Jeff Pafford
Director of Leisure Services
Digitally Signed Jul 23, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jul 23, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Jul 27, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jul 28, 20

There are no financial implications associated with this report.

Purpose

The purpose of this report is to provide Council with an update to the Expression of Interest (EOI) process completed for the former Hall of Fame space located at the Gerry McCrory Countryside Sports Complex (Countryside). At the March 18, 2019 Community Services Committee meeting, a resolution was approved directing staff to issue an EOI for the space previously allocated to the Greater Sudbury Sports Hall of Fame Committee at Countryside. This report also provides information on how the space has been utilized since constructed, and provides a recommendation to continue to use the space to support arena operations and events and considerations for capital improvements through the 2021 budget process.

Background

As part of the 2010 project to add a second ice pad at the Gerry McCrory Countryside Sports Complex, Council approved the inclusion of 5,000 square feet of additional programming space to be dedicated to the Greater Sudbury Sports Hall of Fame Committee. The space has remained vacant as the committee has not been able to secure necessary funding to develop the space. In November 2017, the Greater Sudbury Sports Hall of Fame committee advised the City that the group intends on locating the hall of fame at another facility. A report to the Community Services Committee presented on March 18, 2019 noted opportunities to utilize the space at Countryside for City of Greater Sudbury purposes or by third parties to generate financial and leisure benefits for the City. Direction was received to issue a Request for Expression of Interest (RFEI) to properly canvas the community for potential proponents.

The RFEI was issued on two different occasions. The first RFEI was issued on October 4, 2019 with closing date of October 31, 2019. One proposal was received, however after review of the proposal, it was deemed incomplete and not suitable for the space or facility. A second RFEI was issued on March 6, 2020. To help raise awareness of the RFEI, Arenas Section staff reached out to Economic Development and the local Chamber of Commerce advising them of the RFEI and requested support to communicate the opportunity with their contacts/members. In addition, information about the opportunity was sent to all arena users. The second RFEI did not generate any submissions.

With no plan takers and COVID-19 impacting the community the RFEI was cancelled on April 16, 2020.

Current Status of Gerry McCrory Countryside Space

The 5,000 square feet of programming space previously dedicated to the Greater Sudbury Sports Hall of Fame committee remains unfinished and vacant. The space has been informally utilized over the years to support the numerous tournaments and events hosted at the Gerry McCrory Countryside Sports Complex. The space has been used as program space for the 2019 Esso Cup, Canada's National Female Midget Championship. In addition, Greater Sudbury won the rights to host the 2020 Under 18 Canadian National Curling Championships at the facility, with the availability of the

former Hall of Fame space being a critical factor in the event bid. The space has also served as an area for pre-competition stretching for user groups at the facility.

Below is a summary of the use of the space and for what purpose:

Regular Users

- Dry land training area
- Team meetings
- Hockey photos
- Temporary hockey equipment storage (between games & try outs)
- Team Christmas gatherings
- End of season gatherings
- Pre delivered supplies storage
- Tournament storage
- Meal area
- Award ceremonies

Special Events

- Skate Canada events
- Hockey Canada Events (tournaments & development camps)
- Curling Canada events
- Speed Skating Canada events
- Laurentian University hockey events

Other

- Community engagement sessions
- Filming lunch room
- Staff training

Summary

Due to the lack of responses to the two (2) EOLs issued and the demonstrated need to utilize this space for arena operations it is recommended that the space be formally approved for arena use to support regular users and event organizers. The additional program space also supports physical distancing for facility events and activities in a COVID-19 environment.

In a review of the vacant space with Building Services, it has been noted that there are capital investment requirements for permanent occupancy, including fire separation work and emergency egress improvements. The value of these improvements is estimated at \$60,000. Current use of the facility has been permitted under temporary occupancy.

In addition, there is minor electrical work that needs to be completed, including the upgrading of light fixtures to commercial LED grade at an approximate cost of \$12,000.

Further, the existing floor is polished concrete and it is recommended that rubber sports flooring be installed over areas used for pre-game stretching and dryland training. Cost

would be approximately \$50,000 for rubber sports flooring. Once the sports flooring is installed there would be the opportunity to promote the space for training such as dryland training, team training, personal training, fitness classes, dance, yoga, etc.

Approximate amount to be identified for capital prioritization as part of the 2021 budget process would be \$127,000.

Resources Cited

Gerry McCrory Countryside Sports Complex Hall of Fame Space – Request for EOI
Community Services Committee (March 18, 2019)

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1351&itemid=16394&lang=en>

Greater Sudbury Sports Hall of Fame Presentation, City Council (November 1, 2017)

<http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=20656.pdf>

Sports Hall of Fame Update Report/Presentation, Community Services Committee (June 25, 2012)

<http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=1&id=549>

Countryside Arena Expansion/Sports Hall of Fame, City Council (November 24, 2010)

<http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=4869.pdf>

For Information Only

External Review - Occupancy Standards Local Rule

Presented To:	Community Services Committee
Presented:	Monday, Aug 10, 2020
Report Date	Wednesday, Jul 08, 2020
Type:	Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan as it relates to the Population Health Priorities of Housing, Holistic Health, and Age-Friendly Strategy.

Report Summary

The purpose of this report is to provide the results of a third party review of several major local rules at it relates to eligibility for rent-geared-to-income assistance that was conducted by the Housing Services Corporation. The report contains recommendations that were provided by the Housing Services Corporation and a legal opinion provided by Gowling WLG.

Financial Implications

This report has no financial implications.

Signed By

Report Prepared By

Jordan Nixon
Program Administrator Housing
Digitally Signed Jul 8, 20

Health Impact Review

Jordan Nixon
Program Administrator Housing
Digitally Signed Jul 8, 20

Manager Review

Cindi Briscoe
Manager, Housing Services
Digitally Signed Jul 8, 20

Division Review

Cindi Briscoe
Manager, Housing Services
Digitally Signed Jul 8, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jul 22, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Jul 23, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jul 28, 20

Purpose

The purpose of this report is to provide the results of a third party review of several major service manager local rules as it relates to eligibility for rent-geared-to-income (RGI) assistance. The third party review was conducted by the Housing Services Corporation (HSC), which is an Ontario-based non-profit organization that provides business expertise to all 47 service managers in Ontario as it relates to community housing. The local rules that were the focus of this review include: community safety (refusals by housing providers), tenant transfers between housing providers, applicant refusal of offers, selections & overhoused households, RGI calculation simplification, and occupancy standards.

Background

This review was requested from Community Services Committee (CSC) during the December 2nd, 2019 meeting (resolution # CS2019-25) as a result of the report titled, "Updates to the *Housing Services Act, 2011*".

HSC Review Summary

Attached to this report is Appendix A, the report entitled "Third Party Review of Occupancy Standards and Local Eligibility Rules that was conducted by HSC. This report contains three (3) main sections:

1. Summary of the legislation – as it relates to occupancy standards under the *Housing Services Act, 2011* (HSA) and Ontario Regulation 367/11 (O. Reg. 367/11);
2. Identification of industry best practices – analysis of local eligibility rules and occupancy standards of five (5) service managers with services areas comparable to the City of Greater Sudbury; and
3. Memorandum of legal analysis and opinion – from Gowling WLG (Canada) LLP regarding legal implications of establishing alternate local rules and the application of human rights law to eligibility rules. This legal analysis is included in Appendix A.

The review indicated that as a service manager under the *Housing Services Act, 2011*, the City of Greater Sudbury has an important responsibility to administer RGI assistance in an equitable and consistent manner. In addition, the review of occupancy standards across the City of Greater Sudbury and the five (5) service managers indicated that there is a great deal of consistency in the application of legislative references, occupancy standards and criteria for an additional bedroom, and appropriately implements the requirements of the HSA and *Ontario Regulation 367/11*.

The three (3) recommendations that were provided by HSC review and legal opinion of Gowling WLG were the following:

1. Consider the legal opinion of Gowling WLG when reviewing and updating any local rules. It is important to note that any provincial requirements/regulations take precedence over an occupancy standard adopted by a service manager;
2. The City of Greater Sudbury should continue to administer, implement, and distribute RGI assistance in an equitable and consistent manner, with particular consideration to overhoused and underhoused households, and reference local municipal occupancy by-laws; and
3. Update all relevant existing policies, directives, and procedures to reflect changes to the HSA and its regulations (including O. Reg. 367/11 and Ontario Reg. 298/01) and to ensure consistent application of these requirements and local rules.

Relation to Provincial Rules for Occupancy Standards

As stated in s. 42 of O. Reg. 367/11 of the HSA, local rules for service managers must comply with provincial occupancy standards. This provincial regulation states that a household may only be granted a larger unit that is reasonably necessary due to a disability or medical condition of the household. In addition, the occupancy standards must treat a child as a member of a household if it satisfies all three conditions: 1. is in attendance at a recognized educational institution, 2. lives with the household while not attending that educational institution, and 3. the child is dependent in whole or in part on the household for financial support.

The determination if a child is to be included as part of the household is conducted by verifying that there is a declaration signed by the parent and/or legal guardian or a signed legal court order that indicates sole custody. In situations where custody is unclear, children are deemed a part of the household if the parent and/or legal guardian is in receipt of the Child Tax Benefit for the child/children.

Any contradiction to these regulations, unless otherwise stated, would be in non-compliance of the *Housing Services Act, 2011*. As stated by the legal opinion of Gowling WLG, all provincial regulations take precedence over any local service manager local rules. In addition, as it is outlined by the legal opinion of Gowling WLG, s. 14 of the *Human Rights Code* permits the landlord or service manager to impose rules that are rationally connected to the goal of providing housing to as many eligible applicants as possible. Limiting an additional eligibility criteria based on age of household members would be in non-compliance of the HSA and *Human Rights Code*.

Next Steps

Housing Services staff will amend its related local rules to ensure they are in compliance with the recent changes in provincial legislation.

References

Housing Services Act, 2011

<https://www.ontario.ca/laws/statute/11h06>

Ontario Regulation 367/11: General

<https://www.ontario.ca/laws/regulation/110367>

Human Rights Code, R.S.O. 1990, c. H.19

<https://www.ontario.ca/laws/statute/90h19#BK16>

Community Services Committee Meeting, December 2nd, 2019, Updates to the Housing Services Act, 2011

<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=28068.pdf>



City of Greater Sudbury

Third Party Review of Occupancy Standards and Local Eligibility Rules

March 4, 2020

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1.

Introduction

Housing Services Corporation (HSC) has been retained to provide a third party review of the legislated requirements of the City of Greater Sudbury, with regard to occupancy standards and local eligibility rules for rent-geared-to-income (“RGI”) assistance.

Under the *Housing Services Act, 2011* the City of Greater Sudbury (the “City”), as a service manager, is required to establish occupancy standards for determining the size and type of unit permissible for a household receiving rent-geared-to-income assistance, in accordance with eligibility rules.

In September 2019, the Ministry of Municipal Affairs and Housing introduced amendments to the *Housing Services Act, 2011* and its regulations: Ontario Regulation 367/11: General and Ontario Regulation 298/01 Determination of Geared-to-Income Rent under Section 50 of the Act. A report entitled “Updates to Housing Services Act, 2011” was presented at the Community Services Committee meeting on December 2, 2019.

In addition, the *Housing Services Act, 2011* requires service managers to develop a ten (10) year plan to address housing and homelessness in its service area. At least every five (5) years, service managers must review their plans and amend as necessary. On November 18, 2019, the Community Services Committee approved the Housing and Homelessness Five (5) Year Updated Plan, as per resolution CS2019-19. One of the seven (7) priorities identified in the Plan is a need to improve housing access and affordability for low-income households.

To support the City’s efforts to best meet the needs of applicants and maximize the use of current housing assets, this third party review of occupancy standards and eligibility requirements includes the following:

- **Summarization of the legislation** with regard to occupancy standards under the *Housing Services Act, 2011* (the “Act”) and *Ontario Regulation 367/11* (the “Regulation”), including a summary of the amendments to the Regulation, as they relate to occupancy standards.
- **Identification of industry practices** in the establishment of local eligibility rules and occupancy standards, through the analysis of five (5) service managers with service areas comparable to the City of Greater Sudbury.
- **Memorandum of legal analysis and opinion** from Gowling WLG (Canada) LLP (“Gowling WLG”) regarding legal implications of establishing alternate local rules and the application of human rights law to eligibility rules. Included as **Attachment 1**.

2.

Review of legislative requirements

In April 2019, the Ontario government launched its Community Housing Renewal Strategy and announced changes to Regulations under the *Housing Services Act, 2011*. The amendments address the following:

- Community Safety
- Tenant transfers between different housing providers
- Provincial Rules on Refusal of Offers, Selections, and Over-housed households, and
- Rent-geared-to-income (RGI) calculation simplification.

Ontario's Community Housing Renewal Strategy is focused on affordable housing for low-income households and the non-profit, co-operative and municipal housing sector. The purpose of the Community Housing Renewal Strategy is to help sustain, repair, and grow the community housing system, recognizing there is an increasing need for community housing across Ontario.

Some of the changes to regulations under the *Housing Services Act, 2011* are in response to specific recommendations of the Auditor General to make waiting lists shorter by filling vacant units faster and helping people in need access units more quickly.

This section includes a review of the rules with regard to eligibility and occupancy standards, outlined under sections 42-43 of the *Housing Services Act, 2011* (the "Act") and Ontario Regulation 367/11 (the "Regulation"). The impact of amendments to the Regulation in-force January 1, 2020, as they relate to occupancy standards, is also noted.

The City of Greater Sudbury as service manager

The City is designated as a service manager under the Act as established by s. 8 of O. Regulation 367/11. As a service manager, the City must comply with the requirements of the Act and relevant regulations to address housing and homelessness in its service area.

Eligibility rules

Section 42(1) of the Act stipulates that eligibility for RGI assistance be determined in accordance with the following:

1. The **prescribed** provincial eligibility rules
2. The **local** eligibility rules made by the service manager

Prescribed provincial eligibility rules, as they relate to occupancy standards

Section 23 of the Regulation outlines the prescribed provincial eligibility rules for determining rent-geared-to-income assistance. On January 1, 2020 section 23 is amended by striking out "32.1" and substituting "32.2." as outlined below.

New provincial rule: Cessation of eligibility – refusal of offers

Effective January 1, 2020, the Regulation is amended to include a *new provincial rule* in section 32.2 and states that a household ceases to be eligible for rent-geared-to-income assistance if the household refuses an offer by the service manager for assistance in a unit where the unit:

- a) **meets the service manager's occupancy standards;** and
- b) is in a housing project for which the household has expressed a preference.

Further, section 32.2 provides that:

- If a household refuses an offer for a portable housing benefit it would not be considered as a refusal under this rule.
- Service managers may determine that a household remains eligible if the service manager is satisfied there are extenuating circumstances.

While the amendments come into force on January 1, 2020, the provincial rule on refusal of offers (commonly referred to as the “one offer” rule) begins to apply on a date chosen by the service manager that is *no later than January 1, 2021*.

Impact on current policies and procedures

Implementation of this new provincial rule will require service managers to update all directives, policies and procedures to reflect the change from the **previous minimum of three (3) offers** of RGI assistance to the new provincial rule of *one (1) offer* of RGI assistance, as per section 32.2 of the Regulation.

Local rules

Under section 42(2) of the Act, the City has the ability and responsibility to establish local rules for determining eligibility for RGI assistance on prescribed matters set out in subsection 33(1) of the Regulation. On January 1, 2020 subsection 33(1) of the Regulation is amended by striking out “34 to 39” and substituting “34 to 38” as outlined below.

Revocation of local rule – refusal of offers

Section 39 of the Regulation allowed service managers to make a local rule providing that a household would no longer be eligible for RGI assistance if a household refused a *minimum of three offers* of RGI assistance from a service manager.

Effective January 1, 2020, section 39 of the Regulation is revoked and any local rule made under this section may only continue to apply until the service manager implements the new provincial rule on refusal of offers, as outlined above, no later than January 1, 2021.

Impact of amendment(s) on current policies and procedures

As noted above, implementation of this new provincial rule will require service managers to update all directives, policies and procedures to reflect the change from the **previous minimum of three (3) offers** of RGI assistance to the new provincial rule of *one (1) offer* of RGI assistance from the service manager, as per section 32.2 of the Regulation.

Amendment to local rule – ceasing to meet occupancy standards

Section 38 of the Regulation allows a service manager to establish a local eligibility rule that a household ceases to be eligible for RGI assistance if the household occupies a unit that is larger than the largest size permitted under the service manager's occupancy standards.

The rule must indicate that the household is **not ineligible**

- a) until a year after it is notified by the service manager that it occupies a unit that is larger than permitted, and
- b) if it is following the process specified in the rule or by the service manager to be transferred to a unit that is permissible under the service manager's occupancy standards.

On January 1, 2020, section 38 of the Regulation is amended and states that the process to be transferred set out in the rule or specified by the service manager must provide that,

- a) a household ceases to be eligible if, after a year from being notified that it is in a unit that is larger than permitted, it refuses an offer to transfer to another unit that is permissible under the service manager's occupancy standards; and
- b) a service manager may determine that the household remains eligible if the service manager is satisfied that there are extenuating circumstances.

Impact of amendment(s) on current policies and procedures

The amendment to section 38 is consistent with the new provincial "one offer" rule. Particular attention should be given to local rules regarding overhoused households and policy and procedure references to the number of offers a household is entitled to under the local rule.

Occupancy standards

Under section 43 of the Act, service managers must establish occupancy standards for determining the size and type of unit permissible for a household receiving RGI assistance. The occupancy standards must comply with the **following prescribed requirements** outlined in section 42 of the Regulation:

1. The standards must provide for the household to be permitted a larger unit than would otherwise be permitted if a larger unit is reasonably necessary due to a disability or medical condition of a member of the household.
2. The standards must treat a child of a member of a household as a member of the household, for the purposes of the occupancy standards, if the child,
 - i. is in attendance at a recognized educational institution and, while in attendance, does not live with the household,
 - ii. lives with the household while not attending that educational institution, and
 - iii. is dependent, in whole or in part, on the household for financial support. O. Reg. 367/11, s. 42 (1).

(2) In subparagraph 2 i of subsection (1),

"recognized educational institution" means any of the following or a similar institution outside Ontario:

1. A school, as defined in the *Education Act*.
2. A university.

3. A college of applied arts and technology established under the *Ontario Colleges of Applied Arts and Technology Act, 2002*.
4. A private career college, as defined in the *Private Career Colleges Act, 2005*.
5. A private school, as defined in the *Education Act*, for which a notice of intention to operate has been submitted to the Ministry of Education in accordance with that Act. O. Reg. 367/11, s. 42 (2).

Section 46 of the Act states that service managers must determine the size and type of unit that would be permissible if the household receives RGI assistance. The service manager's determination of size and type of unit must be made in accordance with the occupancy standards established under section 43 of the Act.

Impact of amendment(s) on current policies and procedures

At the time of this review, there were no amendments to sections 42 or 46 of Ontario Regulation 367/11.

Implications of amendments

To ensure compliance with the amendments to the Regulation outlined in this review, service managers will need to update existing directives, policies and procedures. The City's affected policies and procedures could include, but are not limited to, the following:

- Occupancy Standards for RGI Households
- Local rule - Overhoused Households
- Local rule – Ineligible for RGI due to three refusals
- Eligibility for Modified Units
- RGI application form

3.

Review of industry practices

In order to identify industry practices in the establishment of occupancy standards, the relevant policies/directives of five other services managers were reviewed and compared to those of the City.

Approach

The City used the following criteria when identifying and selecting suitable service manager areas for this review:

1. The service manager area has **similar socio-demographics** to Greater Sudbury (as it relates to population size and/or # of community housing RGI units), or;
2. The City of Greater Sudbury has **referenced the local rules of the service manager** area in the past in the development and/or updating of its own local rules because their rules strongly reflect the requirements in the Act.
3. The service manager area is a **participant of the Municipal Benchmarking Network Canada** (MBN Canada). MBN Canada is a partnership between Canadian municipalities that believe in the power of measurement to inspire continuous improvement in the delivery of services to communities. Partner municipalities identify and collect consistent and comparable data in their municipal service areas; report the findings annually, and; analyse the results to see how they measure up. The City of Greater Sudbury has been an MBN Canada participant since 2017.

The following service manager areas met one, or both, of the aforementioned criteria and have been included as part of this review:

- Hamilton
- Kingston
- London
- Ottawa, and
- Peterborough

Key areas of comparison

1. Legislative references

All five service manager areas reference section 43 of the Act in their respective policies/directives regarding Occupancy Standards, particularly with regards to the service manager's mandate to establish occupancy standards. Likewise, all of the policies reviewed also refer to section 42 of the Regulation – Occupancy standards requirements.

Similar to the City of Greater Sudbury, both Kingston and London also refer to the following legislation when defining recognized education institution in their policies:

- *Ontario Colleges and Applied Arts and Technology Act, 2002*
- *Private Career Colleges Act, 2005*
- *Education Act*

The City of Ottawa is the only service manager area reviewed to make reference in its occupancy standards to other sections, beyond those listed above, of the Act and Regulation.

2. Occupancy standards (largest/smallest unit size)

The policies of all five service managers use similar wording to describe the use of occupancy standards for determining the size and type of unit permissible for a household receiving RGI assistance.

There was however, some variation in terms of the level of detail provided by the service managers when outlining the smallest and largest unit for which an RGI household is eligible. The policies ranged from including a detailed chart with all possible household types (sizes) and corresponding smallest/largest unit size, to referencing the provincial occupancy standards originally defined in Social Housing Reform Act (SHRA) O. Ref 298/01.

What is the <u>largest</u> unit that a <u>single person household</u> is eligible for under the service manager's occupancy standards?	
City of Hamilton	One bedroom
City of Kingston	One bedroom
City of London	One bedroom
City of Ottawa	One bedroom
City of Peterborough	One bedroom
City of Greater Sudbury	One bedroom

Regardless of the level of detail provided in the occupancy standards, all five service managers defined the largest unit that a single person household receiving RGI assistance is eligible for as being a one bedroom unit.

Over-housed households

In addition to the occupancy standards, four of the five service managers also have local rules for over-housed households. The City of Ottawa differs only in that the over-housed rule and Occupancy Standards are addressed in the same policy document.

Over-housed households were similarly defined by all five service managers as being households in receipt of RGI assistance who occupy units larger than permitted under local Occupancy Standards. The intent of the local rule being to ensure a process whereby households in receipt of RGI assistance are housed in appropriately sized units, in order to remain eligible for RGI assistance.

Does the service manager have a local rule for households ceasing to meet occupancy standards (over-housed households)?	
City of Hamilton	NO*
City of Kingston	YES
City of London	YES
City of Ottawa	YES (part of Occupancy Standards)
City of Peterborough	YES
City of Greater Sudbury	YES

**While this service manager does not have a specific local rule regarding over-housed households, the occupancy standards clearly define over-housed household as being “a tenant or co-op member in receipt of RGI or rent supplement who occupies a unit that is larger than the largest unit for which they are eligible under the occupancy standards” which Hamilton has set as one bedroom for single person households.*

Under-housed households

All five service managers similarly described households in receipt of RGI assistance that occupy a unit of a size that is smaller than the smallest unit for which they are eligible as being considered under-housed.

While under-housing households in receipt of RGI assistance is not standard practice among the service managers reviewed, it was noted that under certain conditions households may choose to be under-housed. In reference to under-housed households, four of the five service managers further noted that the occupancy could not violate any local municipal by-laws, and cited the specific by-law.

Does the policy reference local municipal occupancy by-laws/building codes?	
City of Hamilton	YES
City of Kingston	YES
City of London	YES
City of Ottawa	YES
City of Peterborough	NO
City of Greater Sudbury	NO

3. Criteria for an additional bedroom

All of the five service managers outline circumstances when a household receiving RGI assistance is permitted an additional bedroom than would otherwise be permitted by the Occupancy Standards.

Does the policy specify special circumstances/criteria when a household receiving RGI assistance is permitted a larger unit than would otherwise be permitted by the occupancy standards?	
City of Hamilton	YES
City of Kingston	YES
City of London	YES
City of Ottawa	YES
City of Peterborough	YES
City of Greater Sudbury	YES

The common criteria for an additional bedroom outlined by the service managers reviewed are:

- Documented disability or medical
- Child-related

4.

Executive Summary of Legal Opinion

A Memo of legal analysis and opinion from Gowling WLG (Canada) LLP (“Gowling WLG”) regarding legal implications of establishing alternate local rules and the application of human rights law to the eligibility rule is included as **Attachment 1**. The Executive Summary from this legal analysis and opinion is provided below.

Executive Summary

1. **If a service manager creates a local eligibility rule that differs from the prescribed provincial eligibility rules, which rule would take precedence?**

The provincial eligibility rules take precedent over a local rule if the local rule conflicts with the provincial eligibility rules. A court would consider whether the rules actually conflict, and they are permitted to differ as long as they do not conflict.

2. **If a service manager creates an occupancy standard that differs from the prescribed provincial requirements, which would take precedence?**

The prescribed provincial requirements take precedence over an occupancy standard adopted by a service manager.

3. **How will the *Human Rights Code* and other applicable human rights law impact changes to eligibility rules (regardless of whether rule changes are made at the provincial level or locally)?**

While the *Human Rights Code* (the “Code”) applies to the provision of subsidized housing, s. 14 of the Code permits the landlord or manager to impose rules that are rationally connected to the goal of providing housing to as many eligible applicants as possible.

For example, there is a strong case that setting a minimum occupancy for a unit or limiting larger units to larger families would be protected from challenge because of s. 14 of the Code. An individualized analysis will be required, especially where there is evidence of a need for a larger unit due to disability or medical need. Further, s. 42(1) of Ontario Regulation 367/11 requires that a larger unit be provided due to a disability or medical condition and in situations where there is a child dependent who attends a school elsewhere but lives at home when not in school. Flexibility in local eligibility rules is required to permit an individualized analysis to ensure that statutory and regulatory requirements are met.

5.

Recommendations arising from the analysis

As a service manager under the *Housing Services Act, 2011*, the City of Greater Sudbury has an important responsibility to establish local rules in order to administer, implement and distribute rent-gear-to-income assistance in an equitable and consistent manner. The Act establishes the service manager's authority to make local eligibility rules, which are relevant to local circumstances.

The review of occupancy standards of five (5) other jurisdictions demonstrates that there is a great deal of consistency in the application of the legislative references, occupancy standards and criteria for an additional bedroom in the implementation of the requirements under the Act and the Regulations. Where there are differences across the five service managers it is in how these requirements are documented. The review of the other service manager areas suggests that a best practice would be to ensure consistency across all policies, directives and procedures.

Based on the legal analysis and opinion of Gowling WLG, and HSC's review of occupancy standards from other service manager areas, it is recommended that the City of Greater Sudbury:

1. **Consider the legal opinion provided by Gowling WLG** when reviewing and updating any local rules and occupancy standards. In particular, note, "the prescribed provincial requirements take precedence over an occupancy standard adopted by a service manager."
2. Continue to administer, implement and distribute RGI assistance in an **equitable and consistent** manner, with particular consideration to:
 - (i) Ensuring households are not over-housed. Active efforts should be made to meet the needs of applicants while maximizing the use of existing housing assets.
 - (ii) Ensuring households are not under-housed. Ensure procedures are in place to allocate the adequate and appropriate unit size to eligible households. If a household may choose to be under-housed, stipulate parameters for the resulting occupancy (e.g. reference local municipal by-laws that the occupancy must be in accordance with).
3. **Update existing policies, directives and procedures** to reflect changes under the *Housing Services Act, 2011* and its regulations: Ontario Regulation 367/11: General and Ontario Regulation 298/01 Determination of Geared-to-Income Rent under Section 50 of the Act to ensure the consistent application of these requirements and the local rules.

Attachment 1:
Memorandum of legal analysis and opinion from Gowling WLG (Canada)
LLP

SENT BY E-MAIL

MEMORANDUM

Roberto D. Aburto
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File no. K0563118

To: City of Greater Sudbury (the "City")
cc: Housing Services Corporation
Re: Housing Services Act, 2011 Opinion on Occupancy Standards
Date: February 20, 2020

Executive Summary

1. **If a service manager creates a local eligibility rule that differs from the prescribed provincial eligibility rules, which rule would take precedence?**

The provincial eligibility rules take precedent over a local rule if the local rule conflicts with the provincial eligibility rules. A court would consider whether the rules actually conflict, and they are permitted to differ as long as they do not conflict.

2. **If a service manager creates an occupancy standard that differs from the prescribed provincial requirements, which would take precedence?**

The prescribed provincial requirements take precedence over an occupancy standard adopted by a service manager.

3. **How will the *Human Rights Code* and other applicable human rights law impact changes to eligibility rules (regardless of whether rule changes are made at the provincial level or locally)?**

While the *Human Rights Code* (the "Code") applies to the provision of subsidized housing, s. 14 of the Code permits the landlord or manager to impose rules that are rationally connected to the goal of providing housing to as many eligible applicants as possible.

For example, there is a strong case that setting a minimum occupancy for a unit or limiting larger units to larger families would be protected from challenge because of s. 14 of the Code. An individualized analysis will be required, especially where there is evidence of a need for a larger unit due to disability or medical need. Further, s. 42(1) of Ontario Regulation 367/11 requires that a larger unit be provided due to a disability or medical condition and in situations where there is a child dependent who attends

a school elsewhere but lives at home when not in school. Flexibility in local eligibility rules is required to permit an individualized analysis to ensure that statutory and regulatory requirements are met.

Background

The *Housing Services Act, 2011* (the “Act”) establishes the legislative framework for social housing in Ontario. Under the Act, 47 Service Managers (municipalities and district social services administration boards) are required to administer waiting lists for rent geared-to-income (RGI) assistance in social housing in their service area, in compliance with detailed rules. Section 6 of Ontario Regulation 367/11, made under the Act (the “Regulation”), establishes the City as a Service Manager. Sections 120-125 of the Act establish the Housing Services Corporation.

The Housing Services Corporation is working with the City to review local eligibility rules and occupancy standards for community based planning and delivery of housing and homelessness services in the City. The permitted content of local eligibility rules is governed by s. 42 of the Act, while the permitted content of occupancy standards is governed by s.43. Accordingly, this opinion focuses on these two sections of the Act and the corresponding prescribed requirements in the Regulation.

There have been recent changes to relevant regulations. Elements of the Regulation governing eligibility for rent-geared-to-income came into force on January 1, 2020.¹ Our analysis in this opinion focuses on the Regulation, since there is limited if any impact of the prior regulations and other associated regulations.

In preparing this opinion, we have had a discussion with the Housing Services Corporation, and reviewed relevant legislation and regulations, legal secondary sources and the Policy Statement: Service Manager Housing and Homelessness Plans issued by the Minister. If any of the information relied upon in this opinion changes, then this may alter our opinion.

Analysis

Statutory interpretation analysis requires consideration of: (1) common law; (2) a plain reading giving the words of statute their ordinary meaning in context (in this case, the Act and corresponding regulations); and (3) may include consideration of other statutory interpretation principles and tools, including Hansard debates before the legislature.

There were no reported decisions in relation to ss. 42 and 43 of the Act or relevant regulations. A review of the Hansard in relation to ss. 42 and 43 of the Act reveals that there was no reference to the relevant provisions of the Act; therefore, this opinion focuses on the plain reading of the statute, pursuant to the principles of statutory interpretation. The July 2016 Policy Statement on Service Manager Housing and Homelessness Plans, which was issued by the Minister pursuant to s. 5(1) of the Act, does not address the issues raised in this opinion. The Regulation also does not alter the analysis interpreting ss. 42 and 43 of the Act.

1. If a service manager creates a local eligibility rule that differs from the prescribed provincial eligibility rules, which rule would take precedence?

¹ Furthermore, Ontario Regulation 316/19 will also come into force on July 1, 2020, and will replace Ontario Regulation 298/01.

Section 42(1) of the Act provides that eligibility rules must be established in accordance with prescribed provincial eligibility rules; and local eligibility rules made by the service manager. Section 42(3) of Act provides that: "the local eligibility rules must comply with the prescribed requirements." Based on a plain reading of s. 42(3) alone, the local eligibility rules may not conflict with the provincial eligibility rules. The use of the word "shall" is mandatory, meaning there is no discretion and local eligibility rules therefore must comply with the provincial eligibility rules (being one of the prescribed requirements).

Further, a plain reading of s. 42(4) of the Act provides that a local eligibility rule **does not apply** to the extent that it conflicts with a provincial eligibility rule:

Conflicts

(4) A local eligibility rule does not apply to the extent that it conflicts with a provincial eligibility rule, unless the provincial eligibility rule provides otherwise.

The language is express, making it clear from a plain reading that the local eligibility rules may not conflict with any provincial eligibility rule. Further, this provision reflects the established legal principle that municipalities are creatures of provincial statute, and may only exercise those powers explicitly conferred upon them by statute.² It also mirrors the language of s. 14 of the *Municipal Act*, which is analogous as it provides that any municipal by-law is of no force and effect to the extent that it conflicts with a provincial or federal act, regulation, or "instrument of a legislative nature":

Conflict between by-law and statutes, etc.

14 (1) A by-law is without effect to the extent of any conflict with,

- (a) a provincial or federal Act or a regulation made under such an Act; or
- (b) an instrument of a legislative nature, including an order, licence or approval, made or issued under a provincial or federal Act or regulation. 2001, c. 25, s. 14.

(2) Without restricting the generality of subsection (1), there is a conflict between a by-law of a municipality and an Act, regulation or instrument described in that subsection if the by-law frustrates the purpose of the Act, regulation or instrument. 2006, c. 32, Sched. A, s. 10.

In short, s. 42(4) of the Act is clear that a provincial eligibility rule will take precedence over a local eligibility rule, to the extent the two rules conflict.

However, courts have been clear that municipal powers are to be read broadly and purposively, and that a municipal instrument is presumed to have been validly enacted absent a clear demonstration that it is beyond the municipality's powers. This approach extends to issues of conflict between municipal and provincial instruments, as courts will attempt to find a harmonious reading of the two instruments that avoids conflict. The Ontario Court of Appeal has been clear that a conflict will only exist if:

² *Magder v. Ford*, 2013 ONSC 263 (Div Ct.) at para 64

- 1) a person cannot simultaneously comply with both the municipal and provincial instrument (known as the impossibility of dual compliance test); and/or
- 2) the municipal instrument frustrates the purpose of the legislature in enacting the conflicting statute.³

Therefore, ss. 42(3) and (4) of the Act provide that a local eligibility rule is not permitted to conflict with provincial eligibility requirements.

2. If a service manager creates an occupancy standard that differs from the prescribed provincial requirements, which would take precedence?

Section 43(1) of the Act requires a service manager to establish occupancy standards for determining the size and type of unit permissible for a household receiving assistance pursuant to eligibility rules. Section 43(2) provides that the occupancy standards must comply with all prescribed requirements. This means that occupancy standards cannot conflict with provincial eligibility rules, as that is a prescribed requirement in the Act.

Section 46(1) of the Act provides that the service manager must determine the size and type of unit permissible, and that determination must be in accordance with the occupancy standards set out pursuant to s. 43(1) of the Act.

A potential challenger against occupancy standards would need to meet a high threshold. Assuming that the City adopts the occupancy standards through a by-law, a challenge would need to demonstrate that the by-law was passed in bad faith or *ultra vires* the City's statutory authority.⁴

To minimize any potential challenges, thorough analysis should be included in any staff report or consulting report that justifies the occupancy standards that are chosen. For example, by the City conducting a third party review of its current occupancy standards and those of other service managers, any risk of a successful challenge against the City's by-law is greatly reduced. Considering relevant policy factors, such as financial implications of the occupancy standards and eligibility rules is helpful to demonstrate the validity of any by-law adopting occupancy standards.

3. **How will the Human Rights Code and other applicable human rights law impact changes to eligibility rules (regardless of whether rule changes are made at the provincial level or locally)?**
 - a. **Example: A municipality has a local rule limiting the maximum size of a unit to 1 bedroom for a household with 1 resident. The resident is requesting that they be eligible for a 2 bedroom unit so that they have room in case a relative visits overnight to provide occasional support to the resident (such as taking them to appointments, etc.). Would human rights law provide a duty to accommodate that overrides the local rule (even if the local rule is in compliance with the Act)?**

³ *Croplife Canada v. Toronto (City)* [2005] OJ No. 1896 (ONCA) at para 60.

⁴ Section 273 of the *Municipal Act, 2001* provides the mechanism for challenging a by-law. For the test on challenging a by-law, see *RSJ Holdings v. London (City)*, 2007 SCC 29.

Human Rights Legislation

The Supreme Court of Canada has consistently held that human rights legislation has a fundamental and quasi-constitutional status.⁵ The Ontario Code⁶ has primacy over all other legislation in Ontario, unless the other legislation specifically exempts the applicability of the Code.⁷ The exemption does not apply in the present situation. The powers granted by the Act to determine eligibility and occupancy requirements are consequently subject to the Code.

The applicability of the Code is specifically recognized in the context of rental housing. All landlords are required to comply with its provisions, in accordance with s. 2(1):

Every person has a right to equal treatment with respect to **the occupancy of accommodation**, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability or the receipt of public assistance.⁸ (emphasis added)

Application of the Code to Occupancy and/or Eligibility Standards

Landlords are permitted to set rules and requirements for occupancy or eligibility, so long as those rules and requirements do not constitute discrimination on one of the protected grounds listed in s. 2(1) of the Code.

Discrimination can be direct, i.e. “no unmarried couples need apply” or indirect, i.e. a criteria or requirement that has the impact of discriminating against individuals on the basis of a protected ground, e.g. family status, marital status, disability or race.

In certain cases, a “special program” may be set up to “relieve hardship or economic disadvantage or to assist disadvantaged persons or groups to achieve or attempt to achieve equal opportunity.”⁹ Discrimination may be permitted if it is to ameliorate the situation of a disadvantaged group under the rubric of a “special program.”

The Ontario Human Rights Commission (OHRC) approved its own *Human Rights and Rental Housing*¹⁰ policy on July 21, 2009. While the OHRC’s policies are not legally binding, they have significant weight. The OHRC comments that s. 14 of the Ontario Code permits the use of special

⁵ See, e.g., *A. v. B.*, 2002 SCC 66 at para 44.

⁶ RSO 1990, c. H.19, as amended.

⁷ *Ibid.*, s. 47(2).

⁸ Note that there are certain exceptions to the prohibition against discrimination in accommodation set out in the Code. Where the owner/landlord must share a bathroom or kitchen with tenants, the owner is exempt from compliance with the right under the Code to equal treatment with respect of the occupancy of residential accommodation without discrimination (s.21(1)). The same applies on the basis of sex where the occupants of residential accommodation are all of the same sex (s.21(2)). Furthermore, landlords are permitted to request income information, credit checks, credit references, rental history, guarantees or other similar information in selecting prospective tenants without that request being discriminatory (s.21(3)). We do not consider these relevant for the purposes of this analysis.

⁹ Ontario Human Rights Code, s. 14

¹⁰ Published July 21, 2009 and available at

http://www.ohrc.on.ca/sites/default/files/attachments/Policy_on_human_rights_and_rental_housing.pdf (accessed January 20, 2020).

programs in housing to “relieve hardship or economic disadvantage or to help disadvantaged people or groups achieve equal opportunity. Creating special programs is one step that governments can take to address the shortage of adequate and affordable housing.”¹¹ These special programs may have “restrictions within the program [that] are rationally connected to the objective of the program.”¹²

The applicability of occupancy or eligibility criteria set by co-ops or landlords of subsidized housing has been considered from a human rights perspective, frequently in British Columbia. Because the protection provided by the British Columbia Human Rights Code is similar to the Ontario Code, British Columbia case law is very helpful in Ontario.¹³ A recurring issue has been whether a housing provider can insist on a **minimum** occupancy for a particular size of unit. This was explicitly addressed in the two cases discussed below.

In *Bone v. Mission Co-op Housing Association*,¹⁴ a widowed member of the co-op was asked to move from a two-bedroom suite to a one-bedroom suite following the death of his wife. The request was made in accordance with the co-op’s “overhousing policy,” which required that two-bedroom units be occupied by two adults. The complainant established *prima facie* discrimination on the basis of marital status, but the BC Human Rights Tribunal concluded that the “overhousing policy” was **rationally connected to the co-op’s purpose**, which was to provide suitable housing for seniors of modest income. The purpose of the policy was to **maximize the available housing in a situation of housing scarcity**.

In *Dubois v. Benryk Mews Housing Co-op*,¹⁵ a couple with one child challenged a policy that required that spouses share a bedroom. In short, the family was only entitled to a two-bedroom unit. Although this was clearly discriminatory on the basis of marital or family status, the BC Human Rights Tribunal determined that the policy was justified. The purpose of the co-op was to provide low-income housing to as many people as possible and there was a lengthy waiting list for affordable units.

The size of a unit may also be an issue where there is an issue of disability. In *Shortts v BC Housing Management Commission*,¹⁶ the complainant suffered from a physical disability and requested a move from her bachelor unit to a one-bedroom unit. The move was denied by the landlord as priority for one-bedroom units was given to couples. As the complainant was not able to provide **medical evidence** that she required more space for her disability and BC Housing had provided her other forms of accommodation, the Tribunal dismissed her complaint. The BC Housing authority was not required to provide the perfect accommodation or solution to her disability needs.

Finally, excluding applicants because there may be too many occupants for a unit may also be challenged on the basis of Code. In *Fakhoury v. Las Brisas Ltd.*,¹⁷ the tribunal held that a policy requiring a four-person family (one parent and three children) to rent at least a three-bedroom unit was discriminatory and not reasonably justified. The tribunal disagreed with the landlord that the rule was necessary to control population density in the building. The landlord admitted it permitted four-person

¹¹ *Ibid.*, at pp. 53-54.

¹² *Ibid.*, at p. 54.

¹³ *Human Rights Code*, RSBC 1996, c. 210, ss. 8, 10.

¹⁴ 2008 BCHRT 122.

¹⁵ 2012 BCHRT 224.

¹⁶ 2019 BCHRT 26.

¹⁷ 1987, Ont. BD. Of Inquiry, 8 CHRR D/4028.

families that included two adults to occupy two-bedroom apartments. Therefore, it was clear that it was the type of family and not the number of people that was the fundamental issue.

CONCLUSION

While the Code applies to the provision of subsidized housing, s. 14 of the Code permits the landlord or manager to impose rules that are rationally connected to the goal of providing housing to as many eligible applicants as possible. Therefore, setting a minimum occupancy for a unit or limiting larger units to larger households would be protected under s. 14 of the Code.

An individualized analysis will be required, especially where there is evidence of a need for a larger unit due to disability or medical need. In particular, s. 42(1) of Ontario Regulation 367/11 requires that a larger unit be provided due to a disability/medical condition and in situations where there is a child dependent who attends a school elsewhere but lives at home when not in school. Therefore, flexibility in local eligibility rules is required to permit an individualized analysis to ensure that statutory and regulatory requirements are met.



ROBERTO ABURTIS

APPENDIX "A" – Applicable Statutory Provisions

Housing Services Act, 2011, SO 2011, c 6, Sch 1

Rent-Geared-to-Income Assistance

Eligibility rules

42 (1) Eligibility for rent-geared-to-income assistance shall be determined in accordance with the following:

1. The prescribed provincial eligibility rules.
2. The local eligibility rules made by the service manager. 2011, c. 6, Sched. 1, s. 42 (1).

Limits of local rules

(2) A service manager may make local eligibility rules only with respect to the prescribed matters. 2011, c. 6, Sched. 1, s. 42 (2).

Prescribed requirements for local rules

(3) The local eligibility rules must comply with the prescribed requirements. 2011, c. 6, Sched. 1, s. 42 (3).

Conflicts

(4) A local eligibility rule does not apply to the extent that it conflicts with a provincial eligibility rule, unless the provincial eligibility rule provides otherwise. 2011, c. 6, Sched. 1, s. 42 (4).

Occupancy standards

43 (1) A service manager shall establish occupancy standards for determining the size and type of unit permissible for a household receiving rent-geared-to-income assistance. 2011, c. 6, Sched. 1, s. 43 (1).

Prescribed requirements

(2) The occupancy standards must comply with the prescribed requirements. 2011, c. 6, Sched. 1, s. 43 (2).



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For Information Only

City of Greater Sudbury Housing and Homelessness Plan Annual Update

Presented To: Community Services Committee

Presented: Monday, Aug 10, 2020

Report Date: Tuesday, Jul 14, 2020

Type: Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the areas of Housing and Create a Healthier Community as it aligns with the Population Health Priorities of Families, Resiliency and Housing. The Housing and Homelessness Plan Update provides actions that address homelessness, and subsidized / affordable housing as well as planning initiatives that have taken place in 2019 in the community.

Report Summary

This report provides an update on actions taken in 2019 as they relate to Homelessness, Planning, Social Housing and community partners within the Housing and Homelessness Annual Update.

Financial Implications

There are no financial implications associated with this report as costs associated with achieving the priorities are included in base operating budgets.

Signed By

Report Prepared By

Jason Nelson
Coordinator of Community Initiatives and Quality Assurance
Digitally Signed Jul 14, 20

Health Impact Review

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Manager Review

Cindi Briscoe
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Division Review

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Financial Implications

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Recommended by the Department

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Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
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Purpose

The Housing Services Act (HSA), 2011 and the Long Term Affordable Housing Strategy Update required Service Managers to create a comprehensive, multi-year Housing and Homeless Plan (the Plan) for local housing and homelessness services by January 1, 2014 and requires an annual update on its status. This report provides the required annual update regarding the Plan.

Background

The Plan addresses areas of provincial interest while guiding municipalities in creating a flexible, community-centred housing and homelessness system. City of Greater Sudbury Council approved Greater Sudbury's original Housing and Homelessness Plan on November 18, 2013, and the Five (5) Year Updated Plan on November 18, 2019. The Plans were reviewed by the Minister of Municipal Affairs and Housing to ensure that they met all legislated requirements. Each year an update of the Plan must be reviewed by Council and submitted to the Minister.

Planning, Housing, Social Services staff along with community members have been working together over a number of years to coordinate and harmonize local housing and homelessness programs, and have established the Homelessness Network to coordinate delivery of various services. These Divisions and community partners will continue to collaborate with partners and stakeholders while moving the housing and homelessness system to a more coordinated, people-centred system.

The goal of the City's Housing and Homelessness Plan is to ensure systems are in place along the full housing continuum to facilitate citizen access to affordable housing. The Plan's guiding principle is to continue to support community based delivery of housing and homelessness services.

Priorities

The City of Greater Sudbury's Housing and Homelessness Plan identifies seven (7) priority areas:

1. There is a need to improve housing options across the housing continuum;
2. There is a need to improve housing access and affordability for low income households;
3. There is a need to strengthen approaches to preventing homelessness, increase the diversity of emergency shelter options and support individuals with multiple barriers in obtaining and maintaining their housing;
4. There is need for additional supportive services coupled with permanent housing (both supportive housing and supports in private homes);
5. There is a need to improve co-ordination, collaboration and partnerships among

a broad range of stakeholders;

6. There is a need for an Indigenous Housing and Homelessness Strategy in the Community; and

7. There is a need to monitor and report on progress towards meeting the Housing and Homelessness Plan objectives and targets.

Planning, Housing, and Social Services along with community partners have developed actions and objectives to address the priorities. Appendix A – Housing and Homelessness Priorities Update 2019 provides details on each priority, including the objectives, actions taken, and actions planned.

Analysis

As part of the Long Term Affordable Housing Strategy Update, the Province made several commitments related to performance measures and reporting. One of the commitments requires Service Managers to publicly report on an annual basis the progress of the Plans based on the previous year's activities. This is intended to enhance local transparency and accountability, while ensuring the local communities remain engaged through regular progress updates. Highlights of the Plan can be reviewed in the Homelessness Report Card.

Next Steps

Planning, Housing, Social Services will continue to work in collaboration with key stakeholders to meet the objectives within the priority areas identified in the Plan and will report back to the Community Services Committee annually on the measures taken and the progress made.

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#	Priority	Objectives	Completed in 2019	Planned for 2020
1	There is a need to improve housing options across the housing continuum.	<p>Improve and maintain the existing housing stock.</p> <p>Improve the accessibility of new housing and full utilization of existing housing stock.</p> <p>Increase the diversity of affordable housing options.</p> <p>Increase community acceptance of and provide consistent support for multi-residential housing.</p>	<p>One of the strategic objectives and goals of City Council is Housing. The goal reflects Council's desire to ensure all citizens, especially vulnerable populations, feel welcome and supported, have access to safe, affordable, and suitable housing options in the community.</p> <p>Council's goals are to:</p> <ul style="list-style-type: none"> • Expand affordable housing options • Revitalize and improve existing housing stock • Develop innovative solutions to support a range of housing choices, and • Foster supportive infrastructure that encourages community housing's goals. <p>Phase 1 of the five-year review of the City's Official Plan was approved by the Ministry of Municipal Affairs and Housing on April 26, 2019.</p> <p>A new Section has been added to the Official Plan as part of the Phase 1 amendment, which speaks to planning for an aging population.</p> <p>The policies help ensure that Greater Sudbury is an elder-friendly community that facilitates "aging in place" by supporting the creation of age-friendly housing options, providing accessible, affordable and</p>	<p>One of the strategic objectives and goals of City Council is Housing. The goal reflects Council's desire to ensure all citizens, especially vulnerable populations, feel welcome and supported, have access to safe, affordable, and suitable housing options in the community.</p> <p>Council's goals are to:</p> <ul style="list-style-type: none"> • Expand affordable housing options • Revitalize and improve existing housing stock • Develop innovative solutions to support a range of housing choices, and • Foster supportive infrastructure that encourages community housing's goals. <p>Administering the Canada-Ontario Community Housing Initiative (COCHI) & Ontario Priorities Housing Initiative (OPHI).</p> <p>COCHI funding will be utilized to protect affordability for households in social housing, to support the repair and renewal of existing social housing supply, and to expand the supply of community housing over time.</p> <p>Enter into a one-year agreement with Native People of Sudbury to provide theme Rent Supplement dollars to cover costs for units that are at the end of their operating agreements.</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
			<p>convenient public transportation; and supporting an active lifestyle for an aging population.</p> <p>A new Section has also been added to the Official Plan as part of the Phase I amendment, which recognizes the vital role rental housing plays in the housing continuum and limits the conversion of rental units to condominium ownership.</p> <p>Official Plan as part of the Phase I amendment, which recognizes the vital role rental housing plays in the housing continuum and limits the conversion of rental units to condominium ownership.</p> <p>Affordable housing projects are exempt from paying Development Charges, provided they remain affordable in perpetuity. Second units are exempt from Development Charges unless the unit is within an accessory structure or within a new residential building.</p> <p>Exempting all second units from DCs will be considered by Council as part of the Development Charges Background study in 2019.</p> <p>The Social Housing Revitalization Project Phase 2 is in the Plan Development Stage of the project and will provide options for revitalization of the GSHC community housing</p>	<p>OPHI funding will be utilized to address local housing priorities, including affordability, repair and new construction.</p> <p>Continue utilizing Asset Planner to monitor and maintain the social housing stock in Greater Sudbury.</p> <p>The City of Greater Sudbury supports development that is age-friendly including the creation of smaller, unique, shared and transitional housing opportunities and the creation of more affordable housing. Staff is currently evaluating options for encouraging the development of small and tiny dwellings. A report is scheduled to be presented to City Council in the third quarter of 2020.</p> <p>Parking standards impact the ability to develop, in particular on smaller parcels of land. Planning Services staff are currently undertaking a review of residential parking standards to determine whether our current standards are consistent with recent trends and appropriate for Greater Sudbury.</p> <p>In 2016, the City of Greater Sudbury adopted policies that permit the development of Secondary Dwelling Units, which allow for a secondary dwelling unit either within a single detached dwelling, semi-detached dwelling, street townhouse or rowhouse dwelling or within an accessory</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
			<p>stock. Recommendations for revitalization include sale of scattered units at turnover, sale of scattered units to market tenants through the Home Ownership Down Payment Assistance Program, an annual contribution to the Social Housing Capital Reserve Fund, the development of both a redevelopment plan and a strategic Capital Plan, as well as continuing to work with senior levels of government to ensure that any funding available has been considered.</p> <p>Housing Services will complete an investment plan through the Community Housing Renewal Strategy outlining how federal and provincial funding being provided will be utilized to address the shortfalls in capital needs for the existing Urban Native Housing Programs as well as the balance of CGS's community housing portfolio through the Repair Stream. It is also being recommended that the Provincial Homeownership Down Payment Assistance funding be used to assist low income households, who are currently residing in rental units, the opportunity to become homeowners.</p> <p>67% of all new dwelling units created were single detached, 33% were semi-detached, duplex, row houses and town houses and multi-residential.</p>	<p>structure. Since that time 75 secondary dwelling units have been created with the benefit of a building permit and are on the City's registry, with 24 created in 2019. In 2019, the Province introduced legislation requiring that municipalities allow for additional residential units, which would result in a potential total of three dwelling units on a lot containing a single detached dwelling, semi-detached dwelling, street townhouse or rowhouse dwelling – providing for one additional dwelling unit in the primary structure and one within an accessory structure. Staff intend to present proposed amendments to Planning Committee in the second quarter of 2020.</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
			<p>Building Permits were issued for 6 multi-residential developments, resulting in 23 dwelling units.</p> <p>CGS approved 5 extensions of temporary zoning for Garden Suites. No new applications for Garden Suites were received.</p> <p>CGS processed 4 Site Plan applications for multi-residential development including, legalization of a six unit multi-residential building; a 12 bed congregate care home; a 6 storey, 137 unit retirement residence and a 256 bed long term care facility.</p> <p>Building Services has established a Second Unit Registry to track second unit which are now permitted as of right, provided they meet certain criteria. 24 were registered in 2019.</p> <p>4-5 residential units are proposed to be created in Downtown Sudbury through a per door grant available as part of the new Downtown Sudbury Community Improvement Plan (SDSCIP), which aims to address challenges facing Downtown Sudbury by using financial mechanisms (grants and loans) to reduce the cost of development and redevelopment. Similarly, 3 residential units were approved and created in the town centre of</p>	

#	Priority	Objectives	Completed in 2019	Planned for 2020
			Chelmsford through a per door grant as part of the Town Centre Community Improvement Plan (TCCIP).	
2	There is a need to improve housing access and affordability for low-income households.	Improve housing access and affordability for low-income households.	<p>Information about subsidized housing, affordable housing and housing allowance programs was communicated to low income households through CGS Social Services, Housing Services, homelessness service providers, non-profit and cooperative housing providers, and community agencies.</p> <p>People who utilized the emergency shelter programs were assisted in completing applications for housing and urgent status with the CGS Housing Registry and partnerships were developed between CMHA, N'swakomok Native Friendship Centre, Homelessness Network ,Ontario Works, and Housing Services to maintain communication with these applicants for housing offers.</p> <p>Housing Services is preparing to implement new community housing registry software to improve efficiency, and overall customer experience including an online portal to households to apply and for community housing providers to access the wait lists.</p> <p>63 households received assistance through the shared delivery of the Sudbury Housing</p>	<p>Approximately 60 households will receive assistance through the shared delivery of the Sudbury Housing Assistance Rent Program (SHARP). Investment in Social Infrastructure Fund (SIF) was allocated to the shared delivery of the Program. The agreement with the Ministry of Finance and the Ministry of Municipal Affairs and Housing.</p> <p>The Canada-Ontario Housing Benefit (COHB) is a new funding program that will provide eligible households with a Portable Housing Benefit (PHB) to assist with rental costs. This benefit will be paid directly to the household and is fully portable. Unlike other forms of housing assistance, it can be used to help pay rent anywhere in Ontario. The program will be administered by Housing Services and the benefit amount will be reviewed every year by the Ministry of Finance.</p> <p>Phase I of the implementation of a new registry software system called YARDI Rent Café will be put in place with Housing Services staff and Housing Providers utilizing the system to input applications and accessing wait lists.</p> <p>Phase II of YARDI Rent Café will be launched to allow applicants the option of submitting applications online. This will provide people</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
			<p>Assistance Rent Program (SHARP). Investment in Affordable Housing for Ontario (IAH-E) funding was allocated to the shared delivery of the Program. The agreement with the Ministry of Finance and the Ministry of Municipal Affairs & Housing was renewed for an additional five (5) year term.</p> <p>Ministry of Municipal Affairs & Housing introduced amendments to ON Reg. 367/11 to provide a framework for a Portable Housing Benefit (PHB). The concept of a PHB as a valuable tool could provide tenants greater choice and give Service Managers greater flexibility in meeting the diverse needs of the community. The PHB would be Service Manager funded. This fund could provide more timely access to housing, provide incentives to earn income, relieve pressure on existing RGI stock, reduce wait lists, and allow for mixed income communities that address unique local needs. Service Managers have found that when a benefit is tied to a tenant instead of a unit, tenants have more choice and landlords are more likely to better maintain their properties to attract and retain tenants. A portable housing benefit may assist tenants avoid unnecessary moves, allowing them to stay in their communities, close to family and places familiar to them.</p>	<p>an opportunity to add or update their file from anywhere anytime .</p> <p>Options for a new Document Library will be explored as materials are currently housed in Lotus Notes. These documents are accessed by Housing Providers and informs them of such things as legislative changes, local rules and forms.</p> <p>Housing Services will maintain contact with both Provincial and Federal governments to ensure the community is apprised of all future program and funding opportunities.</p> <p>On March 24, 2020 the City adopted the Affordable Housing Land Banking Strategy. The strategy includes a framework for evaluating municipal land suitable for the development of affordable housing in conjunction with the Affordable Housing Community Improvement Plan. Where appropriate, properties in the Affordable Housing Land Bank may require preparation for future use including, demolition of existing structures or Planning Act applications</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
			<p>Housing Services will maintain contact with both Provincial and Federal governments to ensure the community is apprised of all future program and funding opportunities.</p> <p>The Health and Housing Working Group will undertake a review of surplus municipal land and develop a land banking strategy which aligns with the outcomes of the Social Housing Revitalization Plan and the updated Housing and Homelessness Plan.</p>	
3	There is a need to strengthen approaches to prevent homelessness, increase the diversity of emergency shelter options and support individuals with multiple barriers in obtaining and maintaining their housing.	<p>Ensure emergency accommodation is available when needed, but focus on transitioning to permanent housing.</p> <p>Address the needs of the most vulnerable populations of homeless.</p> <p>Stop discharging people into homelessness from key points of contact like hospitals and corrections.</p> <p>Address the need for additional education and awareness of community housing providers and landlords of available crisis services and supports for</p>	<p>A consultant was retained in May 2018 to complete a review of the emergency shelter system in Greater Sudbury. The goal of the program review is to receive recommendations towards establishing a modernized shelter system with equitable funding models and core service levels that fits well with other community services within a Housing First integrated system approach to addressing homelessness. A final report with recommendations was brought to Council in March 2019. Following this, changes will be implemented to the emergency shelter system in line with the approved recommendations.</p> <p>Construction started in 2018 on 200 Larch St with funding from the Provincial Home for Good Funding with an anticipated opening date of November 2019. Once completed the building will provide a 15 bed residential Harm</p>	<p>Ministry of Municipal Affairs and Housing's approval for Phase II of Home for Good to allow the proponent to move forward with the project.</p> <p>Renovations at 200 Larch street are expected to be completed in 2020 with a location for the 15 bed residential Harm Reduction Home and a 35 bed out of the cold low barrier shelter operated by Canadian Mental Health Association, as well as a downtown Sudbury Nurse Practitioner Clinic.</p> <p>A Coordinated Access System is in development with community partners to establish a process which will prioritize and support people experiencing homelessness to be connected to the appropriate type of housing with support.</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
		<p>tenants with special needs.</p> <p>Promote Client Centred, Coordinated access to housing and homelessness prevention services.</p>	<p>Reduction home, a permanent location for Off the Street Shelter, and a nurse practitioner led clinic.</p> <p>In 2019 with support of funding received from the Provincial Community Homelessness Prevention Initiative (CHPI):</p> <ul style="list-style-type: none"> • 364 households who were homeless moved to permanent housing. • 215 households moved from emergency shelter to long term housing. • 1,191 households who were at risk of homelessness remained housed. <p>An Emergency Shelter Evaluation Report was completed and presented to Council in March 2019. The report provided recommendations for improving the emergency shelter system including:</p> <ul style="list-style-type: none"> • Right sizing the shelter system with options for re-profiling based on various scenarios and implementing an equitable funding model • Developing a diversion program • Developing core shelter standards, including a low barrier and housing focused approach 	

#	Priority	Objectives	Completed in 2019	Planned for 2020
			<ul style="list-style-type: none"> Implementing a coordinated access system <p>The Off the Street low barrier emergency shelter Program continued to provide shelter for persons who were homeless. Construction continued on 200 Larch St with funding from the Provincial Home for Good Funding. The Off the Street shelter opened at the renovated location in November 2019. In line with the recommendation report the shelter moved to a housing focused model and effective November 2019 will operate 12 months of the year.</p> <p>The Canadian Mental Health Association continues to operate the Harm Reduction Home , now a 24 hour model, for alcohol dependent individuals who are homeless or at risk of homelessness and offers access to meals, primary care, skills development, social supports and a managed alcohol program. In 2019, 14 people received support through this program.</p>	
4	There is a need for additional supportive services coupled with permanent housing (both supportive housing and supports in private homes).	<p>Ensure the supports are available for individuals to achieve and maintain housing stability.</p> <p>Ensure adequate permanent housing linked with supports.</p>	The Housing First Program, operated by the Homelessness Network, provides ongoing case management supports to people who have experienced chronic homelessness and require additional supports to maintain housing, including access to affordable housing. In 2019 there were 79 people housed and supported through the Housing First program. As well, through the Provincial Home For Good funding,	The Ontario Aboriginal Housing Services will add services in Sudbury through their Indigenous Supportive Housing Program, which includes a housing allowance and housing case management support.

#	Priority	Objectives	Completed in 2019	Planned for 2020
		Reduce barriers to accessing housing, services and supports.	<p>27 people who are participating in the Housing First program were also provided with a Housing Allowance.</p> <p>Several housing programs linked with supports operate in the community. In 2019, 435 individuals were assisted through supportive housing operated by the Canadian Mental Health Association and Monarch Recovery Services.</p>	
5	There is a need to improve co-ordination, collaboration and partnerships among a broad range of stakeholders.	Improve effectiveness of the local housing system by increasing coordination, collaboration and partnerships among a broad range of stakeholders involved in housing.	<p>A Housing First Steering committee continues to meet to provide leadership towards an integrated system of support under the Housing First Model. Representation from a broad range of stakeholders is participating on the committee.</p> <p>The City partnered with Indigenous and community agencies to plan to participate in the 2020 Coordinated Point in Time Homelessness Enumeration, which has now been postponed in spring 2021.</p>	<p>The City will meet with community stakeholders to develop a collaborative plan for providing services to vulnerable and homeless youth in the community.</p> <p>The City, with community partners within the homelessness serving sector, will continue development of a Coordinated Access System and onboard a new web based data base called Homeless Individuals and Families Information System (HIFIS 4.0) which will provide better access to community wide data and reporting.</p>
6	There is a need for an Indigenous Housing and Homelessness Strategy in the community	In accordance with Indigenous treaty rights in Canada and the calls to action of the truth and reconciliation commission, partner with the Native People of Sudbury Development	<p>A working group, the Greater Sudbury Indigenous Sacred Circle, was established with representatives from NPSDC and Indigenous social services providers in the City.</p> <p>NPSDC attended two working group meetings towards the develop an Indigenous Housing and Homelessness Strategy for Greater Sudbury.</p>	<p>Continue to participate in Indigenous working group meetings towards the finalization of an Indigenous Housing and Homelessness Strategy for Greater Sudbury.</p> <p>Work with research community to identify the present gaps in services to Indigenous people in Sudbury that contribute to Indigenous homelessness.</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
		<p>Corporation (NPSDC) and Indigenous social service providers across a diversity of sectors to develop an Indigenous housing policy and a more inclusive housing and homelessness plan for the City.</p> <p>Develop ongoing cultural education and training for housing and homelessness service providers that document effective strategies for working with Indigenous peoples</p>		<p>Develop and deliver cultural education and training for housing and homelessness service providers that document effective strategies for working with Indigenous peoples.</p> <p>Establish a working group with representatives from NPSDC and Indigenous social services providers in the City to collaboratively plan and develop an Indigenous Housing and Homelessness Strategy for Greater Sudbury.</p> <p>Identify the present gaps in services to Indigenous people in Sudbury that contribute to Indigenous homelessness.</p>
7	There is a need to monitor and report on progress towards meeting the Housing and Homelessness Plan objectives and targets.	Monitor, analyze and respond to information about the local housing and homelessness situation	<p>City of Greater Sudbury Social Services is participating in Municipal Benchmarking Network of Canada and is reporting on Emergency Hostels measures and Housing Services measures. Under Emergency Hostels , social services is reporting on:</p> <ul style="list-style-type: none"> the average length of stay per admission to an emergency shelter the average number of emergency shelter beds available per 100,000 population Average nightly bed occupancy rate of emergency shelters 	<p>The 2019 Report Card on Homelessness will be released publically in summer 2020.</p> <p>The City, with community partners within the homelessness serving sector, will continue development of a Coordinated Access System and onboard a new web based data base called Homeless Individuals and Families Information System (HIFIS 4.0) which will provide better access to community wide data and reporting.</p> <p>Implementing the updated Housing and Homelessness Plan with the seven (7) Priorities</p>

#	Priority	Objectives	Completed in 2019	Planned for 2020
			<ul style="list-style-type: none">Operating cost of emergency shelter program per 100,000 population <p>Housing Services is reporting on:</p> <ul style="list-style-type: none">504 people were placed annually from the Community Housing Registry Wait ListThe number of community housing units per 1,000 households was \$58.36the community housing administration operating cost per community housing unit was \$312.86the community housing operating cost (administration) was \$6,425.72the total number of households receiving housing allowance was 63the total number of rent supplement units within the service area was 653 <p>The 2018 Report card on Homelessness was released publically in July 2019.</p> <p>CGS receives funding through the Provincial Community Homelessness Prevention Initiative (CHPI) and Federal Homelessness Partnering Strategy (HPS) and reports back to both levels of government on the required measures. The goals of these funding agreements are aligned with the priorities identified in the Plan.</p> <p>The City of Greater Sudbury entered into a new five-year funding agreement with the Federal Government under their new Reaching Home: federal Homelessness</p>	<p>that was endorsed by Council and approved by the Ministry of Municipal Affairs and Housing.</p> <p>Housing Services is reporting on:</p> <ul style="list-style-type: none">the number of persons who were placed annually from the Community Housing Registry Wait Listthe number of community housing units per 1,000 householdsthe community housing administration operating cost per community housing unitthe community housing operating cost (administration)the total number of households receiving housing allowancethe total number of rent supplement units within the service area

#	Priority	Objectives	Completed in 2019	Planned for 2020
			Funding program. Under this agreement there are requirements that all communities have a coordinated access system in place by 2022. This coordinated access system will provide a better opportunity to monitor the homelessness system and report on progress.	

For Information Only

Pioneer Manor - 1st and 2nd Quarterly Report

Presented To:	Community Services Committee
Presented:	Monday, Aug 10, 2020
Report Date	Monday, Jul 27, 2020
Type:	Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This information report supports Council's Strategic Plan in the areas of *Asset Management and Service Excellence* and more specifically in the area of *Creating a Healthier Community* through alignment of the Population Health Priorities of Families, Holistic Health and the Age Friendly Strategy.

Report Summary

This report for information was prepared to provide Community Services Committee a quarterly update regarding operational issues and good news stories for Pioneer Manor.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Glenda Gauthier
Manager of Resident Care
Digitally Signed Jul 27, 20

Health Impact Review

Glenda Gauthier
Manager of Resident Care
Digitally Signed Jul 27, 20

Division Review

Aaron Archibald
Director of Long Term-Care Services
Digitally Signed Jul 27, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jul 27, 20

Recommended by the Department

Steve Jacques
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Digitally Signed Jul 28, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jul 28, 20

EXECUTIVE SUMMARY

Pioneer Manor is committed to providing a safe, healthy, and supportive environment by treating residents, families, visitors and employees, with respect and fairness. The Home strives towards finding a balance between ensuring resident safety and that the quality of life is not being adversely affected by the safety measures put into place. This report provides an update on activities for the first and second quarter of 2020 at Pioneer Manor.

GOOD NEWS STORIES

Valentine's Day Dinner

On February 10, 2020, residents from the First Floor Lodge (secure Home Area) and their spouses gathered for a wonderful meal. The Pioneer Manor Bistro was beautifully decorated for Valentine's Day with a "restaurant" like atmosphere. As it is extremely difficult to plan an outing with these residents outside the Home, this event allows spouses and other family members an opportunity to enjoy a fine dining experience with their loved ones without the stress of leaving the building. It was also a special evening for Pioneer Manor staff as residents and their family members returned to the Lodge that night, expressing what an amazing time they had.

Recruitment Fair

On February 4, 2020, the Coordinator of Volunteerism and Recruitment attended the Cambrian College Career Fair. Tracking at the booth indicated that approximately 63 students/alumni interested in various positions, visited the Pioneer Manor booth. Further, the Home accepted 9 resumes for Personal Support Worker positions, 7 Practical Nursing student resumes for the summer position, and 1 resume for the Registered Practical Nursing position.

Ambient Activity Approach (ABBY)

Pioneer Manor Resident Council purchased a second Ambient Activity Approach (ABBY) machine which was installed in March. ABBY, is a non-pharmaceutical, activity-based intervention utilizing "Person Centered Care" principles to manage responsive behaviours in people living with dementia. ABBY employs technology allowing residents with dementia to access and interact with appropriate and personalized experiences, memories, and activities. By utilizing interaction with touch-screen technology and software and integrated these with tangible manipulative activities. It reinforces familiarity and personal identity, promotes physical activity, enhances confidence, and promotes independence. The Abby offers a flexible platform that can adapt to the dynamic challenges of individuals living with dementia.

This is the second ABBY provided to the Home. In 2018, Pioneer Manor's pharmacy service provider provided an ABBY which was installed in the Home's secure dementia unit. Since installing this unit, staff have observed improved resident behavior.



St-Jean-Baptiste Day

To mark St-Jean-Baptiste Day on June 24th, at Pioneer Manor, a Francophone resident assisted with the raising of the Franco-Ontarian flag at the entrance of the Home. A traditional French Canadian lunch was served and all residents received a St-Jean-Baptiste card on their lunch tray.

Centre de Sante provided all Long-Term Care Homes with a link to a You-Tube virtual concert which included singing and storytelling that was shared with Residents and staff.

Ministry of Long-Term Care (MOLTC)

Inspections conduct by MOLTC (see reference 1 below for definitions)

During the first two quarters of 2020, the MOLTC contacted Pioneer Manor three (3) times to follow up on eighteen (18) critical incidents that had been submitted. No areas of noncompliance were found.

Between January 20 and 24, 2020, the MOLTC inspectors were on site to conduct a "Critical Incident" and a "Complaints" inspection resulting in the Home receiving one (1) compliance order (CO), one (1) voluntary plan of correction (VPC) and one (1) written notification (WN). The Home has put a plan in place to address all areas of non compliance. In addition, a follow up to a CO received in December 2019 was conducted and the Home was found to be in compliance and the order was lifted.

Between March 2 and 6, 2020 a MOLTC inspector was on site to conduct a "Critical Incident" and a "Follow-up" inspection resulting in the Home receiving one (1) VPC. The Home has put a plan in place to address all areas of non compliance.

Public Inquiry into the Safety and Security of Residents in LTCH System the Honourable Eileen E. Gillese

On February 13, 2020 a Directive regarding, "Glucagon, Severe Hypoglycemia, and Unresponsive Hypoglycemia" was sent to all Long-Term Care Homes in Ontario. Pioneer Manor has reviewed the document and the Home has carried out all requirements.

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Critical Incident Reports

All critical incidents (CI) involving residents must be reported to the Director [under the Act] as designated under the *Long-Term Care Homes Act 2007*. The incidents are documented within the on-line Mandatory Critical Incident System (CIS) and received by the the MOLTC (see reference 2 below for definitions).

2020 Q1 and Q2 CIs Relating to "Alleged/Actual Abuse/Assault"		
Number of CI Submitted	24	
Number of CI Resident to Resident	7	29%
Number of CI Staff to Resident	17	71%
Number of Staff to Resident allegations substantiated	10	59%
Number of CIs Visitor to Resident	0	
2020 Q1 and Q2 Other CI's Submitted		
Incident that causes an injury to a resident for which the resident is taken to hospital and which results in a significant change in the resident's health status	10	
Missing Controlled Substance	4	
Unexpected Death	1	
Outbreak	3	

Complaints/Concerns

The following complaints/concerns were received during the first two quarters of 2020.

As per section 56 (2) of the Long-Term Care Homes (LTCH) Act 2007 the Home has a duty to respond in writing within 10 days of receiving the concern, request, or recommendation from either the Resident or Family Councils.

- In response to the Resident Councils' concern regarding high noise levels in the Winter Park, signs were posted throughout the area as well as on the tables to remind everyone to keep the noise level down during services. In addition reminders were given to all staff during team meetings in January.
- In response to the Resident Councils' request to have the smoke shelter open twenty-four hours a day, due to safety concerns they were informed that Pioneer Manor does not have the resources to ensure resident safety in the smoking shelter during night shift.

Due to the COVID-19 pandemic, Resident and Family Council meetings have been suspended since March, 2020.

As per O. Reg. 79/10, s. 101, every written or verbal complaint made to the Home or a staff member concerning the care of a resident or operation of the Home is investigated and resolved where possible, and a response indicating what the licensee has done to resolve the complaint, or that the Home believes the complaint to be unfounded and the reasons for the belief within 10 business days of the receipt of the complaint.

On March 27, 2020, further orders to the state of emergency declared on March 17th indicated that Licensees are not required to report any complaints or other information to the Director, other than critical incident reports and mandatory reports required under the LTCHA and Ontario Regulation 79/10.

As a result, only one (1) written concern was submitted during the first quarter of 2020. The concern was from an anonymous person and was related to meal service.

- The anonymous citizen stated that when PSWs are feeding a resident, they are not following the Dress Code policy specifically relating to hair being clean, neat and any hair that is longer than shoulder length must be tied back or pinned up. As a follow up, the Home communicated to all staff the importance of following the dress code and also added this as an agenda item for all Team Meetings. Continuous monitoring will occur during regular dining room audits and staff will be corrected in the moment when observed.
- The second part of the concern was regarding “running out of food” once or twice a week (if not more). The Food Services Manager closely monitors the amount of food being delivered to Home Areas. This issue is a little more complex to address as the Home uses historical data to determine the accurate quantities for each menu item. However, in saying that we are closely monitoring to ensure all residents are provided enough menu choices. In addition to indicating the quantities of over/short food items following each meal, the audit will now indicate when portions were short as well as if any residents wanted seconds.

Ministry of Labor (MOL)

A field visit via teleconference occurred on March 27, 2020 to investigate a critical injury to a worker who was preparing lunch for residents in the kitchen area, felt unwell and believe to have lost consciousness. The investigation resulted in no findings as the injury occurred due to the worker’s medical condition.

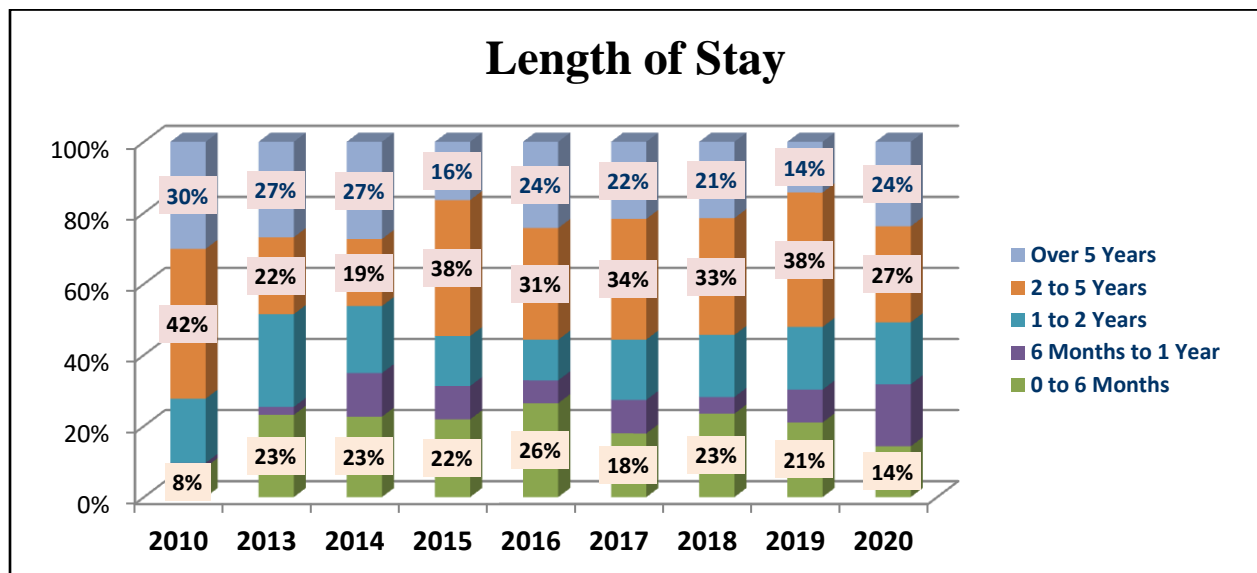
A work refusal was initiated on April 20, 2020. A staff member refused to use the handheld temperature scanner to take temperatures of staff, contractors and family members who enter the Home. The worker refused to do this task as it does not allow the worker to maintain six feet of physical distancing. On April 21, 2020 a filed visit investigation was conducted over the phone with a Ministry of Labour, Training and Skills Development (MLTSD) Inspector as the circumstances reported by the refusing worker did not meet the conditions of Section 43(3) of the OHSA. After reviewing all measures and procedures that were in place in the workplace, the MLTSD inspector indicated that no further MLTSD involvement was required at that time.

Key Performance Indicators

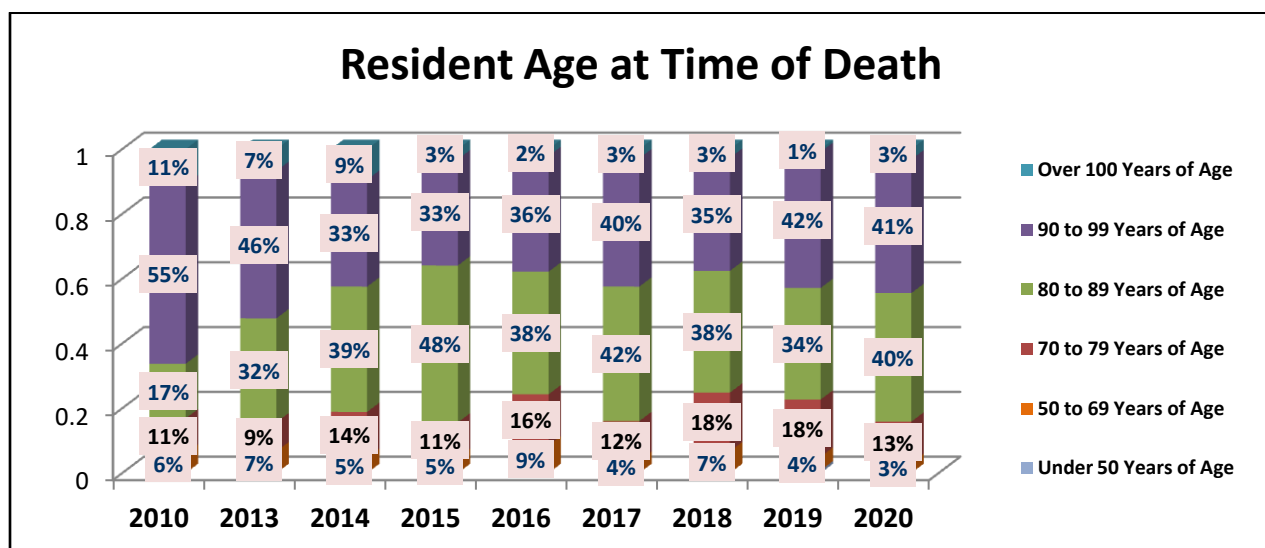
Long-Term Care Home Availability (as of May 2020)					
Facility Name	Beds	# on waitlist for Basic Bed	# on waitlist Private Beds	Average beds available/month	Total # waiting
Pioneer Manor	433	457	201	10	608
North East LHIN	1555			3	1174

Resident Care Stats (433 Residents)		2018	2019	2020 Q1&2
Admissions	Total	144	134	
Discharges	Total	9	11	3
Deaths	Total	149	119	63
Internal Transfers	Total	107	100	47
Occupancy Rate	Required to maintain >97%	99%	99%	97.74%

For the first two quarters of 2020, 97% of residents passed away at Pioneer Manor compared to 86% in 2019 and 81% in 2018. The decline in residents being transferred to the hospital is possibly due to their care needs being met at Pioneer Manor.



For the first two quarters of 2020, 51% of residents who passed away were residents at Pioneer Manor greater than two years compared to 72% in 2010.



For the first two quarters of 2020, 44% of residents were over 90 years of age at time of death compared to 66% in 2010.

Infection Control

Tracking of infection control rates and analysis of the information to identify clusters (note inherited cases are brought into the Home from the community) continued during the first two quarters of 2020.

During the first two quarters of 2020, Pioneer Manor had three (3) outbreaks declared by Public Health Sudbury and Districts (PHSD).

On February 13, 2020, a respiratory outbreak was declared for the Poplar Home Area. A total of three (3) residents were affected by this outbreak, with each symptomatic resident having been placed on droplet isolation for the duration of their illness or for a time period of five (5) days from the onset of their respective symptoms. The respiratory outbreak was declared over on February 21, 2020. A total of two (2) staff were affected by this respiratory outbreak, with staff being advised to not return to work until symptom free or to a maximum of five (5) days from the onset of their symptoms.

On March 24, 2020, a respiratory outbreak was declared for the Killarney Home Area. The outbreak spread to the Lilac/Mallard Home Area on March 25th and then the Ramsey/Scenic Home Area on April 1st. A total of ten (10) residents were affected by this outbreak, with each symptomatic resident having been placed on droplet isolation for the duration of their illness or for a time period of five (5) days from the onset of their respective symptoms. The respiratory outbreak was declared over for Ramsey/Senic on April 12th and on April 16th for the other two Home Areas. A total of eleven (11) staff were affected by this respiratory outbreak, with staff being advised to not return to work until symptom free or to a maximum of five (5) days from the onset of their symptoms.

On April 23 2020 all residents of Pioneer Manor were swabbed for testing for COVID-19 as part of a facility-wide surveillance activity. On April 26, 2020 a COVID-19 outbreak was declared for the entire facility when one (1) resident from the Pine Home Area's surveillance swab returned positive for the virus. On April 27th, an additional two (2) resident's swabs returned positive. One resident was identified on the Killarney Home Area, and the other was a resident of the Park Place Home Area. All three Home Areas on droplet precautions as a precautionary measure, and all residents were isolated to their rooms. . On April 27th, four (4) staff members' swabs returned as positive. All residents and staff remained asymptomatic during the outbreak and tested negative during following up testing fourteen days later. With no further identified cases (staff or residents), PHSD declared the outbreak over on May 12, 2020.

The facility remains on heightened surveillance, and continues with the practice of enhanced hand hygiene measures, screening of staff and residents and universal masking at all times for staff.

COVID-19 Pandemic

On March 17, 2020, a state of emergency was declared in Ontario under the Emergency Management and Civil Protection Act relating to the COVID-19 Pandemic. Pioneer Manor has been vigilant in its efforts to protect its residents, as well as staff and visitors. See attached "Appendix A" for specific details relating to Pioneer Manor's Response to COVID-19.

Public Health Sudbury & Districts (PHSD) Visits

During the first two quarters of 2020, PHSD was in the Home three (3) times to conduct various inspections.

The PHSD was in the Home on February 18, 2020 to conduct an institutional food safety compliance inspection in the main kitchen and bistro. No violations were noted.

The PHSD was in the Home on February 25 and 26, 2020 to conduct an institutional food safety compliance inspection in the thirteen (13) serveries located throughout Pioneer Manor. On February 25th, the Home received one (1) violation relating to dust being observed in the ceiling vent at time of inspection. On February 26th, this violation was cleared and all thirteen (13) serveries found to be in compliance.

The PHSD was in the Home on June 4, 2020 to conduct an annual cold chain inspection. On June 17, 2020 the Home received a violation in regards to the vaccine fridge temperatures not being taken. Although the vaccine fridge thermometer was within the two to eight degree Celsius range at that visit, the temperature recordings were absent on numerous occasions, and often times, full days were missed. These episodes date back to Pioneer Manor's previous inspection on July 9, 2019. In order to ensure vaccine safety and efficacy and reduce waste, PHSD has requested Pioneer Manor to fax them copies of the twice daily temperature readings taken for June through to September by the first Monday of the following month. The Home has put a plan in place to address all areas of non compliance.

Falls Prevention

Number of Residents	Q1&2 2020
Using chair or chair pad sensors	106
Using bed sensors or bed pad sensors	150
Using infrared sensors	5

Monthly audits of universal precautions were completed by committee members. Among the concerns needing attention were; loose bed rails, light not working, call bell in washroom not working, bedrail photo missing, mats left on floor. All areas of concerns were reviewed and issues addressed.

Ongoing monthly audits of bedrail use by night shift RN assessing the consistency between the daily census and practice, and the consistency between resident care plans and practice were completed during the first two quarters of 2020. Any errors noted were corrected.

Facility Services

Remedial painting continued throughout the Home. A generator test was completed during each month of the first two quarters of 2020.

Domestic Hot Water Temperatures

The project to automate the domestic hot water temperatures was completed. These changes have significantly improved the response times of adjusting the domestic hot water temperatures being sent to the floors.

Fire Sprinkler

Tender for the supply, delivery, installation and commissioning an extension of the existing fire sprinklers at Pioneer Manor (in the basement) opened on June 12, 2020 and will close on July 15, 2020.

Emergency Preparedness

During the first two quarters of 2020, fire drills on all three shifts occurred each month. There were twenty-one (21) Code Whites (situation with an actual or potential violent or out of control person). In addition, there were five (5) Code Yellows (missing resident), three (3) Code Reds (fire), and one (1) Code Blue (medical emergency).

Reference 1

The Long-Term Care Home Quality Inspection Program (LQIP) safeguards residents' well-being by continuously inspecting complaints and critical incidents, and by ensuring that all Homes are inspected at least once per year. This is achieved by performing unannounced inspections and enforcement measures as required, and ensuring that actions taken by the government are transparent. The MOHLTC conducts complaint, critical incident, and follow up, comprehensive and other types of inspections. An RQI inspection is a comprehensive, systematic two-stage inspection.

For each instance where 'non-compliance' with the legislation has been identified during an inspection a decision must be made by the inspector on the appropriate action to take, including whether to impose a sanction that is an Order. At minimum the inspector will issue a **Written Notification of Non-Compliance (WN)**. Whether further action is required is based on an assessment of the following factors; severity and scope of harm (or risk of harm) resulting from the non-compliance and the licensee's past history of compliance for the last 36 months. Actions taken may include; **Voluntary Plan of Correction (VPC)**, which is a written request for the Home to prepare a written plan of correction for achieving compliance to be implemented voluntarily. The Home is not required to submit the plan to the ministry. There is no required compliance date set out in the inspection report. **Compliance Order (CO)**, which is an order for the licensee to do anything, or refrain from doing anything to achieve compliance with a requirement under this Act or; prepare, submit, and implement a plan for achieving compliance with a requirement under this Act. The Home is required to follow the Order to achieve compliance with the LTCHA within the timelines for compliance set out in the Order. **Work and Activity Orders (WAO)**, which is an order for the Home to allow employees of the ministry, or agents or contractors acting under the authority of the ministry, to perform any work or activity at the LTC Home that is necessary, in the opinion of the person making the order, to achieve compliance with a requirement under this Act; and to pay the reasonable costs of the work or activity. The Home is required to follow the Order to achieve compliance with the LTCHA within the timelines for compliance set out in the Order. **Written Notification and Referral to the Director (WN & Referral)** is a written notification to the Home that they have referred the matter to the Director for further action by the Director. (LTCHA, 2007, C.8 s. 152 – 154).

Reference 2

The LTCH Act defines a CI as an event which poses a potential or actual risk to the safety, security, welfare and/or health of a resident or staff member or to the safety and security of the facility which requires action by staff and/or outside agencies.

- A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the MOLTC Director:
 - Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident,
 - Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident,
 - Unlawful conduct that resulted in harm or a risk of harm to a resident
 - Misuse or misappropriation of a resident's money,

- Misuse or misappropriation of funding provided to a licensee under this Act,
 - An emergency, including fire, unplanned evacuation, or intake of evacuees that affect the provision of care or the safety, security or well being of one or more resident of a LTC Home.
- A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall within one (1) business day report the information upon which it is based to the MOHLTC Director:
 - An unexpected or sudden death, including a death resulting from an accident or suicide,
 - A resident who is missing for three hours or more,
 - Any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing,
 - An outbreak of a reportable disease or communicable disease as defined in the Health Protection and Promotion Act,
 - Contamination of the drinking water supply,
 - An environmental hazard, including a loss of essential services, flooding, breakdown or failure of the security system or a breakdown of major equipment or a system in the home that affects the provision of care or the safety, security or well-being of residents for a period greater than six hours,
 - A missing or unaccounted for controlled substance,
 - A medication incident or adverse drug reaction in respect of which a resident is taken to hospital,
 - An injury in respect of which a person is taken to hospital and that resulted in a significant change in the resident's health condition.

Pioneer Manor's Response to COVID-19 Pandemic

A number of proactive measures are in place including active screening for those entering the home, visitor restrictions, enhanced infection prevention, control program and cleaning, keeping residents and families informed.

Pioneer Manor continues to follow direction from the Chief Medical Officer of Health, the Ministry of Long-Term Care, and Public Health Sudbury and Districts since the beginning of the pandemic. The Home continues to review all possible courses of action to minimize the risk of exposure to residents from COVID-19. Here is a listing of the many proactive measures that have already been implemented, including:

- **Active screening** of staff, residents and essential visitors including temperature checks twice daily
- **Physical distancing** of residents and staff members
- **Bistro** on a "take-out" only manner
- **Enhanced infection prevention, control program and cleaning measures**
- **Restricting non-essential visitors**
- **Cancellation of all nonessential residents' passes**, day programs, appointments out of the Home
- **No short stay absences**, residents are allowed outside on the homes property
- **Restricting non-essential deliveries** (ie perishable food, flowers, etc.)
- **Admissions and Readmissions** must have a negative test result prior to entering home and placed on isolation 14 days.
- **Pandemic Planning** - As part of our pandemic plan, we have 9 empty rooms (7 private & 2 shared) to isolate COVID-19 positive residents.
- **All Pioneer Manor employees no longer working at other facilities**
- **Communications** - keeping residents and families informed calls, letters, website and reminding staff about COVID-19 symptoms, to self-monitor for illness and to stay at home when they are sick.

Surveillance testing is being done as directed by Ontario Health and the Ministry of Long-Term Care. Pioneer Manor performed the first round of surveillance testing in April and all residents and staff members were tested for COVID-19.

On May 31st, the Ministry of Long-Term Care (MOLTC) released a memo, *COVID-19 Testing for Long-Term Care Home Staff*, stating that the province is requiring continued surveillance of all long-term care home staff. The memo also outlines that all LTC home staff, including front line workers, management, food service workers, contracted service providers, etc., are to be tested, at reasonable intervals.

Continued testing of staff is an important part of the ongoing strategy to keep long-term care residents safe. All Pioneer Manor staff members were tested on the following dates: June 10, 11, 24, and 25. Additional testing dates are scheduled as follows: July 15, 16, 29, and 30 and August 12, 13, 26, and 27.

Please note that at this time, the Ministry has not indicated any further surveillance testing for long-term care residents. Pioneer Manor continues to aggressively monitor and test residents with symptoms consistent with COVID-19.

EARLY IDENTIFICATION, PREPAREDNESS & COORDINATION

- Pioneer Manor continues to engage with all local and regional planning tables related to COVID-19 surge. Maintaining partnerships with local health care agencies (Acute Care, Prehospital and Long-Term Care)
- The NELHIN is leading the coordination of long-term care surge planning which Pioneer Manor has been actively engaged with.
- Pioneer Manor Medical Director maintains contact with local, provincial and national counterparts sharing best practices and lessons learned. As a result, Pioneer Manor has implemented numerous processes directly related to information obtained/shared from facilities affected from COVID-19.
- Pandemic Planning
 - Outbreak Management Team
 - Communication protocols are reviewed and draft communications prepared

We continue to monitor residents at Pioneer Manor to look for symptoms consistent with COVID-19.

- Conducting active screening of all residents, twice daily (at the beginning and end of the day) to identify if resident has fever, cough or other symptoms of COVID-19
- Residents with symptoms (including mild respiratory and/or atypical symptoms) will be isolated and tested for COVID-19.

There are currently no confirmed positive cases of COVID-19 at Pioneer Manor.

- Continue to monitor situation closely and currently no confirmed positive cases of COVID-19 in the Home.

Testing will continue for residents with symptoms.

- Residents exhibiting any symptoms consistent with virus (ie cough, runny nose, nasal congestion, sore throat) being tested and placed on isolation immediately
- Residents who may have been in close contact with the resident (i.e. shared a room) are also being tested and placed on isolation immediately.

New admissions and re-admissions to the Home tested for COVID-19 prior to entering PM

- All residents awaiting admission or re-admission to Pioneer Manor must have a negative COVID-19 test prior to admission/readmission to the Home.
- All residents admitted/readmitted are placed on droplet/contact isolation for fourteen days post admission and require a negative COVID-19 test prior to being to isolation being discontinued.

Staffing Levels

- Reviewing contingency plan options for each classification on regular basis.
- Monitoring staffing on a daily basis.
- Booking extra float PSWs and Nutritional Aides for each shift.
- Booking agency staff (dedicated to Pioneer Manor only) booked for all three shifts as extra PSWs (April to June). Starting mid June booked for all three shifts on weekends only.
- Continue to actively recruit staff.
- Redeployment of CGS staff to assist with screening, housekeeping, laundry, food receiving, etc.

Staff screening for COVID-19

- All staff members are to self-screen at home and not to report to work if they are ill.
- Upon entering Home, staff are actively screened using screening tool developed by MOHLTC.

Activity Staff continue to enrich residents lives by engaging in one-to-one activities that focus on individual interests while managing social distancing.

- One-on-one activities are taking place with social distancing in mind.
- Adapting programming with physical distancing and implementing creative ways to help residents and families connect by phone or other technologies (Skype, FaceTime, etc).

Technologies Available

- iPad/Tablets/Chromebooks available for use for residents for activities such as: virtual tours (famous museums, zoos, art galleries), Google maps (finding famous landmarks (Travelogue)), and games (matching, cards, word search).

Non-essential Visitor Restrictions

- To ensure the safety of vulnerable residents, visiting is restricted to essential visitors only. Essential visitors are those who have a loved one who is dying or very ill.
- Essential visitors actively screened when entering the Home.
- Visitors will be limited to one resident and are required to wear a mask.

Non-essential Deliveries Restrictions

- Given documented evidence of community spread of COVID-19, process of accepting non-essential items being dropped off at the front entrance has been reviewed.
- In an effort to maintain social distancing and reduce the risk of spreading germs to residents and staff, families are permitted to drop off **non perishable items** and **essential** or **personal** and **medical belongings** for residents (ie hearing aids, dentures, medical devices, personal care items or cigarettes (2-week supply)).

We all remain vigilant in our efforts and are doing everything we can to protect the health and safety of our residents, families, employees, suppliers, service providers and all other visitors.

- Continue to encourage everyone to practice good hygiene.
- Limiting close interactions among those within Pioneer Manor.
- Isolating residents who show symptoms, to help prevent the spread of this virus.
- Employees are wearing personal protective equipment (includes a surgical mask with a shield, a gown and gloves) when caring for symptomatic residents.

Personal Protective Equipment Usage

- Working closely with health authorities and under direction of the Province's Chief Medical Officer of Health to ensure we are following all protocols regarding personal protective equipment usage.
- All employees and essential visitors wearing masks at all times.
- Ensure appropriate application of Personal Protective Equipment (PPE).
- In consultation with Pioneer Manor's H&S Representatives:
 - Ensure adequate outbreak swab kits are available.
 - Daily monitoring of PPE inventory, JHS to be notified in the event there is a shortage of supply.
 - Ensure appropriate stewardship and conservation of PPE is followed.

- All employees have been trained on proper use of, donning/doffing, type of PPE and have been provided PPE information on a lanyard card,
- Signage outside resident's rooms indicating type of precautions required.

What Steps to be taken in the event of an outbreak (resident or staff member tests positive for COVID-19)?

- Explain steps that would be taken if a positive case was confirmed – how you intend to care for individual, how to protect the rest of the home and prevent the spread.
- Reassure residents, families, and the public that we are prepared and a team and plan ready to go if an outbreak occurs.
- Best practices and protocols will be implemented as per the most current directive from the Ministry of Health.
- Pandemic Plan, Outbreak Management Team, Draft Communications (calls to families, Outbreak Notification on Website, updated daily) prepared.
- In the event a resident tests positive for COVID-19, the Home will communicate to the family immediately. All residents and staff working in the Home Area that the resident resides in will be retested for COVID-19.
- Move resident to a private room, currently keeping 8 private beds empty to use for this purpose.

What if I want to discharge my loved one from Pioneer Manor, due to concerns about COVID-19?

- Per current directives, the Substitute Decision Maker (SDM) may elect to discharge their loved one from the Home.
- Residents are not permitted to leave the Home for short-stay absences to visit family and friends.
- Resident is discharged from the Home until the end of the pandemic.
- Process for being readmitted will be followed as per the Long-Term Care Homes Act, 2007. (Amendment is intended to free up valuable resources and bed space as the health care system continues to respond to COVID-19).

What if family members have questions or concerns about their loved one at Pioneer Manor?

- Keep residents/families informed through calls and letters, website (information in a timely manner) <https://www.greatersudbury.ca/pioneermanor>.
- New email for questions/concerns, pmcommunications@greatersudbury.ca has been created.

For Information Only

2019 Homelessness Report Card

Presented To:	Community Services Committee
Presented:	Monday, Aug 10, 2020
Report Date	Wednesday, Jul 22, 2020
Type:	Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the area of Quality of Life and Place as it aligns with the Population Health Priorities of Indigenous Youth, Mental Health, Housing, and Healthy Streets by reporting on services to people who are homeless or at risk of homelessness.

Report Summary

This report will provide information on the 2019 Report Card on Homelessness. The completion of an annual Report Card on Homelessness is one way to monitor, measure, and evaluate the system that is in place to address homelessness.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Gail Spencer
Coordinator of Shelters and Homelessness
Digitally Signed Jul 22, 20

Health Impact Review

Gail Spencer
Coordinator of Shelters and Homelessness
Digitally Signed Jul 22, 20

Manager Review

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Director of Social Services
Digitally Signed Jul 22, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jul 22, 20

Recommended by the Department

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Digitally Signed Jul 23, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jul 28, 20

Executive Summary

This report will provide information on the 2019 Report Card on Homelessness. The completion of an annual Report Card on Homelessness is one way to monitor, measure, and evaluate the system the City of Greater Sudbury has in place to address homelessness. Annual reporting helps inform and engage the local community and enhance local transparency and accountability.

Background

The Community Advisory Board on Homelessness Initiatives has completed the 2019 Report Card on Homelessness (Report Card), Appendix A – 2019 Report Card on Homelessness to be released to the community. A Report Card on Homelessness for the City of Greater Sudbury has been released annually since 2008. The Report Card is intended to provide information to all sectors of the community from business, education, health, government, social services, faith community, and members of the public, and will be made available on the City of Greater Sudbury's website.

This year's Report Card identifies some of the services that were initiated in early 2020 in response to the COVID outbreak. As many community programs and public places closed, the basic needs of those experiencing homelessness have been met through providing enhanced services with recommended infection control guidelines.

The number of persons assisted through various homelessness prevention, emergency shelter, and outreach programs is reported within the Report Card, as well as the number of people who have been housed through housing support programs. The continued need for affordable housing is demonstrated through data from the social housing waitlist.

This year's Report Card addresses some of the myths associated with homelessness, including:

- the causes of homelessness
- the cost to stay in an emergency shelter
- whether homelessness is a choice
- if homelessness can be solved

The Report Card references the City of Greater Sudbury's Ten Year Housing and Homelessness Plan that identified as a priority "a need to monitor and report on progress towards meeting the Housing and Homelessness Plan objectives and targets". The emergency shelter review completed in 2019 provided recommendations for the implementation of a Coordinated Access System and the development of targets and performance measurements aligned with Provincial and Federal funding partners. As these data collection and performance measurements are implemented, an annual

Report Card on Homelessness will continue to inform the community to monitor, measure, and evaluate the system we have in place to address homelessness.

Next Steps

The 2019 Report Card on Homelessness will be released within the community. A Coordinated Access System and performance measurements aligned with Provincial and Federal funding partners will be developed. Data and information from community homelessness programs will continue to be monitored and evaluated to improve system impact.

Report Card on

Homelessness
for 2019

Starting mid March, 2020, additional supports were put in place to support people experiencing homelessness during the COVID-19 outbreak.

All emergency shelter programs implemented enhanced cleaning protocols (sharing infection prevention information), physical distancing policies, pre-screening and a process to isolate symptomatic clients.

Off the Street
Emergency Shelter

relocated to motel at 1500 Regent St to allow for physical distancing.



Shelter

Samaritan Centre

moved to providing meals in take out containers, and access to shower and laundry with physical distancing.



Eat



Showers & Laundry

Sudbury
Community Arena

opened daily to provide access to washrooms and a safe warm place to rest and eat meals while social distancing.



Washroom



Eat

YMCA

opened daily to provide access to washrooms, phones and computers.



Washroom



Phone



Internet

Supports are in place to prevent homelessness



1,787 households

were supported through the Community Homelessness Prevention Initiative for rental arrears, utility arrears, last month's rent deposits and utility deposits

Emergency shelters are available when needed



807
people used an emergency shelter program in Greater Sudbury in 2019.



83
Children

Cedar Place is a shelter for women and their families, operated by the Salvation Army. In 2019, it provided shelter for 36 children under the age of 16. tsasudbury.ca/cedar-place/

Open

The Canadian Mental Health Association- Sudbury/Manitoulin re-opened the Off the Street shelter on November 25th 2019 at the renovated location at 200 Larch Street. sm.cmha.ca/
Effective November 2019 this program is now open year round!



252 + 93
Women Children

escaping domestic violence were provided shelter at YWCA Geneva House. An additional 101 women were served as community clients.
ywcasudbury.ca/programs/geneva-house-shelter/



71
Average number of people contacted each night

Community Outreach services meet with people on the street to better connect them to shelters and housing programs.
jeunesdelarue.ca/



172
people with housing related risks were supported by RMT

The Rapid Mobilization Table (RMT) is a partnership of community organizations that collaborate to respond to situations of acutely elevated risk and prevent negative outcomes for individuals and families in the community.
sm.cmha.ca/programs-services/community-mobilization-sudbury-cms

Improvements

In 2019 the City of Greater Sudbury completed an evaluation of the Emergency Shelter System. The City is currently working with community service providers to implement these improvements.

To see the full report go to: greatersudbury.ca/live/housing/homelessness-initiatives/

MYTH: Homelessness is not a housing problem, it's only a jobs problem – and homeless people don't want to work.

FACT: The major cause of homelessness is housing affordability. The housing affordability gap, the gap between income and housing costs, has grown dramatically over the past three decades causing the ability to obtain and maintain housing to become extremely difficult. It is incredibly difficult to find and maintain a job when you are homeless. Homeless people often lack clean clothing, regular access to showers, a means of transportation, a permanent address, I.D., and a phone number – the basics to getting along in any workplace. Under the Housing First philosophy we focus on supporting people to find permanent housing first and then moving forward with employment goals.

There is a need for more affordable housing



3,771

households received subsidized accommodations through City of Greater Sudbury Housing Services.



1,334

applicants on the rent geared to income wait list as of December 31st 2019.



5 year

wait time to get a one bedroom subsidized unit in Greater Sudbury.



\$904

is the average monthly market rent for a one bedroom apartment in Greater Sudbury.



2.1%

Overall vacancy rate in the City of Greater Sudbury.

MYTH: Being homeless is a choice.

FACT: People do not choose to be homeless. There are many factors that contribute to homelessness, such as: housing affordability, loss of employment, family break-up, family violence, mental illness, poor physical health, substance use, physical, sexual or emotional abuse and other experiences with trauma. For a person to become homeless, it usually means all other options have failed – and they are dealing with circumstances that make it difficult to obtain housing.



People are provided with additional housing supports when needed



79

people who had experienced chronic homelessness were supported to stay housed through the Housing First Program.
homelessnessnetwork.ca/



190

people were supported to stay housed by Monarch Recovery Services through supportive aftercare programs.
monarchrecoveryservices.ca/



245

people were supported to stay housed by the Canadian Mental Health Association through supportive or transitional housing, rent supplements and transitional community support.
sm.cmha.ca/

New in 2020!

The Ontario Aboriginal Housing Services have added services in Sudbury through their Indigenous Supportive Housing Program.
ontarioaboriginalhousing.ca/

The new 15 bed residential Harm Reduction Home, operated by Canadian Mental Health Association - Sudbury/Manitoulin, will open at 200 Larch Street.
sm.cmha.ca/

Sudbury District Nurse Practitioner Clinics have opened a new location at 200 Larch Street which will be co-located with the Off the Street Emergency Shelter Program and the Harm Reduction Home operated by Canadian Mental Health Association - Sudbury/Manitoulin.
sdnpc.ca/

MYTH: Homelessness can't be solved.

FACT: Greater Sudbury supports the Province of Ontario's goal to end chronic homelessness by 2025. It is a bold goal, but one that we believe can be achieved. The plan relies on the coordinated efforts of people and agencies across the city, and the creation of affordable housing units – as the affordability is the most significant challenge for people who want to move out of the shelter system. While emergency services will always be necessary, ending homelessness will require a breadth of support that includes preventing people from becoming homeless in the first place, and quickly rehousing people who are already homeless.

To find a copy of the City of Greater Sudbury's 10-Year Housing and Homelessness Plan:
greatersudbury.ca/live/housing/homelessness-initiatives/



Fiche de rendement sur

L'itinérance en 2019

À compter de la mi-mars de 2020, des mesures de soutien additionnelles ont été mises en place pour aider les personnes sans abri pendant la pandémie de la COVID-19.

Tous les programmes d'abri d'urgence ont mis en œuvre de nouveaux protocoles de nettoyage, échangé des informations sur partage de renseignements sur la prévention des maladies infectieuses, établi des politiques d'écart sanitaire et assuré le dépistage et l'isolement des clients qui présentent des symptômes.

L'abri d'urgence hors rue

a déménagé dans un motel au 1500, rue Regent pour faciliter la distanciation sociale.



Abri

Le Centre Samaritain

fournit ses repas dans des contenants à emporter et applique des mesures de distanciation sociale aux douches et à la buanderie.



Manger



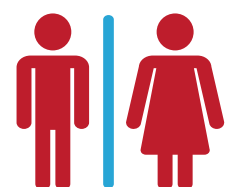
Douches et service de buanderie

MYTHE : Une personne sans abri doit payer pour utiliser un abri d'urgence à Sudbury.

RÉALITÉ : Absolument aucuns frais ne sont exigés des personnes qui utilisent un abri d'urgence à Sudbury.

L'aréna communautaire de Sudbury

était ouvert chaque jour pour donner accès aux toilettes et à un endroit chaud et sécuritaire pour se reposer et prendre un repas tout en respectant la distanciation sociale.



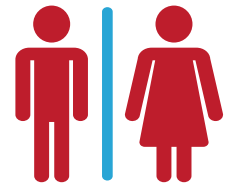
Toilette



Manger

Le YMCA

était ouvert chaque jour pour donner accès aux toilettes, au téléphone et aux ordinateurs.



Toilette



Téléphone



Internet



Des mesures de soutien aident à prévenir l'itinérance



1 787 ménages

ont reçu du soutien de l'Initiative de prévention de l'itinérance dans les collectivités pour les arriérés de loyer ou de services publics et les acomptes

Les abris d'urgence sont là quand il les faut



personnes ont profité d'un programme d'abri d'urgence dans le Grand Sudbury en 2019



Enfants

La Place Cedar est un refuge pour femmes et familles qui est géré par l'Armée du Salut. En 2019, 36 enfants de moins de 16 ans y ont trouvé un abri.

tsasudbury.ca/cedar-place/



Femmes Enfants

qui fuyaient la violence familiale ont trouvé refuge à la Maison Geneva du YWCA et 101 femmes de plus y ont reçu de l'aide à titre de clientes communautaires.

ywcasedbury.ca/programs/genevra-house-shelter/



71

personnes en moyenne ont été approchées chaque nuit

Cles Services communautaires de proximité approchent les personnes itinérantes dans les rues pour les orienter vers les abris et les programmes de logement.

jeunesdelarue.ca/



172

personnes présentant des risques liés au logement ont obtenu du soutien de la part de la Table de mobilisation rapide (TMR).

La Table de mobilisation rapide (TMR) est un partenariat d'organismes communautaires qui travaillent en collaboration pour réagir aux situations à risque élevé et aider les personnes et les familles dans la communauté à éviter les conséquences négatives.

sm.cmha.ca/fr/programs-services/mobilisation-communautaire-sudbury-2

Améliorations

En 2019, la Ville du Grand Sudbury a mené une évaluation du système des abris d'urgence. À présent, la Ville travaille de concert avec les fournisseurs de services communautaires pour mettre en œuvre des mesures d'amélioration.

Pour voir le rapport intégral, consultez le grandsudbury.ca/vivre/services-de-logement/initiatives-en-matiere-de-sans-abrisme/

MYTHE : Le sans-abrisme n'est pas un problème de logement; c'est plutôt un problème d'emploi et les personnes sans abri ne veulent pas travailler.

RÉALITÉ : La cause principale du sans-abrisme est le coût des logements. L'abordabilité des logements, c'est-à-dire l'écart entre le coût d'un logement et le revenu, a grandement augmenté au cours des trois dernières décennies, ce qui a énormément réduit la capacité d'obtenir et de maintenir un logement. C'est très difficile de trouver et de garder un emploi quand on est sans abri. Souvent les sans-abri n'ont pas régulièrement accès à des vêtements propres, à une douche et au transport et n'ont pas une adresse permanente, des pièces d'identité et un numéro de téléphone, donc il leur manque le minimum vital pour se débrouiller dans un milieu de travail. Dans l'esprit du modèle « Logement d'abord », nous visons à aider les gens à trouver un logement permanent pour commencer, après quoi nous les aidons à atteindre des buts en matière d'emploi.

Il faut plus de logements abordables



3 771 ménages ont accédé à un logement subventionné par l'entremise des Services de logement de la Ville du Grand Sudbury.



1 334 demandes étaient inscrites à la liste d'attente centralisée pour un logement à loyer indexé sur le revenu le 31 décembre 2019.



5 ans d'attente pour obtenir un logement subventionné à une chambre à coucher dans le Grand Sudbury



904 \$ le loyer mensuel moyen d'un appartement à une chambre à coucher dans le Grand Sudbury.



2.1 % Le taux général d'inoccupation des logements dans le Grand Sudbury.

MYTHE : L'itinérance est un choix.

RÉALITÉ : On ne choisit pas d'être sans abri. Nombre de facteurs peuvent entraîner le sans-abrisme, comme l'abordabilité des logements, la perte d'un emploi, la séparation familiale, la violence familiale, la maladie mentale, la mauvaise santé physique, l'utilisation de substances, les mauvais traitements physiques, sexuels ou émotionnels ou d'autres expériences traumatiques. Généralement, une personne devient itinérante quand toutes les autres options ont échoué et elle est aux prises avec des circonstances qui l'empêchent d'obtenir un logement.



Des services de logement additionnels sont fournis au besoin



79 personnes qui ont connu l'itinérance chronique ont reçu du soutien leur permettant de conserver un logement dans le cadre du programme homelessnessnetwork.ca/fr



190 personnes ont reçu du soutien leur permettant de conserver un logement grâce aux services de suivi monarchrecoveryservices.ca/fr



245 personnes ont reçu du soutien de l'Association canadienne pour la santé mentale : logement avec services de soutien; supplément de loyer; soutien communautaire à la transition sm.cmha.ca/fr

Nouveautés en 2020!

Ontario Aboriginal Housing Services a apporté de nouveaux services à Sudbury grâce à son programme de logement avec services de soutien pour autochtones. ontarioaboriginalhousing.ca/

La nouvelle Maison de réduction des méfaits gérée par l'Association canadienne pour la santé mentale de Sudbury-Manitoulin ouvrira ses portes au 200, rue Larch. sm.cmha.ca/fr

Les Sudbury District Nurse Practitioner Clinics ont ouvert un nouvel emplacement ses nouveaux locaux au 200, rue Larch, où loggeront également le programme d'Abri d'urgence hors rue et la Maison de réduction des méfaits gérée par l'Association canadienne pour la santé mentale de Sudbury-Manitoulin. sdnpc.ca/

MYTHE : Il est impossible de résoudre le problème de l'itinérance.

RÉALITÉ : La Ville du Grand Sudbury appuie la Province de l'Ontario dans son objectif d'éliminer l'itinérance chronique d'ici 2025. C'est un but ambitieux, mais nous croyons qu'il est atteignable. Ce plan dépend des efforts coordonnés des particuliers et des organismes partout en ville et de la création de logements abordables, car l'abordabilité est la plus grande des difficultés qu'affrontent les personnes qui veulent quitter le système des abris d'urgence. Les services d'urgence seront toujours nécessaires, mais l'élimination du sans-abrisme exigera un éventail de mesures de soutien, notamment des moyens d'éviter qu'une personne se retrouve sans abri pour commencer et des moyens de fournir rapidement un logement aux personnes qui sont actuellement sans abri.

Pour obtenir le Plan décennal de logement et de lutte contre l'itinérance, consultez le : grandsudbury.ca/vivre/services-de-logement/initiatives-en-matiere-de-sans-abrisme/

For Information Only

2020 Local Poverty Reduction Fund Update

Presented To: Community Services Committee

Presented: Monday, Aug 10, 2020

Report Date: Tuesday, Jul 28, 2020

Type: Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports the Strategic Plan adopted by City of Greater Sudbury, as it aligns with the Quality of Life and Place pillar, by offering programs and services designed to improve the health and well-being of our youth, families and seniors.

This report will have a positive impact on the Social Determinants of Health in the area of Health/Well-being as it supports Ontario's poverty reduction strategies (2018, 2014-19) which identifies the importance of breaking the cycle of poverty with continued and strategic investments in the lives of children and youth in order to foster stronger, healthier kids, and families.

Report Summary

This report will provide an update on the current Local Poverty Reduction Fund Project which was launched in September 2017. This Project, which focuses on breaking the cycle of poverty for children and youth, is intended to evaluate the impact of school-based and community-based extracurricular activities on academic achievement and school success for up to 100 children in Grade 5 (2018/2019) identified as being in need and living within deprived neighbourhoods.

Financial Implications

The City of Greater Sudbury, Community Development Department was successful in receiving the Local

Signed By

Report Prepared By

Monique Poirier
Manager of Children Services
Digitally Signed Jul 28, 20

Health Impact Review

Monique Poirier
Manager of Children Services
Digitally Signed Jul 28, 20

Manager Review

Monique Poirier
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Division Review

Tyler Campbell
Director of Social Services
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Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Jul 28, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Jul 28, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Jul 28, 20

Poverty Reduction Fund Provincial grant for \$529,000 which covers a 32 month period from September 2017 to June 2020 (revised from the original term of October 2016 to June 2019). These funds were used to continue work in this area and will have no impact on the tax levy.

Background

The Local Poverty Reduction Fund (LPRF) is a six-year initiative launched in 2015 as part of Ontario's Poverty Reduction Strategy to support community-driven projects that improve the lives of those most affected by poverty.

The City of Greater Sudbury (City) was successful in an application submitted in round two of funding for \$529,000 for the period of September 2017 to June 2020. The City worked with the Ontario Trillium Foundation (OTF), who is responsible for managing and administering the LPRF grants on behalf of the Province.

Staff collaborated with the four local school boards and focused on eight schools located in low socioeconomic areas that incorporate English, Francophone, and Indigenous students. This funding supported after-school programming to a cohort of children in grades 4 through 6 for three years to evaluate if increased school-based and community-based extra-curricular activities result in increased academic success.

Programming was delivered in 6 to 8 week blocks during the school year. It consisted of a 2-hour block once a week, immediately at the end of the school day, and alternated between recreation and leisure activities (ie: ball sports, photography, cooking, etc.). All programming includes a nutritious snack, all necessary equipment or supplies, and is conducted at the eight participating schools. Bus transportation is available at the end of the 2-hour programming to bring children home, thereby removing barriers for participation.

Public Health Sudbury & Districts was retained to evaluate the project and annual reporting to the OTF occurs in August each year.

2020 Programming

This calendar year proved to be very challenging in delivering quality programming to participants. Rotating job actions undertaken by educational labour unions, in addition to several "snow days" and staffing shortages, meant that several weeks of programming had to be cancelled. In addition, the emergency closure of all schools in March as a result of the COVID-19 pandemic brought all programming to a premature end. Discussions with OTF led to the decision to terminate the program prior to its original end date of June 25, 2020. In recognition of the shortened programming, OTF approved the purchase of a 5-week physical education subscription that would provide sporting equipment and supplies to all 110 participants through home delivery. Instructions were included for the children on how to use the equipment (such as various balls, skipping rope, etc.), and the equipment remains theirs to keep. This alteration encourages participants to remain active and engaged.

Next Steps

The program evaluator, Public Health Sudbury & Districts, has proceeded with the final surveys and evaluation to parents/guardians, school administrators, and program facilitators, in an effort to measure the impact of the programming on academic success.

The final evaluation report will be provided to the Community Services Committee in the fourth quarter of 2020.

For Information Only

CMHA Harm Reduction Home Residential Program

Presented To:	Community Services Committee
Presented:	Monday, Aug 10, 2020
Report Date	Wednesday, Jul 29, 2020
Type:	Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the areas of Housing and Quality of Life and place as it aligns with Population Health Priorities of Housing, Indigenous Youth, Mental Health, and Healthy Streets, by providing information related to the Canadian Mental Health Association - Sudbury/Manitoulin's Harm Reduction Home Residential Program.

Report Summary

This report provides information regarding CMHA's Harm Reduction Home Residential Program and the eligibility criteria and process to house residents.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

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Manager, Housing Services
Digitally Signed Jul 29, 20

Health Impact Review

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Manager, Housing Services
Digitally Signed Jul 29, 20

Division Review

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Financial Implications

Steve Facey
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Recommended by the Department

Steve Jacques
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Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
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Purpose

The purpose of this report is to provide information regarding Canadian Mental Health Association – Sudbury/Manitoulin's (CMHA) Harm Reduction Home Residential Program (HRHRP), specifically the eligibility criteria, process to house residents, funding and potential to repurpose the space. This report is in response to inquiries at the June 15, 2020 Community Services Committee meeting

Background

At the June 15, 2020 Community Services Committee meeting an information report was presented entitled Emergency Shelter Review Update. Questions regarding the status of 200 Larch Street were raised and a follow up report was requested. This site is owned and operated by CMHA and includes the Off The Street Shelter, Sudbury District Nurse Practitioner Clinic, the Harm Reduction Home Residential Program as well as other services and programs for Greater Sudbury's marginalized populations. The Off The Street Shelter has been temporarily relocated in response to social distancing requirements due to the COVID-19 pandemic. Staff are reviewing the ability for the Shelter to return to this location and inquiries were made regarding the ability to use the second floor of the building at 200 Larch Street. The second floor will house fifteen (15) residents through the Harm Reduction Home Residential Program upon completion.

Harm Reduction Home Residential Program

The Harm Reduction Home Residential Program provides a range of services and supports to individuals challenged with homelessness, and substance use disorders. Managed Alcohol Programs are a type of harm reduction program focused on reducing the negative health and social impacts associated with chronic alcohol dependence and homelessness. Managed Alcohol Programs are typically residential programs that provide regulated doses of alcohol to residents. Trained medical and social service providers oversee the operation of this program. Managed Alcohol Programs seek to provide supportive, stable housing, regulate alcohol consumption, reduce the use of non-beverage alcohol, and improve overall well-being for residents. The program provides a continuum of services and support to the target population which includes: shelter, meals, primary care, mental health and supportive counselling, housing support and case management services. Physicians prescribe alcohol pours hourly throughout the day and alcohol levels are monitored.

The Harm Reduction Home Residential Program housed seven (7) individuals at an alternate CMHA site on Kingsmount Blvd. CMHA will be able to house fifteen (15) individuals at the 200 Larch Street location. In preparation for the transition, CMHA has advised community partners that they are accepting referrals and have been completing intakes with identified individuals.

Criteria in order to be considered as a participant in the HRHRP are as follows:

- 19 years or older;
- Live with severe alcohol use disorder (AUD), including those who are drinking non-beverage alcohol;
- Are impacted by homelessness or are precariously housed; or

- May currently be frequent users of the healthcare system.

The HRHRP has resources to provide both primary care and specialized addiction care (including access to psychiatric supports). Individuals with polysubstance use and concurrent medical challenges would be considered appropriate.

If the referral meets the above mentioned criteria the following would be completed:

- The referral source/the individual will be contacted to schedule an assessment and intake to the Harm Reduction Home Residential Program, and
- The Severity of Alcohol Dependency (SADQ) scale and Eligibility Criteria will be used to assist in determining appropriateness of candidates for the program. These tools will be completed by intake staff upon assessment.

CMHA is in the process of transitioning the existing program participants from Kingsmount Blvd. to the second floor at 200 Larch St. All new clients will have a staggered entry into the program with timelines varying, based on client and program need. Individuals will be selected from their waitlist who have been deemed eligible.

This program supports the Shelter Program/Housing and Homelessness Plan/Strategy by allowing individuals who are currently accessing the shelter program the opportunity to become residents of the Harm Reduction Home. The Housing and Homelessness Plan looks at the entire housing continuum which begins at homelessness and ends by individuals being housed in whatever setting works for them (supportive housing, regular community housing, rent supplement with private landlord, etc.). The HRHRP is guided by a harm reduction philosophy, evidence-based research and practice guidelines; it addresses housing and homelessness of a vulnerable population, and makes primary care services accessible in a safe space; it decreases the financial constraints on communities and meets people where they are but does not leave them there as it fosters more stable patterns of alcohol consumption and improves nutrition; it decreases use of emergency services, presentations to hospital and admissions.

Funding

Funding for the Harm Reduction Home Residential Program is currently provided through the NE LHIN, the Ministry of Municipal Affairs & Housing, Home For Good (HFG) Program, and Rent Supplements provided through various social services agencies. The existing funding agreements/guidelines require all funding be utilized for the provision of fifteen harm reduction residential spaces with the associated wrap around services.