



2013 Second Quarter Activity Report Sept. 26, 2013

The following is the most recent consolidated Quarterly Report which the DSB will be sending to member municipalities and posting on our public website. Expect Quarterly Reports in February, May, September, and November of each year.

The program statistics are provided separately and updated monthly. They are available on the website by clicking the following link: [Monthly Program Statistics](#)

CAO Overview

The DSB [2013 Second Quarter \(Unaudited\) Financial Report](#) was presented to the Board and projects a year-end municipal share surplus of \$110,668. This surplus includes Ontario Works deficit of \$22,528. Social Housing is forecasted to be under budget by \$85,944. Emergency Medical Services is under budget by \$61,813. In addition non-reserve interest revenue is forecasted to be \$14,561 under budget.

The DSB quarterly financial reports are available on the DSB website by clicking the following link: [Quarterly Financial Reports](#)

Emergency Medical Services

Ontario Association Paramedic Chiefs (OAPC) Human Resources Conference

On May 15th & 16th the EMS Chief and Deputy Chief, along with the DSB CAO and HR Consultant attended the annual OAPC Spring Education/HR conference in Toronto. This annual event again this year involved day long presentations from the preeminent Ontario Emergency Services labour law firm Hicks-Morley. Highlights include recent Collective Bargaining issues and agreements, and other issues/legislation involving the EMS community in Ontario. The previous day the OAPC held their business meetings. Discussed were EMS service issues, updates from a variety of services and OAPC committees, roundtable discussion groups on 4 emerging topics with follow-up at the end of the day on some consolidated thinking, and a speech by the new Director of the Emergency Health Service Branch of the MOHLTC, Richard Jackson.

Non-Urgent Patient Transfers

After starting the project on March 11 three more months of activity have been performed with unprecedented results. Over the first 4 months, this project has proven to be both an efficient and effective alternative model of patient transportation. Additionally, on this front, the NELHIN steering committee regarding this matter has begun and discussions with the consultant group have ensued. Lastly, two conferences were held in North Bay, the NOSDA AGM and an Ontario Hospital Association conference. The Chief of EMS presented the details and early results of our pilot project alongside the other two pilot project coordinators at both conferences. The presentations were well received with a lot of information regarding the uniqueness of the different areas of Northern Ontario. There are many statistics gathered from this project which are available to view in the Board minutes.

Paramedic Mandatory Training

Yearly mandatory training was held over the month of May. During the day long sessions, paramedics reviewed many skills and protocols and learned a new piece of equipment (Zoll X-Series Defibrillator). Topics of review included the importance of accurate documentation and rapid medical assessments. The Bag Valve Mask, airway adjuncts, and suction units were also reviewed with the aim of identifying the different models and types used and ensuring standardized knowledge amongst the staff. A skills station to practice the dispensing of medication and safe injection mechanics as well as an infection control/PPE station were also provided for review. The main topic reviewed/practiced throughout the day was multi-casualty incidents (MCI). Utilizing volunteers as patients, paramedics, in groups of six, had the opportunity to practice their skills in a mock motor vehicle accident with six patients in full costume including simulated injuries. This exercise was a great success and not only reinforced proper patient care; it provided the opportunity for paramedics to hone their Incident Management Skills (ICS). Lastly, CPR certification was offered to all staff after the official training was complete. Throughout the day, some components of CPR were ingrained within the stations and after the official training was complete those wishing to stay to receive the remaining information were tested for official certification.

Hiring Process

With the new Collective Agreement settled in the First Quarter we were able to start our hiring process a little sooner than the previous year. Following a 2 week internal/external posting for part time employees, we reviewed over 40 applications. We invited 20 applicants to participate in the on-site testing which consisted of a written test, 2 oral medical scenarios, and 2 random equipment testing stations. From there we interviewed 18 candidates the very next day. After references were checked the top candidates were offered employment pending successful completion of the orientation program. Orientation shortly thereafter began with the normal organizational introduction and review, in addition to a 2 day introduction/certification by the North Eastern Ontario Pre-hospital Care Program (base hospital), training taken from our

service specific mandatory spring training sessions, and an 8 hour in house certificate emergency vehicle driving program combined with time in a modern ambulance driver simulator; the simulator portion being complete at Day Construction in Sudbury.

Ambulance Service Review

As indicated in previous reports the Ambulance Service Review process is one based on a quality peer evaluation that allows the MOHLTC to reissue 3 year licenses to operate ambulance services. On June 18th & 19th the MOHLTC review team visited our operations. The comprehensive review took 2 days. In our office, their team of 7 reviewed our management files, Human Resources files, Policies & Procedures, operational documents, patient care charting, and ambulance maintenance records. In the field they had a team of paramedics from different services throughout the province reviewing operations at each of the EMS Stations. They reviewed the contents of the ambulance, paramedic activity, and station requirements. An exit interview was held on the last day to give a general overview of the results of what was evaluated. At that time the Review Team did not reveal any major deficiency that would require fixing prior to the final draft report. Areas for improvement were noted with immediate action taking place to ensure best practices. The details of the report will be provided next quarter.

5 Year Plan Update

At the June Board meeting approval in principle was given regarding the [Updated EMS 5 Year Staffing Plan](#). After evaluation of current statistics and processes this approval would translate into more hours of on-site ambulance service in our communities. For this update 4 different models were presented each with their own level of aggressiveness of the economic and responsiveness fronts. The potential increase in staffing has many benefits but by far the greatest benefit is the ability to respond to those in medical need in an appropriate and timely manner. This direction again gives a clear understanding that the Board strongly believes in providing the best emergency medical care for the citizens within our communities. We await direction from the Finance Committee on which model best suits the overall municipal needs.

Children's Services

Ministry of Education Updates

As mentioned in the first quarter report, the New [Ontario Child Care Service Management and Funding Guidelines](#) , released by the Ministry of Education (MEDU) in December of 2012, have allowed the DSB the opportunity to engage child care operators in changing the current system of support for day care centres. As a result, and to date, the Children's Services department has held several meetings with child care operator's to collaborate on the development of a new system of support that takes

into consideration that new funding streams and new policies must be efficient, responsive, transparent, and accountable. The outcome has been the development of new policy, the revision of policy, and the increase of funds to support the inclusion of children with special needs.

Below is a brief description of the recent changes to policy and funding:

Special Needs Resourcing

The purpose of Special Needs Resourcing (SNR) funds is to promote the inclusion of children with special needs in an early childhood setting. In addition, SNR funds may provide training to staff, parents, and volunteers in a variety of early childhood settings. A SNR worker plays an instrumental role in supporting day cares with the application for enhanced staffing funds, the development of individual program plans, and the training and capacity building of child care centre staffing. To date, and based on previous funding levels, the DSB was only able to support funding for 1.34 Full Time Equivalent (FTE) SNR workers for our entire coverage area. Due to the funding increase, the DSB has increased the FTE of the SNR workers to 2.34 which will allow better support and capacity building for our day care centres across our 45,000 square kilometer coverage area. Essentially, the existing model did not change, however, it will be greatly enhanced by increasing the FTE's to ensure day care centres are receiving the support they need

General Operating Grant

With the increased flexibility in the new guidelines, the Wage Subsidy and Wage Improvement funding has been replaced with a new policy entitled [General Operating Grant](#). The purpose of the funding is to support affordable fees for services, stabilize service levels, and to improve access to high quality early learning services for children and families.

With the move away from the limited flexibility through Wage Subsidy and Wage Improvement, service providers now have the discretion to use the operating grant for expenses which include, but is not limited to, staff wages and benefits (over mandatory requirements for minimum wage plus MERC's), lease and occupancy costs, utilities, administration, transportation for children, resources, nutrition, supplies, and maintenance.

Repairs and Maintenance

The policy for [Repairs and Maintenance](#), or Health and Safety, was simply revised to be more reflective of the new guidelines and to include a revised list of items covered. Child care operators will continue to submit, annually, their requests for funds which will be reviewed and approved by the DSB based on the policy criteria and available funds. An important change to note under the new guidelines is that the DSB has the discretion to approve funds based on actual need and available funds whereas the previous provincial guidelines set limits on the amount of funds being issued.

Repairs and Maintenance Funding is intended to support the needs of the child care system and preserve existing child care programs. In addition, Health and Safety funding is used to support licensed child care service providers and private home day care agencies to maintain compliance with the licensing requirements under the *Day Nurseries Act*.

Capacity Building Funding

[Capacity Building Funding](#) is a new policy which allows funding to child care service providers in order to support and promote quality programs. Under the old guidelines there was no funding line designated specifically for capacity building or professional development. Capacity building funding is intended to support the professional development of, but is not limited to, child care supervisors, program staff, resource teachers/ consultants, special needs resourcing staff, cooks, home child care providers, home visitors and boards of directors.

Play Based Material and Equipment Funding

A New policy for [Play Based Material and Equipment](#) Funding was developed to assist child care operators to create and maintain enriching environments that are developmentally appropriate. In addition, funds are intended to promote children's exploration and learning through play, consistent with the Ministry's principles in the [Early Year's Policy Framework](#). Play Based Material and Equipment funding may also be used to purchase non-consumable supplies/equipment that supports the regular operation of the child care program. The expenditure of funds shall be allocated on a claims basis and based on priority and funding availability.

Manitoulin-Sudbury Best Start Network

With the 2012 fall release of [Early Child Development Planning Guidelines](#) for Ontario's Best Start Networks (BSN's), BSN's were required to demonstrate their level of integration for children's services. The Manitoulin-Sudbury BSN's main focus has seen the identification of the Local Service Providers Network's (LSPN's) as the local link between the BSN and our four distinct geographic areas we serve. As a result of this work, the Manitoulin-Sudbury BSN received a [confirmation letter](#), in June 2013, stating that we will receive 100% of our planning funds.

Ontario Works

Ontario Works Caseload

In the 2nd quarter of 2013, the Ontario Works Caseload average is 483. Compared to last year at this time, the caseload has increased by 5.0%. The increase is mostly due to Employment Insurance claims ending, students finishing their education year and family hardships.

The 2013 budget was based on an estimated monthly maximum caseload of 509. As a result, the Ontario Works Allowance gross budget surplus is \$98,104 and the municipal share is \$16,198 in the second quarter of 2013. If the caseload trends remain the same, the forecasted allowance surplus to end of the year will be \$32,396.

Social Services Solution Modernization Project (SSSMP)

On June 3, 2013, the DSB was informed by the SSSMP that, as a result of the Provincial 2013 Budget, it was no longer feasible to target the implementation of SAMS for fall 2013. No new date has been provided for the actual "go live". All other targets such as actual Pilot, staff training for the Pilot and managers were pushed by approximately one month. The DSB is still committed to being part of the Pilot and upcoming training.

Employment Ontario

The DSB Employment Ontario program has completed its first quarter (April to June). With the exception of one, the DSB has surpassed all the targets set by the Ministry of Training, Colleges and Universities (MTCU). The DSB's Employment Ontario staff continues to expand their suite of services and market the program as effectively as possible.

On May 8th, 2013 the DSB, in partnership with other community organizations, hosted a very successful Career Fair. Over 200 individuals visited the fair. The Career Fair had a total of 26 Employers.

As part of the Provincial Budget a new initiative will be launched in September 2013. The Youth Employment Fund (YEF) will be incorporated in the current Employment Service Agreement the DSB has with MTCU. Additional funds will be made available to ensure proper delivery of this service.

Jobs For Youth

In May 2013, for the 5th consecutive summer, the DSB received confirmation from the Ministry of Children and Youth Services that we would be delivering the Jobs For Youth Program on Manitoulin Island. Two Summer Youth Leaders were hired in May and after an orientation they were hard at work with recruiting students and employers. By the end of June the JFY program had received 80 employers and 80 students applications. The DSB was able to confirm 44 placements with a start date of July 2nd, 2013. The program will run for 8 weeks with the possibility of extended placements.

Community Involvement

The DSB continues to be involved with local service providers. One worth mentioning is the Sudbury and District Good Food Box. This program originally was available only to the Greater City of Sudbury residents. Approximately three years ago it was expanded to the Espanola / Lacloche area. The program is now focusing on the Sudbury East and

Manitoulin Island areas. The DSB is actively involved in the delivery of this program for our catchments areas.

Social Housing

In June the DSB Board aproved the 10-Year Housing and Homelessness Plan in principal. The approved plan has been distributed to all stakeholders for their review and comment by September 6, 2013. Once all comments are in and the plan is updated, the Board will be presented the plan at the September Board meeting for final approval.

Applicants

During the second quarter of 2013 our waiting list remained steady from first quarter with only a slight decrease of less than 1% in the overall number of applicants as compared to the last report . Although the numbers for one-bedroom units decrease, the waiting list saw an increase in applications for family housing units.

Tenants

During the quarter there were a total of 14 new move-ins and 13 move outs. 57 residents had changes to their lease amounts either due to annual or interim reviews due to income or family change, and 17 gave notice to vacate. There were a total of 5 tenant transfers.

Revenues

As of June 30th, 2013 the Housing generated revenues were \$176 above the budgeted amounts, showing \$528,228 in total tenant revenues to date.

Arrears

Tenant arrears for the months of April and May & June averaged 3% for the quarter. There is a fulsome and integrated process for timely collection of arrears that has been successful in arrears collection.

Events

The Chapleau container gardening event was held at the end of May at the family housing units and was a huge success. Members of the Chapleau Best Start Hub and Manitoulin-Sudbury DSB staff were on hand during the event, which hosted a barbeque and gardening activities. It was a beautiful sunny spring day and 81 people (42 adults; 39 children) attended. It was a great day enjoyed by all.

The Espanola container gardening event was held the following weekend at the Red McCarthy ball field pavilion. It was a stormy day, but deemed a success nonetheless

with 59 in attendance at the event. Again the event hosted a barbeque and gardening activities and at this event had an Espanola Horticultural Society volunteer to assist and teach about plants and container gardening.

Infrastructure & Asset Management

Investment in Affordable Housing (IAH)

April 1st marked the start of Year 3 for the IAH program. The budgeted amount for this initiative is \$376,231. As of end of June, three files were approved for a total of \$43,721 with several more files being processed.

New Maintenance Coordinator Infrastructure & Asset Management

On May 21, Darryl Nadeau joined the DSB as the new Maintenance Coordinator. Darryl is a Mechanical Engineering Technologist with extensive asset management experience as a building technician. Most recently he was the Maintenance Supervisor with SNC-Lavalin responsible for maintenance of the Federal Taxation Center in Sudbury.

Infrastructure Upgrading and Repairs

The Warren and St. Charles apartment buildings were recently upgraded with poly tubing hot water recirculation piping and new bathroom faucets. This activity was undertaken to eliminate pinhole leaks in the degrading copper piping and to update the faucets to facilitate ease of future maintenance requirements.

Summary

The DSB had a very busy second quarter. If municipal Councils have any questions or would like DSB staff to attend a municipal Council meeting please feel free to contact me at the address below.

Fern Dominelli

Chief Administrative Officer

Manitoulin-Sudbury District Services Board

Phone: 705-222-7777

E mail: fern.dominelli@msdsb.net

Website: www.msdsb.net