



## **2014 Fourth Quarter Activity Report Feb. 26, 2015**

The following is the most recent consolidated Quarterly Report that the DSB will be sending to member municipalities and posting on the 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 2014 Fourth Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$303,172. This surplus includes an Ontario Works forecasted to be under budget by \$26,737. Children's Services forecasted to be under budget by \$11,004. Social Housing is forecasted to be under budget by \$139,872. Emergency Medical Services is under budget by \$129,163.

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

### **Emergency Medical Services**

#### **Non-Urgent Transfers**

The DSB continues to operate an alternative non-urgent patient transportation system with funding allocated until at least March 31, 2015. As indicated in a recent [NELHIN Media Release](#).

The Chief of EMS for Manitoulin-Sudbury is part of the interim leadership working group mentioned in the news release. While bound by confidentiality, this group has forwarded the idea that prior to a Request for Proposal being issued a Request for Expression of Interest (RFEI) is being sought to garner not only interest on such a program but also to answer some questions not answered through the pilot project. The RFEI will be public and should be issued within the first quarter of 2015.

#### **Community Paramedicine**

Operational planning for the Community Paramedicine program began in November of 2014. David Wolff, Commander of Training in partnership with Cochrane and Algoma

DSSABs, created procedures for the proposed programs; wellness clinics, ad hoc paramedic visits, and circle of care visits. The representatives from all three services met, reviewed and refined the procedures.

In December, Mr. Wolff, along with the representative from Cochrane DSSAB, visited Renfrew County Paramedic Service to review their Community Paramedicine program to gain insight into actual operations of a successful operating program. That visit proved to be invaluable in that processes were identified on how to ensure a successful program. Upon return, paramedic documentation was created to support our program.

Throughout, Mr. Wolff has been in discussions with Dr. Stephen Ritchie from Laurentian University. Dr. Ritchie has been engaged by the program to evaluate and conduct research on the merits of the program. These discussions also contribute directly to the program procedures and methods of documentation and data collection.

We will continue into the 1st quarter of 2015 and beyond finalizing processes and design of paramedic training for our pilot sites where the programs will first be provided.

### **ZOLL EPCR User Group Meeting**

On December 10th the Chief of EMS and Commander of Training attended a ZOLL Electronic Patient Care Record (EPCR) Ontario User Group meeting. This meeting detailed the direction that ZOLL is taking with not only its medical supplies but also data services. As a large user of ZOLL equipment and the first customer in Canada to utilize the Road Safety 4000 hardware it was important to understand the next steps in the creation of an all in one suite of EMS systems.

There appears to be a concerted effort to gain a greater hold on the Canadian market when it comes to patient monitoring, patient charting, database driven statistics, and paramedic driving safety. We continue to move forward on the systems we are currently utilizing with new enhancements always being looked at. As a measure of support ZOLL has promised monthly training sessions to be held free of charge at their new facility for 2015. This will go a long way in ensuring that we are utilizing our systems to the fullest potential

### **Ebola Preparedness**

Locally, while the risk of Ebola transmission into Canada or Ontario remains extremely low, Paramedic Services were required to put into practice specific Personal Protection Equipment (PPE) as well as best practices in infection control. In November of 2014 Manitoulin –Sudbury DSB EMS began a roll out of individually issued PPE to Paramedics (2 each) as well as two kits of each size in the Ambulances consisting of the following approved items:

- Fluid resistant/impervious coveralls with hood
- Bouffant cap

- Impervious procedure gowns
- Fluid resistant boot covers
- Full face shield
- Biohazard bag
- Safety glasses

The Ministry of Health and Long Term Care has been providing updates on best practices and training via bulletin updates. The Commander of Training David Wolff produced an instructional video of the Donning/Doffing PPE procedures. Paramedic crews were required to view the instructional video, be signed off by a Field Superintendent showing an understanding of the donning/doffing procedure and complete an on-line quiz to ensure understanding of infection control procedures. A comprehensive 13 page Policy and Procedure ([G.8.6.4 Care and Transportation of Suspected Ebola Cases](#)) was developed to establish a defined procedure for the management of suspect or confirmed Ebola Virus Disease type patients. A Management Operating Procedure also was developed to provide direction on Supervisory notifications and response where applicable to all suspect or confirmed Ebola as there must be a safety officer present to assist the crew in the donning/doffing process.

To date Manitoulin-Sudbury DSB EMS has not had to respond to any suspect Ebola Virus Disease cases. We continue to receive updates and notify our paramedics of such and PPE will once again be a focus of upcoming mandatory training this spring.

## **Children's Services**

### **Ministry of Education Updates**

The northern region meeting was held in November and the [Joint Ministry Special Needs Strategy](#) was reviewed. Conversations took place regarding the steps taken at the community level to move forward with this strategy. The Sudbury and Manitoulin-Sudbury Districts have been working together to develop a local plan. A steering committee has been formed along with two sub committees (Service Coordination and Integrated Rehabilitation Services). The Manitoulin-Sudbury DSB is participating at the sub-committee level.

A full day session was held for school boards, service system managers and data analysis coordinators regarding the Early Development Instrument (EDI). A [memo](#) regarding EDI was released in October highlighting the changes planned for 2014-15 data collection. The purpose of the session was to connect EDI stakeholders and review the process for the coming years.

A full day session including service system managers and early learning professionals was held to further explore [How Does Learning Happen?](#)

## **Manitoulin-Sudbury Best Start Network**

Manitoulin-Sudbury Best Start Network Co-Chair, Jane Bauer, has resigned after many years of dedicated service. Sue Caverson of the Sudbury and District Health Unit has been elected Co-Chair. The Best Start Network has been supporting the local service provider networks as they develop work plans for the upcoming year. The full report [Manitoulin-Sudbury District Best Start Network](#) and highlights [Manitoulin-Sudbury BSN Strategic Planning Highlights](#) describe the agreed upon ends and means for the Best Start Network and Local Service Provider Networks.

## **Child Care Update**

Additional meetings have been hosted by the Conseil scolaire catholique du Nouvel-Ontario and the Huron-Superior Catholic District School Board to share updated drawings of their new schools. This shared site will accommodate students from Sacred Heart Catholic School as well as students from École Saint-Joseph and École secondaire catholique Franco-Ouest and two child care centres, one in each school. Construction of the building, that will serve these three schools, is expected to begin in 2015 with occupancy slated for 2017.

Plans are underway to develop a [child care marketing strategy](#) for the Manitoulin-Sudbury District.

## **Ontario Works**

### **Ontario Works Caseload**

In the fourth and final quarter of 2014, the Ontario Works Caseload average is 499. Compared to last year at this time, the caseload has increased by 1.07%. The increase is mostly due to people waiting for employment insurance, inability to find employment, and family hardships.

The 2014 budget was based on an estimated monthly maximum caseload of 530. As a result, the Ontario Works Allowance gross budget surplus is \$153,482 and the municipal share is \$26,737 as of the fourth quarter of 2014.

### **Social Services Solution Modernization Project (SSSMP)**

The Social Assistance Maintenance Systems (SAMS) went live November 11, 2014. This office has worked very diligently to ensure that client services were not affected by the new system. This new program is very challenging for all staff. All of DSB's resources are being focused on ensuring that new applications are completed accordingly to ministry guidelines and that Ontario Works clients receive proper assistance. The DSB staff

continues to work in collaboration with Ministry officials to ensure program and service integrity is at the forefront.

### **Employment Ontario**

The DSB Employment Ontario program has completed its third quarter. With the exception of one, the DSB has surpassed all the targets set by the Ministry of Training, Colleges and Universities (MTCU). A target that is worth highlighting is the employed one. We have achieved a 79% rate where our target is set at 69%. The DSB's Chapleau Employment Resource Centre continues to expand its suite of services and market the program as effectively as possible. The DSB staff continue to assist local employers with Human Resources services. Since April 2014, approximately 1,460 individuals have accessed the Chapleau Resource Centre. These numbers represent individuals and local employers.

### **Youth Employment Fund**

As of December 31, 2014, thirteen youth have been placed through the Youth Employment Fund (YEF) and the Ministry target was ten placements. Four of those youth were on Social Assistance.

### **Canada-Ontario Job Grant**

The Canada-Ontario Job Grant started in November 2014. This program is funded by the Ministry of Training, Colleges and Universities (MTCU). The Canada-Ontario Job Grant (COJG) provides direct financial support to individual employers who wish to purchase training for their workforce. The employers choose the individuals they would like to have trained, and the training that meets their workforce development needs. The training is delivered through a cost-sharing agreement between individual employers and the DSB. The Employer pays at least 1/3 of direct training costs. The government covers 2/3 of direct training costs, up to \$10,000 per trainee. The DSB received a total of \$10,478 to administer this program which includes training costs (\$8,605), placement incentives and individual supports (\$354). This funding is for this fiscal year ending March 31, 2105. The DSB is currently informing local businesses of this new initiative. The DSB does not foresee any difficulties in achieving its target.

### **Community Involvement**

The DSB continues to be involved with local service providers. One of the programs we support is the Sudbury & District Good Food Box program. As food security is very important for the health and welfare of our citizen, the DSB continues to be involved in order to ensure that the program is delivered outside the Greater City of Sudbury. To date, the Good Food Box program provides services to the Espanola, LaCloche, Massey, Nairn Centre, Manitoulin Island, Markstay-Warren, Alban and Killarney areas. For December 2014, of 440 orders received a total of 201 came from our catchment areas.

## **Social Housing**

### **Smoke Free Policy Update:**

It has been a very busy quarter wrapping up the year with a series of meetings throughout the district on our new Smoke Free Housing Policy. This Policy will have all new unit turnovers on and after January 1<sup>st</sup>, 2015 as smoke free units. Every effort is going into the education of our tenants and applicants alike to ensure that there is a clear understanding of the policy. Current residents under lease are grand-fathered from this policy, with the option to adopt the new policy if they choose. Thus far 10 residents have adopted the new policy and voluntarily deemed their unit as smoke free. The policy is getting very good feed-back from residents. It is important to note that our local Health Units have been very engaged with the process to date, providing residents with information on their programs and services, and responding to tenant inquiries. They continue to supply us with promotional material and their willing participation to engage our residents.

### **Ontario Non-Profit Housing Association (ONPHA)**

The ONPHA held their annual conference in mid-November. This conference brings together all members of the province's housing community, including Service Managers, Housing Providers, Community Partners, Housing Board Members, Tenants, and Vendors alike. The weekend event consists of a tradeshow and many interesting workshops on topics pertinent to day-to-day housing related items such as bed-bugs, eviction prevention, Rent Geared to Income (RGI) calculations, supportive housing and mental health to name but a few. The conference is always educational with many networking opportunities.

### **Applicants & Tenants**

During the 4<sup>th</sup> quarter of 2014 there were 44 new applications being added to the waiting list. The breakdown of applicant information as of December 31, 2014 is as follows: This includes additions and deletions for new applications, housed and cancelled.

- 1 Bedroom - 314
- 2 Bedroom - 64
- 3 Bedroom - 41
- 4 bedroom - 10

During the quarter 17 new tenancies (includes transfers) were created consisting of 13 one-bedroom units; 2 bachelor affordable units; and 2 four Bedroom units.

There were a total of 8 move outs from October 1st to December 31, 2014.

## **Revenues**

Rental revenues for the quarter are above the budgeted amounts for the quarter. However, the revenues for the year were \$3,002 below expected budget amounts.

## **Arrears**

Arrears for the period averaged 3% of total revenue for this quarter. An integrated approach to collecting arrears is utilized to maintain tenancies and ensure timely collection of outstanding rent.

## **Infrastructure & Asset Management (IAM)**

### **Investment in Affordable Housing (IAH)**

The fourth quarter activity for the IAH program included 2 approved Ontario Renovates applications which totaled \$23,241. The budgeted amount for the initiative was \$112,388 and thus 100% of the budget has been spent. The demographics of those assisted were seniors, working poor, disabled, and victims of family violence. The IAH program assisted 60 clients during the 4 years for a total value of \$975,177. Before the end of the program, an 'Extension program' was developed by MMAH with new guideline. The Assistant Deputy Minister for Municipal Affairs and Housing provided an [update](#) to the extension of the IAH program. The joint initiative between the provincial and federal government has allocated \$1,910,400 to the Manitoulin-Sudbury DSB for the period from 2014 to 2020. Staff presented the board with the [Investment in Affordable Housing-Issue Report](#) in October 2014.

### **Supervisor of Infrastructure & Asset Management**

The [easement and sewer upgrade](#) began in September at 66 Robinson in Little Current and completed early in the fourth quarter. The system is operating as intended and the contractor will return in the spring to spray seed on the slope of the easement.

The Wikwemikong EMS base partial roof replacement, approved by the Ministry of Health (MOH), was completed early in the fourth quarter. The kitchen and dining area were repainted as part of the remediation.

### **Infrastructure Maintenance Repairs and Capital Projects**

The 60 and 70 Barber properties in Espanola had a total of seven gas fired heaters replaced. This was expected and budgeted for as the heaters had reached the end of useful life.

There were four furnaces replaced at the family units on Arthur Court in Espanola. This was expected and budgeted for as the furnaces had reached the end of their useful life. The new units are 96% efficient and meet the Energuide certification.

Annual generator maintenance were completed to ensure the system back up would work reliably.

The custodians received computer training for the new SharePoint Work Order system. This will serve to improve maintenance management, knowledge sharing and asset management. The roll out has been successful with the custodians successfully navigating the software.

## **Summary**

The DSB had a very busy fourth 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.

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