



2015 Second Quarter Activity Report Sept. 24, 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 2015 Second Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$489,822. Social Housing is forecasted to be over budget by \$60,614. Emergency Medical Services is forecasted to be under budget by \$576,000. Interest revenue on non-reserve accounts is forecasted to be \$25,564 under budget.

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

Emergency Medical Services

NOSDA Annual General Meeting

On May 14th & 15th the EMS Chief, along with EMS Deputy Chief Robert Smith attended the NOSDA AGM in Thunder Bay. Along with this conference there was a full day long session of the Ontario Association of Paramedic Chiefs Northern Group. Topics discussed included the new Ambulance Response Time Standard, new MOHLTC Directives, and Service Updates. Also discussed with a contingent from ORNGE was the integration of land ambulance services within the new ORNGE's strategic operational plan. Maps were displayed with geofences around some larger Rotor Wing base communities to show the impact on where ORNGE could respond to with improved patient benefit. In many cases the use of ORNGE is not indicated within the boundaries as the land ambulance crew can effect a more positive transport time to hospital. The opportunity to meet as a group of Northern Paramedic Chiefs is rare due to massive spread of geography within the North however the annual NOSDA event had granted the chance to do so at least once per year in a face to face fashion.

Ontario Association Paramedic Chiefs (OAPC) HR Conference

On May 13th & 14th the EMS Chief, along with the EMS Deputy Chief, DSB CAO and HR Consultant attended the annual OAPC Spring Education/HR conference. This annual event 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 OAPC business meeting discussed issues, updates from a variety of services and OAPC committees including a report from our EMS Chief Michael Maclsaac as Chair of the OAPC Website Committee on the development a new OAPC website. The new website will improve upon the current OAPC website, streamlining it and making it a more efficient way to communicate amongst EMS providers throughout the province.

Community Paramedicine

The second quarter of 2015, saw the launch of our [Community Paramedicine initiatives](#). All three services have implemented Community Referrals to Community Care Access Centres (CCAC) for all patients over the age of 65 who require more assistance to remain living safely in their homes. Additionally, Cochrane EMS and Manitoulin-Sudbury DSB have begun providing Wellness Clinics and Ad Hoc/Circle of Care Home Visits. Our Researcher from Laurentian University, Dr. Ritchie, has begun gathering quantitative and qualitative data and a follow up visit to the pilot sites is currently in the works. Northern College has completed the online educational modules to be made available Province wide and are currently being reviewed by our team. Early feedback on our program from participants and partners has been positive and the initiative itself has garnered interest from the Ministry due to its uniqueness of being a solely PCP project utilizing on-duty paramedics and being a northern rural initiative.

Paramedic Mandatory Training

The Manitoulin-Sudbury DSB EMS has a legislative requirement to evaluate and ensure the competencies of all of our staff on a minimum annual basis. Currently, the methods utilized are regular online educational modules, a monthly training bulletin called the EMS Advance and an annual face-to-face training session. This year's face-to-face training sessions were delivered in a new format for most of the staff. The majority of staff attended a central location in Little Current over a one week period in a symposium format. This offered a single centralized training solution while full time staff were on shift providing a decrease in overtime for training. The northern staff still received training as in past years where the two Field Superintendents travelled north to provide the training in person. This solution also resulted in reducing facilitator workload to a manageable level and mitigated operational issues. An added benefit was an increase in staff cohesion which improves workplace culture.

A new feature we introduced at the symposium this year included guest speaker Robin Young. His session was Situation Awareness and Paramedic Self Defense. He was a welcome addition and the paramedics made several comments on the enjoyment and

importance of the training. The Base Hospital Group also joined us and provided the Annual Spring Rounds, which were made mandatory this year. During the Symposium Field Superintendent Jennifer Belanger and Commander David Wolff provided practical sessions to review personal protection equipment (PPE), patient carrying equipment, and patient care skills at multiple workstations. When comments of staff were reviewed in combination with the financial report and the positive learning environment, it was concluded that the Symposium was an overall success.

Hiring Process

Manitoulin Sudbury DSB EMS Department's annual external hiring process was completed in the second quarter of this year, and resulted in the addition of eleven new paramedics to the ranks of the service. The DSB reviewed almost 60 applications packages, 46 candidates were invited to the first phase of the process. There were 18 candidates who moved on to the further phases of the process. These additional phases included practical and interpersonal skills assessments. All assessment phases were completed in 2 days, with reference audits completed on days 3 and 4. There were 11 candidates that were offered employment pending successful completion of the orientation program. The 11 candidates represented all those applicants who successfully completed the hiring process.

Unlike previous years, candidates who were offered employment, completed their Base Hospital Certification, received certification through the practical driver simulation program at Day Construction, prior to the one week classroom orientation program. An 8 hour in-house certificate emergency vehicle driving program was incorporated into the weeklong orientation, while a 12 hour observation shift was put in place this year following orientation.

All 11 candidates were successful in the orientation and certification process and have been operational since June 1, 2015.

Children's Services

Ministry of Education (MEDU) Updates

Staff have been working to support providers during the application process for wage enhancement. Staff have participated in an MEDU survey to help inform the process for the implementation of wage enhancement in year 2.

The modernization of child care in Ontario remains to be a key priority for MEDU. In December 2014 Bill 10, the [Child Care and Early Years Act, 2014](#) was passed. This was an important step towards building an improved child care system. MEDU is planning for a phased in implementation of the provisions under the new Act. With the exception of the amendments to the Education Act requiring school boards to ensure the provision of before and after school programs, all other sections of the Child Care Modernization Act,

2014 will be proclaimed on **August 31, 2015** The DNA will remain in effect until the process is complete.

[The New Child Care and Early Years Act: What Providers and Parents Need to Know](#) document was released in June to help inform the public of the Early Years Act. A webinar took place in June for providers and DSSAB's outlining the implementation of the act.

A [policy statement](#) has been issued by the Minister on programming and pedagogy which applies to all child care programs. '[How Does Learning Happen?](#)' will be the document used for guiding licensed child care programs.

Manitoulin-Sudbury Best Start Network

The Best Start Network has been supporting the local service provider networks and the Aboriginal Advisory Committee as they develop work plans for the upcoming year. The [full report](#) and [highlights](#) describe the agreed upon ends and means for the Best Start Network and Local Service Provider Networks. The Aboriginal Advisory Committee has developed a [work plan](#) for 2015; the focus of the plan is to recruit additional members to support the planning of the Best Start Network.

Triple P Pilot Project

A two-year pilot program is taking place between Manitoulin-Sudbury DSB and the City of Greater Sudbury. Four child care centres are participating, two in Sudbury and two on Manitoulin Island. The project revolves around training child care centre staff as parents in Group Triple P. The expectation is that a more consistent approach to behavior management will result in the child care centre and that staff confidence with respect to dealing with challenging behaviours will be enhanced. The pilot is in year one, a full evaluation of the project will be available at the end of year two.

Child Care

Staff are working with the Sudbury Social Planning Council to develop a child care plan; the first phase will focus on community demographics and the development of a community survey to assess the child care needs across the district.

Staff are also working with Studio 123, a marketing firm, to develop district wide promotional materials, child care fact sheets, Special Needs Resourcing fact sheets and centre specific branding. It is expected that the materials, once shared with providers and clients, will increase awareness of early learning, socialization, family support and education opportunities for children and families across the district.

Quality Assurance and Capacity Building working groups have been established with providers to develop a community approach to quality assurance and professional

development. Staff will be hosting a number of meetings over the summer in anticipation of commencing a quality assurance review in the fall of 2015, with a full roll out report in the winter of 2016.

College of Early Childhood Educators (CECE) Leadership Pilot

The CECE invited CMSM's and DSSABs from across the province to participate in this years' leadership pilot project.

In the spring, Manitoulin-Sudbury DSB collaborated with the City of Greater Sudbury (CGS) to submit a joint expression of interest to support this project. The DSB/CGS were the only communities to submit a joint expression of interest and have been selected to support the leadership pilot along with 26 other CMSM's and DSSAB's.

Three supervisors, one from the district and two from the city, have been selected by the College of ECE's to take part in the pilot. The supervisors will participate in a unique career-enhancing professional learning opportunity with the goal to build a network of professionals that will contribute to improving the quality of care in the early childhood education sector.

The supervisors in the Leadership Pilot project will participate in the following learning activities: an opening retreat and leadership symposium, five learning modules, self-directed learning opportunities based on the participant's own career goals, needs and professional interests, leadership practicum chosen by the participant and a closing retreat. A work plan will be developed and the supervisors to ensure continued support to the child care community as the supervisors further develop their skills.

Ontario Works

Ontario Works Caseload

In the second quarter of 2015, the Ontario Works Caseload average is 539. Compared to last year at this time, the caseload has increased by 7.0%.

The 2015 budget was based on an estimated monthly maximum caseload of 539. The municipal share for OW allowances is forecast to be on budget at this time. This estimate is based on the actual expenses for January to April with estimates for May and June 2015. Municipal share of administration and employment expenses are forecast to be on budget.

Social Services Solution Modernization Project (SSSMP)

The province implemented Social Assistance Management System (SAMS) on November 11, 2014. For over seven months now, staff have been doing the best they can with the current system. Many levels of our organization are engaged in many

different capacities to ensure that support is provided. Management continues to review and take steps to ensure that they address issues as they arise.

Weekly “fixes” and Communication Updates are being provided by the Project. These are reviewed regularly with staff. This office continues to work very diligently to ensure that client services are not affected by the new system.

Employment Ontario (EO)

The DSB Employment Ontario program has completed its second quarter (April to June). With the exception of two, the DSB has surpassed all the targets set by the Ministry of Training, Colleges and Universities (MTCU). The DSB’s Chapleau Employment Resource Centre continues to expand its suite of services and market the program as effectively as possible.

Employment Ontario Leadership award

In March, 2015, the Ministry of Training, Colleges and Universities, announced “The EO Leadership Awards”. These awards were to recognize Innovation and Collaboration within the Employment Ontario Network. The Manitoulin-Sudbury DSB, more specifically the Chapleau office, was nominated for the Innovation award. The theme was “Integration”. Out of 85 nominations, the Manitoulin-Sudbury DSB made the “Top 10”. Although we were not selected as a winner of the award, the Chapleau office was recognized for their hard work.

Canada-Ontario Job Grant (COJG)

As of June 30, 2015, thirteen training agreements were approved. A total of one hundred and thirty one (131) staff received training through the COJG. On-going marketing and advertising continues to occur on an ongoing basis.

Jobs for Youth (JFY)

The Ministry of Children and Youth Services has given the Manitoulin-Sudbury DSB the funding allocation to deliver the Jobs for Youth program for the full DSB catchment area for the summer of 2015. In preparation for the 2015 Jobs for Youth Program the DSB hired 2 Youth Worker Leaders. The program was well advertised within all local papers. Local agencies were contacted including the Children’s Aid Society, Ministry of Child and Youth Services (youth probation), Municipalities as well as Ontario works clients. The Youth Leaders also attended assemblies at area high schools to ensure as many students as possible were aware of the program. A total of 163 students applied, of these 146 were eligible for the program. The majority of the 16 students who were deemed ineligible were previous participants. The guidelines do not allow youth to participate in the program more than once. The two Youth Leaders then began matching eligible students with eligible employers. Students were matched based on interests.

In total 121 students have been placed.

- **LaCloche** area there were 34 eligible applicants, all **31 were placed.**
- **Manitoulin Island** there were 48 eligible applicants, all **33 were placed.**
- **Sudbury East** there were 38 eligible applicants, **32 were placed.**
- **Sudbury North** area there were 26 eligible applicants, **25 were placed.**

Community Involvement

The DSB continues to be involved with local service providers. One of the program we continue to 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 the program is delivered outside the Greater City of Sudbury. For June 2015, of the 430 orders received, 155 came from our catchment areas.

Social Housing

Market Rents

In May 2015 a report was presented to the Board with respect to [Market Rents](#) in the Social Housing buildings. This report was deferred by the Board in order to allow staff to develop a phased in approach to this change in Market Rents.

Since that board meeting, staff met with Non-Profit Housing Providers to advise of the DSB's intention to increase market rent values and to obtain their feedback. At the same time a comprehensive review of tenants and applicants who may be affected by this change in market rents is underway. This report will be back to the Board in the fall for further consideration.

Events

We are very proud to report that both of the Annual Container Gardening Events and BBQ were a huge success in both Espanola and Chapleau. The Espanola event has now had its 4th year and is a partnership with Our Children, Our Future, LaCloche Best Start Hub, Espanola Horticultural Society and our the DSB. This event hosted 195 participants in all. The Chapleau event which is a partnership with the Chapleau Best Start Hub completed its 3rd year, and again was very well attended with 80 participants from the Community.

Both events were honoured with our local Emergency Services Personnel in attendance to foster community spirit.

Applicants & Tenants

During the second quarter of 2015 the portfolio realized an increase of 1.8% to the waiting list; ending the quarter with 459 waiting applicants.

The breakdown of applicant information as of June 30th, 2015 is as follows:

- 1 Bedroom - 339
- 2 Bedroom - 69
- 3 Bedroom - 42
- 4 bedroom - 9

Spring is usually a busy time for moves, and this quarter was no different in seeing a lot of traffic. During the quarter, there were 11 new move-ins and one transfer, as well as 9 move outs.

Smoke Free Housing – Unit Count-down

As of the end of the second quarter, 34 units of the portfolio's 288 units are designated as Smoke-Free. Some units have been tenant designated, and others have become smoke-free on turnover. This represents 12% of the DSB's Social Housing Portfolio.

Revenues & Arrears

Rental Revenues as of June 30, 2015 are above budget by \$10,810. Arrears for the period averaged 4% 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 IAH Ontario Renovates pre-screen software program was completed and the twenty most in-need clients of the 58 households in the system were chosen for funding. There were two additional emergency files that were provided with funding through the Revolving Loan Fund (RLF) to avoid homelessness. The projects will begin at different times so the second quarter Ontario Renovates funding (April-June) is estimated at \$104,229 with an additional \$58,200 for the Emergency files. The demographics of those assisted were seniors, working poor, and disabled.

The first IAH Home Ownership file was successfully completed with \$10,800 being provided to a single-parent family on Manitoulin Island for the purchase of an affordable home.

Supervisor of Infrastructure & Asset Management

The second quarter was spent tendering the window and generator projects for the social housing buildings. The window project was completed in a timely fashion in Gore Bay. The Espanola window project was delayed due to a manufacturer error and will complete in the third quarter. The four generator projects are scheduled to be completed in the third quarter. The driveway and parking lot repairs were completed in Noëlville.

Infrastructure Maintenance Repairs and Capital Projects

General spring maintenance was underway throughout the district with a significant focus on EMS base deep-cleaning and floor waxing. Bike rack installations were completed at all of the social housing buildings. Numerous washers and dryers that were beyond repair were replaced at both EMS bases and social housing buildings with new Energy Star rated models. Electrical upgrades including shore plug upgrades were completed at EMS bases as well. A complete district-wide entry-key review was undertaken to ensure that social housing locks were both reliable and consistent. This effort resulted in numerous re-keys and key replacements in the contractor boxes.

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