



2016 Fourth Quarter Activity Report Feb. 23, 2017

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 2016 Fourth Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal share surplus of \$351,910. This surplus includes Ontario Works under budget by \$7,718. Children's Services is under budget by \$21,607. Social Housing is under budget by \$194,021. Emergency Medical Services is under budget by \$144,812. Interest revenue on non-reserve accounts is \$16,248 under budget.

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

Paramedic Services

Ambulance Service Review

Noted in the previous quarterly report the Paramedic Services underwent an Ambulance Service Review in June 2016. As per the Ambulance Act, each operator of an ambulance service in Ontario must be licensed to operate said service. 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 14th & 15th the MOHLTC review team visited our operations.

On Sept. 12, 2016 the MOHLTC issued [letter](#) indicating the Manitoulin-Sudbury DSB Paramedic Services was successful in meeting the legislated requirements for certification as a land ambulance operator in the Province of Ontario. In addition, a [Draft Service Review Report](#) was provided which the DSB staff reviewed carefully and prepared a detailed response. The MOHLTC met with the service in November to review the draft report and the DSB response. The Inspector was extremely satisfied with the DSB's response to the draft report. The Final Report was received early in the 1st quarter of 2017 and will be detailed in the next quarterly report.

OPSEU Bargaining

Collective bargaining between the employer and OPSEU local 679 was concluded on November 15, 2016 with a tentative agreement. The contract was ratified by OPSEU members on December 21, 2016.

The four-year agreement included general wage increases of 2% in 2016, 1.4% in 2017, 1.25% in 2018 and 1.25% in 2019.

Beyond the wage items, the agreement included a great deal of clarification language, new definitions to address commitment of part time personnel, new scheduling language, changes to benefits, and a newly signed Essential services Agreement.

The successful conclusion, a freely negotiated agreement, without need for mediation or conciliation is a testament to the efforts by all those involved.

Community Paramedicine Update

In late 2015, the service had just begun working with Community Care Access Centres (CCAC) Telehomecare program. Since then, every paramedic has been approved by CCAC to install the systems into homes of those citizens in need. Multiple installations have been completed across the Districts. To date 30 or more units have been deployed and more than 20 are still in use. 10 or more clients have graduated from the program with the new ability to self-manage their morbidities.

In the third quarter, of 2016, paramedic began the Wellness Clinics in three Social Housing buildings (Massey, Webbwood, Espanola). This initiative was in collaboration with Canadian Mental Health Association. Paramedics visited with several residents each week, developing strong relationships with these citizens. In this quarter, the service has added Wellness Clinics at the social housing buildings in both Gore Bay and Manitowaning with success.

Evidence of success includes the stories of two visitors being diagnosed with hypertension not previously identified. Additionally, at risk residents, considered to be shut-ins, have been attending clinics where health care partners have confirmed that previous efforts for such outcomes were unsuccessful. The evolution of this program will require a collaborative approach with all partners.

In addition to the program expansion above, the service been very active in expanding the Community Paramedicine programs to include items including:

- Chapleau Hospital and Family Health Team referrals for Paramedic Circle of Care Home Visit program, averaging 2-3 referrals per week.
- Preliminary discussions have taken place with Chapleau Hospital surrounding Emergency Department Avoidance strategies for residents of Foleyet

- Manitoulin-Sudbury DSB is involved in the three LHIN Healthlinks proposals, including Manitoulin Island, Espanola and Chapleau.
- The physicians at both the Massey Clinic and the Family Health Team in Manitowaning have declared an interest in a program that could mirror the work in Chapleau.

Support of Paramedic Personnel

Manitoulin-Sudbury DSB Paramedic Services has continued to collaborate with its staff and external counterpart to offer support to the wellbeing of all those involved in the care of citizens. In this quarter, some significant advancements took place. Two paramedics were selected and attended a training session to allow them to deliver the Road to Mental Readiness (R2MR) Program. This program is designed by the Mental Health Commission of Canada (MHCC) to help build paramedic resiliency against the challenges of continued exposure to mental health risk. While the incidence of mental illness, including PTSD is significant in the paramedic profession, the R2MR program is designed to help staff develop their coping skills. By the end of the quarter, all paramedics had successfully completed the training program. Additionally, all senior staff, including the CAO, attended a more in-depth program to assist in the development of mitigation processes.

The DSB will work with staff to develop a formal peer support program in early 2017. This program will involve collaboration with members of the City of Greater Sudbury Emergency Services. Additionally, members of the Paramedic Services have established a support mechanism with a local doctor on Manitoulin Island to offer strong support for any paramedics in need of more in depth support.

Self-Loading Power Cot System

The Manitoulin-Sudbury DSB Board approved the move to a fleetwide install of Stryker MX-Pro Power Cot with the power load system in the spring of 2016. The City of Greater Sudbury Fleet Services were contracted to perform the installation program. In early December of 2016 the fleetwide installation program was completed, except for two vehicles that are scheduled for decommissioning in early 2017. The new systems will be installed in these two ambulances upon receipt from Demers of Montreal. The migration to this system has been received extremely well by all staff.

Children's Services

Ontario Early Years Child and Family Centres (OEYCFC)

In response to feedback from municipal partners, the Ministry of Education has made a commitment to provide a one-time investment of \$5M to support the initial [planning](#) for the implementation of Ontario Early Years Child and Family Centres.

Manitoulin-Sudbury District Services Board received confirmation that our planning allocation to support our local planning will be \$87,719. Allocations were distributed based on child population. The funds will be used to conduct local needs assessments, identify prospective service locations, develop local service plans and establish local service agreements. The community plan will be submitted to the Ministry in May 2017.

Wage Enhancement

The Ministry of Education confirmed their commitment to support a wage enhancement in the licenced child care sector for the third year. The wage enhancement initiative is intended to close the wage gap between Registered Early Childhood Educators (RECE). RECE's working in the publicly funded education system and those in the licenced child care sector. Applications will be posted on the DSB website and sent to providers February 1, 2017, with a deadline of March 31, 2017.

The Journey Together-Next Steps on Ontario's Early Years Initiatives

In July the Ministry of Education sent a [memo](#) identifying a total of \$150M over three years for initiatives aimed at closing gaps and removing barriers. Initiatives include a commitment to expand access for Indigenous children and families to child and family programs on reserve as well as licensed child care and culturally relevant child and family programs off reserve.

In November, the Ministry invited CMSM/DSSAB's to submit [capacity funding proposals](#) to support the implementation of the Ministry of Education's early years initiatives under [The Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples](#).

The initiative is intended to enhance access to culturally relevant, Indigenous-led early years' programs and services off reserve. Staff worked with Kenjgewin Teg Educational Institute (KTEI) to develop a capacity building proposal intended to engage in meaningful, collaborative discussions across the district. The proposed activities included Aboriginal Cultural Competency Learning sessions and family engagement activities across the district. The learning sessions and family engagement activities will lead to the development of a proposal for expanded access to culturally relevant child care and child and family programs off reserve.

Promoting Well-Being in Ontario's Education System

A [memo](#) introducing [Well-Being in Our Schools, Strength in Our Society: Engagement Paper](#) was shared in November 2016. The paper presents discussion questions around three related themes: *Understanding Well Being, Promoting and Supporting Well-being and Knowing Our Impact*. The paper was shared with the Best Start Network and will be used to support planning.

Building a Better Future: A discussion paper for transforming early years and child care in Ontario

The Ministry of Education is seeking feedback regarding Ontario's renewed vision for the early years. The [discussion paper](#) has been shared with community stakeholders and both a focus group and town hall has been scheduled in January 2017 in Sudbury for MEDU to solicit feedback from stakeholders.

New Child Care Construction: Sacred Heart School and École St. Joseph Espanola

Huron Superior Catholic District School Board and the Conseil scolaire catholique du Nouvel-Ontario have been working together to plan for the building of a shared site in Espanola. This shared site will accommodate students from Sacred Heart Catholic School (JK to Grade 8) as well as students from École Saint-Joseph (JK to Grade 8) and École secondaire catholique Franco-Ouest (Grade 9 to 12).

The shared site will also house two child care centres, one in each school as well as a Best Start Hub. The two Child Care Centres are operated by Our Children Our Future with Sacred Heart School and All Star Children Services within École St. Joseph

The Best Start Hub which will be rebranded to the "Ontario Early Years and Family Centres" is operated by Our Children Our Future. Based on current plans, construction is slated to begin in early 2017 with completion anticipated for September 2018.

Ontario Works

Ontario Works Caseload

In the fourth quarter of 2016, the Ontario Works caseload average is 510. Which is a decrease of 9% at this time last year.

Employment Ontario

The Ministry of Training Colleges & Universities (MTCU) has now been renamed Ministry of Advanced Education and Skills Development (MAESD). The DSB continues to deliver Employment Ontario programs successfully in the Chapleau North area

The DSB hosted a career fair on November 2, 2016 at the Chapleau Recreational Centre, the event was well attended with 16 employer booths where the 169 people in attendance could gather information on careers within their community.

Canada-Ontario Job Grant (COJG)

As of December 31, 2016, twelve training agreements were approved. A total one hundred and sixteen (116) staff received training through the COJG program. On-going marketing and advertising continues to occur on an ongoing basis.

Youth Job Connection

Youth Job Connection will continue to provide more intensive, targeted support for youths between the ages 15 and 29 who are neither in education, employment or training. These youths present multiple barriers to employment including poverty, homelessness, disability and mental health. Two groups have completed the Pre-Employment training (total of thirteen youths), one more group is anticipated to have a start date of February, the program will continue to be delivered on an on-going basis to meet all set targets.

Youth Job Connection Summer, which is a program geared to high school students facing challenging life circumstances was delivered through the summer months for youths between the ages of 15 to 18. Our target is anticipated to be met for this program for this fiscal year. Some students were unable to complete their hours within the summer months and completed their hours on a part-time ongoing basis.

Community Homelessness Prevention Initiative

The Healthy Communities Fund (HCF), which is the DSB's local policy, aims to prevent, address and reduce homelessness by improving access to adequate, suitable and affordable housing that is linked to flexible support services based on peoples' needs.

On October 4, 2016, Assistant Deputy Minister, Janet Hope sent the Manitoulin-Sudbury DSB a [letter](#) announcing the DSB's 2017-18 and 2018-19 allocations under the Community Homelessness Prevention Initiative. The DSB's current 2016-17 allocation is **\$324,000**.

- For 2017-18 the allocation is **\$471,920**, 46% more than the 2016-17 allocation.
- For 2018-19, the allocation is **\$619,268**, 31% more than 2017-18's allocation.

On November 2, 2016, Minister Chris Ballard announced at the National Conference on Ending Homelessness that \$15 million is being added to the Community Homelessness

Prevention Initiative in 2019-20. On the same day, the Manitoulin-Sudbury DSB received a [letter](#) announcing the DSB's 2019-20 allocations under the Community Homelessness Prevention Initiative.

- For 2019-20, the allocation is **\$766,183**, 24% high than the 2018-19 allocation.

In 2017-18, staff will be allocating the additional funding to the housing with related supports area as this is the category that allows the DSB to approve portable housing allowances through the [Direct Shelter Subsidy Program](#). This will allow the Manitoulin-Sudbury DSB to assist approximately 60 applicants on the Social Housing Waitlist with a portable housing allowance of approximately \$205 per month. This will reduce the Social Housing Waitlist while allowing families to continue to reside in their existing rental unit.

Social Housing

Ontario Electricity Support Program (OESP)

To date, the DSB has logged 261 applications throughout the district. Part of our approval for the Healthy Communities Fund when requested for Hydro Arrears, is to ensure that the applicant has made application for OESP to help reduce their hydro costs. Staff continue to remind clients of the program and encourage application.

DSB Waiting list

As of December 31st, the waiting list had an overall increase of 17 applicants. This is likely as a result of the increase of funding supplied to our Direct Shelter Subsidy Program, which has encouraged an increase of housing applicants as part of the eligibility criteria for the program. A breakdown of the applicant breakdown is as follows:

- 1 Bedroom - 384 increase of 4 since September 30, 2016
- 2 Bedroom - 64 increase of 9 since September 30, 2016
- 3 Bedroom - 21 increase of 4 since September 30, 2016
- 4 Bedroom - 22 increase of 2 since September 30, 2016

Tenants

This quarter, there was a lot of movement with 13 new resident move ins, 3 resident move-outs, and 2 resident transfers. Residents are transferred when over/under-housed or when a move is required to accommodate medical or mobility requirements.

Arrears

Arrears for the quarter were up slightly, averaging 4.34% for the quarter. However, 2016 saw an influx of former tenants repaying outstanding arrears. In 2016 2% repayment of former tenant arrears was received as income. The DSB uses an integrated approach in dealing with resident arrears, and offers local programs to assist if available and appropriate.

Smoke Free Housing

As of the end of the fourth quarter, 92/288 of the portfolio's units are designated as Smoke-free. This represents 32% of the full portfolio. Some buildings are attaining 50% or greater – Manitowaning, Arthur Court and 80 Pine Street have achieved this.

Direct Shelter Subsidy (DSS) Program

Staff continue to identify and complete the application process with eligible applicants to the DSS program. All applicants that are receiving the benefit are deemed housed, reducing the waiting list. At year end, there were 114 active applicants in receipt of a portable housing allowance through the Direct Shelter Subsidy Program.

Transitional Community Support Worker

The Pilot for Transitional Community Support Worker (TCSW) continues to forge ahead despite a staffing challenge December. A replacement staff is now in place, so the program continues to support the needs of housing residents that are engaged and enrolled in the program, helping them to maintain successful tenancies. The TCSW also is attending Community Paramedicine Workshops in LaCloche-Manitoulin which has been a great success for both Programs.

Infrastructure & Asset Management (IAM)

Ontario Renovates

There have been a total of ten (10) projects approved in fourth quarter under the Ontario Renovates funding for a total of 23 projects approved for 2016. The total cost for the 10 (10) Ontario Renovates projects was \$141,673 for a total cost of \$336,357 for 2016. This amount accounts for 90% of the IAH Extension Year 3 Ontario Renovates Budget. There were two additional emergency files that were provided funding through the Revolving Loan Fund (RLF) to avoid homelessness for a total of 5 for 2016. The total cost for the two emergency files was \$27,054. The demographics of those assisted through the Ontario Renovates Program were seniors, working poor, and disabled.

The distribution of the IAH and RLF projects are as follows:

LaCloche (9) Manitoulin (6) Sudbury East (6) Sudbury North (2)

Supervisor of Infrastructure & Asset Management

There were no major construction projects underway during the 4th Quarter of 2016. There was significant snowfall in December and it may have an impact on the annual snow removal expense for 2016.

Energy efficiency capital projects continue to be a high priority as energy rates continue to rise annually. Key infrastructure efficiencies will be in building envelope, windows, lighting, and insulation. The first Non-Profit housing project funded through the SHIP program has been completed.

Infrastructure Maintenance Repairs and Capital Projects

Approximately 1,000 maintenance work orders were actioned in the past year, with 95 percent of them reaching resolution within a 70-hour time line. 96% of the 56 Unit turn-overs in 2016 were completed within our guideline of 30 days.

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.

Fern Dominelli

Chief Administrative Officer
Manitoulin-Sudbury District Services Board
Phone: 705-222-7777
E mail: fern.dominelli@msdsb.net
Website: www.msdsb.net