



2018 Fourth Quarter Activity Report February 28, 2019

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 2018 Fourth Quarter (Unaudited) Financial Report was presented to the Board and projects a year-end municipal **surplus of \$71,033**. This surplus includes Ontario Works over budget by \$2,422. Children's Services is on budget. Social Housing is under budget by \$448,787. Paramedic Services is over budget by \$466,263. Interest revenue on non-reserve accounts is \$90,931 over budget.

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

Paramedic Services

Employee Recognition

In late October, the Provincial Government held a ceremony to recognize those Paramedics awarded the Governor General's Medal for Exemplary Service and who had achieved exemplary service at 30 years and 40 years. Primary Care Paramedic Bonnie Quackenbush received recognition for 30 years of exemplary service while Primary Care Paramedic Michel Bigras was one of only 8 who received their award for more than 40 years of exemplary service. Our organization is extremely proud of both these members.

Non-Urgent Patient Transfer Service

In the fourth quarter of 2018, the Northeast Local Health Integration Network's Non-Urgent Patient Transfer pilot project remained operational with no decision related to a permanent model. By the end of the fourth quarter, this 6-month pilot project had been operational for 69 months, and had realized significant system improvements as a direct result of efforts from the Paramedic Superintendent team and Deputy Chief Beadman.

In 2018, the PTS program managed more than 1,300 transport legs, allowing for the shedding of nearly 1,000 patient calls from Paramedic Services. The net impact allowed for Paramedics to remain in communities providing emergency response capacity.

Community Paramedicine Update

Since the last report, the Wellness Clinics have further been expanded to include weekly seniors' luncheons in St-Charles, Noëlville and Alban. The Paramedic Service will continue to explore similar opportunities for both Killarney and Warren in 2019, as well as for our Northern communities of Gogama, Foleyet and Chapleau. Notwithstanding several emergency 911 calls that impacted on our presence at these Wellness Clinics, we continue to find that the sessions prove themselves as a valuable program in helping our marginalized and most vulnerable populations have regular access to health care education, advice and navigation in our rural/remote communities.

The Paramedic Service will be collaborating with our hospital partners to implement enhancements to our post discharge home visit service across all four DSB regions. This is a service where, upon receipt of a Community Paramedicine referral, our Paramedics visit clients post discharge from health care institutions within 48 hours of referral.

Community Paramedicine enhancements will come in the shape of technology, medical oversight and an electronic medical record solution. The technology the Paramedic Service will deploy is a point of care blood analyzer device named iSTAT Alinity. The overarching objective in deploying the iSTAT devices is to mitigate the need for patients to travel distances and wait in already crowded hospitals for blood tests that can easily and safely be drawn in the client's home. This device will further permit for the real time transmission of blood chemistry values back to the primary health care provider/team to inform and compliment post discharge care plans.

Autonomous Intravenous Therapy

Paramedic Services rolled out the autonomous intravenous program to staff in the fourth quarter of 2018. This program was supported by the DSB Board and will allow Paramedics to manage both fluid resuscitation and intravenous administration of symptom relief medications. The Paramedic Service's health care partners are both excited and engaged in assisting the Paramedics in obtaining their 20 IV starts to achieve full certification. A full authorized role out of the PCP IV skill set is anticipated by the end of January 2019.

Children's Services

EarlyON Child and Family Centre Update

The Ministry of Education (MEDU) asked that staff provide an update on the transformative work that is being done to support increased access to EarlyON Child and Family Centres in response to community need.

Staff confirmed that the EarlyON programs are committed to improving outcomes for all children and families in the region. Several new outreach locations have been established in response to feedback from families. Increased hours of operation have been established throughout the district including weekend and evening programming.

Staff and elders at the *Minidoo Mnising Sharing and Learning Centre for All* have been working with EarlyON teams to identify community and staff needs and enhance Indigenous content in EarlyON centres.

EarlyON centres have provided Francophone programming for several years, programming has expanded as a result of increased hours of operation and outreach opportunities.

Staff were asked to confirm how we are monitoring service delivery and ensuring that the mandatory core services are being delivered. DSB staff have worked closely with EarlyON staff to ensure a shared understanding of the mandatory core services. EarlyON staff submit their monthly calendars to DSB staff for review to ensure programming aligns with mandatory core services and to be posted on the DSB website.

DSB staff also reported that EarlyON staff are included in all child care learning opportunities. EarlyON Child and Family Centres have been visited by the DSB Quality Assurance program and are supported by Child Care/EarlyON Quality Leads.

MEDU asked for an update on communication methods with the public. Staff confirmed that communication strategies vary across the district and include but are not limited to:

- Monthly calendars, brochures, newsletters and posters
- MEDU materials (bookmarks and brochures) have been distributed to child care, Early ON and Ontario Works families
- EarlyON promotion at community events
- Promotional items including: EarlyON hats, beach towels, pails and balls
- Updates to agency websites, Social media including Facebook, Instagram and Twitter (agency accounts)
- Community Planning Networks including: Local Service Provider Networks, Aboriginal Advisory Committee, Network for Children and Families (formerly Manitoulin-Sudbury Best Start Network)

The ministry requires that mandatory core services be delivered by Registered Early Childhood Educators (RECE's), staff were asked how recruitment and retention of RECE's is being addressed and to describe the local processes for exemption.

The challenges associated with the recruitment and retention of RECE's is not unique to the Manitoulin-Sudbury DSB area, there have been ongoing discussions with other service system managers, particularly those in the North, to identify possible strategies to recruit and retain RECE's.

The opportunities for potential RECE's to study in our district are limited, both Child Care and EarlyON programs have indicated that staff do not want to leave their community and their family to attend school. Staff have also heard from providers that opportunities to apprentice are limited due to long wait times, staff would like to work more closely with community colleges to address these issues and seek mutually beneficial solutions. Discussions with community colleges and service providers are in their infancy, staff anticipate more fulsome discussions in the coming months.

Exemption Process

Where an EarlyON Child and Family Centre is unable to recruit at least one RECE to deliver core services related to supporting early learning and development, the Manitoulin-Sudbury DSB may grant an exemption from the requirement.

Exemptions are not meant to be extended indefinitely. The Manitoulin-Sudbury DSB will review exemptions on an annual basis, identify challenges and develop strategies to support service providers in meeting the requirement. This may include transition planning, ensuring capacity to deliver core services related to early learning and development, and HR approaches (e.g. recruitment and staffing strategies).

Ontario Works

Ontario Works Caseload

In the fourth quarter of 2018, the Ontario Works caseload average is 544 compared to last year at this time, the caseload has increased by 0.74%.

Social Assistance Changes

On November 22, 2018, the government announced their plan. The plan places an emphasis on getting people working by empowering individuals, providing life stabilization supports and improving employment services.

The government is undertaking a coordinated multi-ministry approach to reduce administrative burden and support social assistance recipients in becoming more self-reliant.

The government's social assistance plan includes the following priorities:

- Moving People to Employment
- Locally Focused Services
- Supporting People with Disabilities with Dignity
- Cutting Red Tape and Restoring Accountability

The changes to social assistance will be implemented gradually, and the ministry will be working closely with our delivery partners to develop a plan to phase in changes so that there is flexibility to meet local needs.

Employment Ontario

Service System Management for Employment

A joint [proposal](#) was submitted by nine District Social Services Administration Boards and one Consolidated Municipal Services Manager in the North to the Ministry of Community and Social Services. The proposal presents a fundamental shift to how Ontario currently administers the Employment Ontario program and will address a significant barrier that current households on social assistance face when trying to participate in the labour market. It presents a holistic, modern and client-centred approach to how Ontarians will be supported on their journey to meaningful employment.

Based on the experience of the Proponents, the current system must improve in its planning capacity and approach to coordinating supports, programs and services as part of the Employment Ontario Program. The current fragmented and siloed approach to program delivery by the almost 1,000 different delivery agencies in Ontario results in delayed decision making, inconsistent oversight, increased cost of administration and the erroneous measuring of outputs instead of meaningful outcomes.

The proposal promises a holistic Service System Management to Employment Ontario that will provide a better framework to evidence-based decision making; create a modern employment program designed to support individuals of all skill level and ability to attain employment; and ensure that all communities in Northern Ontario have equitable access to programs and services.

The economy in Ontario continues to change at a significant rate and without a coordinated employment program system Ontario will continue to see the gap between skilled labour and labour market increase in Northern Ontario.

Employment Services

The DSB continues to deliver Employment Ontario programs successfully in the Chapleau North area. In the fourth quarter, 493 individuals accessed our Employment Resource Centre. The DSB staff are working very closely with local employers, fostering relationships and new relationships are being developed with employers. The DSB continues to work diligently with the Ministry of Training Colleges and Universities (MTCU) and the community at large to ensure high quality of service.

Social Housing

Direct Shelter Subsidy (DSS)

Staff continue to identify and complete the application process with eligible applicants for the DSS program. All applicants receiving the benefit are deemed housed. At the end of the fourth quarter, there were 199 Active DSS cases. This program continues to be a valuable option for folks in making their accommodations affordable.

Waiting list (Applicants)

As December 31st, there are 419 applicants on the waiting list, which is up 11 from the 3rd quarter. The reason for the decrease was an undertaking to contact applicants and determine if the application remained viable and current. The DSB also has a Direct Shelter Subsidy Program which is a financial subsidy to help keep people affordably housed and off of our waitlist. A breakdown of the applicant breakdown is as follows:

1 Bedroom	336 - (up 13)	2 Bedroom	36 (down 2)
3 Bedroom	28 - (up 2)	4 bedroom	19 (down 2)

Income Mixing

Every effort is being made to mix the Social Housing Buildings with Rent Geared-to-Income (RGI), Affordable and Market Rent Tenants. Although this process may take time, the DSB has secured 10 full market rent tenants and 16 affordable rent tenants throughout the portfolio.

Smoke Free Housing

With the legalization of cannabis on October 17, 2018 comes a change in our Social Housing Smoke Free Policy. The Manitoulin-Sudbury DSB adopts a without prejudice approach to the legalization of cannabis in Canada and commits to making every effort

to maintain a safe environment for all tenants while adhering to any applicable federal, provincial and municipal laws.

The Manitoulin-Sudbury DSB began the conversion of Housing Units by way of attrition in 2015 with the intention of conversion to 100% smoke free buildings. Tenants have been educated on the intentions of the DSB with respect to this policy.

For clarification, Smoke-free refers to smoking any combustible material, or vaping in or on the rental/leased premises. In addition, smoking any combustible material, or vaping within restricted areas defined by Federal, Provincial and Municipal legislation and by-laws. (For example, within 9 meters of any door, window or air intake of the building)

The Smoke-Free Ontario Act speaks to multi-unit residences stating that smoking is prohibited in any common areas of apartment buildings. This includes but is not limited to; elevators, stairwells, hallways, laundry facilities, lobbies, common rooms.

As of the end of the fourth quarter, 137 /288 of the portfolio's units are designated as Smoke-free. This represents 47.5% of the full portfolio at this time. Units are designated as turn-over occurs.

Infrastructure & Asset Management

Ontario Renovates

There were 5 clients approved for the Ontario Renovates program during the quarter. The projects funded were distributed as follows: Manitoulin Island 3, LaCloche 2. As of December 31, 2018, the DSB successfully allocated 91% of the Ontario Renovates budget. Three remaining files are in the works to assume the remaining budget of \$29,566

Supervisor of Infrastructure & Asset Management

The Arthur Court Window replacement was completed without tenant complaint and the windows are performing well under cold winter conditions. A significant windstorm occurred, resulting in roof damage to three Arthur Court duplexes. The roofs were earmarked for re-shingling in 2019 and two of these were replaced before the cold weather set in. The third was patched until spring 2019 as it will be tendered out with the remainder of the units. Inclement weather came early to Chapleau forcing the delay of the roof replacement until spring of 2019.

Infrastructure Maintenance Repairs and Capital Projects

The fourth quarter resulted in a decrease in workorder requests submitted compared to last quarter. There were 156 workorder submitted in October; 132 submitted in November and 67 submitted in December. Furnaces and heaters were the most common workorder due to the cold weather and increased usage. Significant efforts have been made to respond to workorder requests, with approximately 87% of fourth quarter workorders being resolved within the quarter. There were 16 unit turnovers started in the fourth quarter, with Chapleau continuing to see the highest turnover as well as the highest costs associated with the turnovers in the district.

Life Safety inspections were carried out at the social housing buildings with subsequent deficiencies currently being resolved. Snow removal has been successful at all buildings throughout the quarter with a combined effort from the custodians and contractors. We had a large increase in snow volume at the end of the year while salt/sand applications have been consistent due to extremely icy conditions.

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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