



## 2011 Second Quarter Activity Report Sept. 22, 2011

The following is the most recent consolidated Quarterly Report which we are 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 on the website by clicking the following link: [Monthly Program Statistics](#)

### CAO Overview

The DSB 2011 second quarter financial report was presented to the Board and projects a year-end surplus of \$131,757. This surplus includes Ontario Works allowances forecasted to be under budget by \$75,422 and MOHLTC additional funding of \$50,990 which was reduced from \$136,674 pursuant to DSB Board [Resolution 11-57](#) that was approved in June 2011.

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

At the June Board meeting, approval in principle was given to the [EMS 5 Year Staffing Plan](#). Many different models were reviewed and by [Resolution 11-57](#) the Board approved in principle staffing enhancements in Mindemoya (2011), Massey (2012), Noëlville (2014), Gore Bay (2014), Killarney (2016), Gogama (2016), & Foleyet (2016). For the 2011 calendar year the Board has approved an enhancement to the Mindemoya station effective October 16, 2011. Currently the Mindemoya station operates 12 hours per day with on site staffing and 12 hours per day with on call staffing. This enhancement will mean the Mindemoya station will operate 24/7 with on site staffing. This five year staffing plan will require an additional 1% municipal investment for each of the five years. The 5 year staffing plan while approved in principle will be reviewed by the Finance Committee at budget time each year.

### Children's Programs

#### Full Day Early Learning Kindergarten Program

On April 5, 2011, Jim Grieve, Assistant Deputy Minister Early Learning Division sent out [2011:EL2 Memo](#). The Ministry of Education has started planning for the final

stages of the implementation of the Full-Day Early Learning Kindergarten Program. On June 1st 2011 Assistant Deputy Minister sent out [2011:EL3 Memo](#) announcing the final rollout of Full-Day Early Learning Kindergarten sites which will enable them to achieve full implementation in September 2014.

The Rainbow District School Board has approached two Child Care Providers in the DSB jurisdiction to be a third party provider for the Full-Day Early Learning Kindergarten Program in their school. The DSB reviewed the Third Party Agreements and provided recommendations.

### **Best Start Network**

On April 18 2011, the Manitoulin-Sudbury Best Start Network members attended a full day Workshop called "Travelling Together". This was a visioning and planning exercise to collaboratively review where the Best Start Network has been; where it is now and where it will go in the future. Through the day we developed our skills in goal setting, objective and resource identification.

At the May 19<sup>th</sup>, 2011 Best Start meeting the Network concentrated on the Aboriginal Initiatives Template that Ministry of Children and Youth Services (MCYS) has asked all Networks to complete. The Network is looking to have Aboriginal representation at our Network table.

The Manitoulin-Sudbury Best Start Network has put forward an Innovation Fund Proposal to MCYS. The project relates to children's services in the area of Chapleau. The area presents distinct challenges for many children's services agencies, as most of the service providers are based in Sudbury and provide services to Chapleau on a satellite or itinerant basis. Due to the limited child population, staff positions are often part time and staff recruitment and retention is an ongoing challenge. Services are fragmented.

The aim of the project is to develop a seamless model of services for families by expanding the current co-location of select children's service providers to a broader group inclusive of child welfare, adopting a shared vision and objectives, organizing services around the child and family, and creating infrastructure efficiencies for the partners. This initiative presents a strategic opportunity to redesign the existing model of service delivery and ensure sustainability of services going forward.

### **Child Care Providers Meeting**

The Child Care Providers had their meeting on June 15<sup>th</sup>, 2011. The Professional Development training was presented by Lois Mahon, President of the College of Early

Childhood Educators (ECE's). The presentation dealt with the new Code of Ethics and Standards of Practice.

All childcare Providers reported that their centres are doing well and all programs will be close to full during the summer months.

On April 19<sup>th</sup>, 2011 the One Tot Stop Daycare had their Grand Opening for the Infant program. They are licensed for 10 infants and presently have 5 registered.

All Child Care workers attended a full day workshop on "Learning Language and Loving it". Two sessions were offered one on Manitoulin Island and one in Espanola.

## **Emergency Medical Services**

### **AMEMSO Human Resources Conference**

On May 10 and 11 the EMS Chief and Deputy Chief, along with the DSB CAO and Human Resources Consultant attended the annual Association of Municipal Emergency Medical Services of Ontario (AMEMSO) Spring Education/Human Resources conference in Toronto. The first day involved EMS service issues and updates from a variety of services and AMEMSO committees. The second day brings in a legal firm renowned for their involvement in EMS labour relations across the province. Highlights include recent Collective Bargaining issues and agreements, and other issues/legislation involving the EMS community in Ontario. Additionally, speakers were brought in who dealt with political and media issues.

### **Non-Urgent Transfers**

At the Northern Ontario Service Delivers Association (NOSDA) Annual Meeting in Sudbury in April AMEMSO president Norm Gale spoke eloquently on the topic of EMS non-urgent transfers. Non-urgent patient transfers are transfers of patients from one facility to another for diagnosis, treatment, referral, or specialty beds. The problem is that when an ambulance transfers a patient out of town, that community is left without emergency response. There are 4 main issues with non-urgent transfers in the EMS world. They are:

1. Increased demands on EMS
2. Providing a service not within the legislated mandate
3. Inefficient, ineffective
4. Comes at the expense of emergency coverage (the legislated demand)

Arising out of this was the [Non-Urgent Patient Transfer - Issue Report](#) which was approved by the Board in May. A four point plan of action was approved which includes; consultation with stakeholders, redevelopment of our Deployment Plan,

creation and presentation of a business case to the MOHLTC, and monitoring of the situation. We are in the midst of the first 3 points with completion expected by the end of the third quarter of this year.

## **5 Year Staffing Plan**

At the June Board meeting approval in principle was given regarding the [5 -Year Staffing Plan](#). After much evaluation of current statistics and processes this approval translates into more hours of on site ambulance service in our communities. Many different models were reviewed and the 5 year plan enhances staffing in Mindemoya (2011), Massey (2012), Noëlville (2014), Gore Bay (2014), Killarney (2016), Gogama (2016), & Foleyet (2016). This increased 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 gives a clear understanding that the Board strongly believes in providing the best emergency medical care for the citizens within our communities.

## **Little Current EMS Station Grand Opening**

On June 18<sup>th</sup> a pancake breakfast was held at the new Little Current station. The local neighbours were invited to the event as a thank you for welcoming us into their neighbourhood. The CAO and Chief of EMS cooked 150 pancakes, 12 lbs. of bacon and 200 sausages. Base tours were given by EMS staff and Management and the feedback was very positive.

On June 22<sup>nd</sup> the official grand opening occurred at the station with many local and provincial dignitaries in attendance. In addition to the political members in attendance were EMS personnel, ambulance dispatch officials, local police and fire representatives. The ceremony wrapped up with a ribbon cutting by MPP Mike Brown and the Mayor of Little Current Joe Chapman. After the ceremony people were welcome to visit the facility and light refreshments were served.

## **Hiring process**

The process for hiring new part time Primary Care Paramedics began in March with a job posting. Again this year the comprehensive testing process took over two months to complete. Testing requirements included resume short listing, followed by an invitation to on-site testing. During on-site testing the recruits underwent a written test, two oral medical scenarios, and two random equipment testing stations. The top candidates from the on-site testing were invited to a face to face interview and successful candidates were offered employment pending completion of the orientation program. Included in the five day orientation was base hospital certification and new this year, an eight hour in house certificate emergency vehicle

driving program combined with time in a modern ambulance driver simulator; the simulator portion being completed at Day Construction in Sudbury. We had received over 80 resumes for selection and in the end we hired 7 casual part time paramedics.

### **ZOLL Road Safety Presentation**

As indicated during the June DSB Board meeting we met with ZOLL to discuss their [RescueNet Road Safety Program](#). Along with the presentation as delivered during the Board meeting, we saw a simulated unit in action. Settings were adjusted on the control panel which resulted in simulated violations with the corresponding beeps and chirps being sounded. Seeing the unit in action truly gives an idea of how this system would function in the real world. We will continue discussions with ZOLL on how we can integrate this system into our current technologies.

## **Ontario Works**

### **Ontario Works Caseload**

In the 2<sup>nd</sup> quarter of 2011, the Ontario Works Caseload average is 494. Compared to last year at this time, the caseload average in the 2<sup>nd</sup> quarterly of 2011 is the same as it was in 2010. In April and May, the caseload remained the same but we saw a slight decrease of 2.5% in the month of June comparatively to April and May due to tourism employment. If the caseload continues to remain the same based on current trends, we are looking at a gross budget surplus of \$401,179 and \$75,422 municipal surplus for 2011.

### **Social Services Solutions Modernization Project (SSSMP) On-Line Applications**

On May 16<sup>th</sup>, 2011, the Manitoulin-Sudbury DSB went live with the online application as part of the government's initiative to modernize and improve social assistance technology and delivery across Ontario. The Online Application for Social Assistance is a new, convenient way for people to apply for social assistance. In May, out of the 36 applications that were received in our office, 11% were done online. In June, out of 42 applications, we saw a slight increase of online applications at 19%.

### **Labour Market Website**

The Labour Market Website is currently being updated for the Sudbury North and Lacloche-Manitoulin areas to ensure accuracy of information for those seeking a labour market profile that is reliable, current to 2011, and accessible to employers, agencies, unemployed, potential investors and the general public. The Sudbury East information was updated in the Spring with the 2011 information. To view the website click the link: [Labourmarketstats.com](http://Labourmarketstats.com)

## Employment Ontario

The Manitoulin-Sudbury DSB began offering Employment Ontario Services August 1<sup>st</sup>, 2010. In the first 11 months of the program, we have exceeded all of our service targets and have serviced 107 individuals in being job ready, obtaining employment or leading them in the path of education.

## Social Assistance Review

The Commission for the Review of Social Assistance in Ontario is reviewing Ontario's social assistance system. The Commission must submit recommendations and an action plan for reforming the system to the government by June 30, 2012.

The Commission is seeking input from stakeholders and communities in two phases.

The first phase, which takes place from June to September 2011, will collect feedback on the *Discussion Paper: Issues and Ideas*. The goals of the first phase are to:

- Obtain people's views on whether the Commission has correctly identified the key issues in social assistance in Ontario;
- Identify issues that are missing or misunderstood; and
- Collect people's ideas on possible solutions.

The second phase, which will take place later in 2011, will seek input on options and possible approaches to reforming the social assistance system.

The Manitoulin-Sudbury DSB has set up a community conversation to collect feedback from staff and program participants to provide feedback and advice on issues of common concern.

There are five issues for discussion:

- Reasonable Expectations and Necessary Supports to Employment;
- Appropriate Benefit Structure;
- Easier to Understand;
- Viable over the Long Term; and
- An Integrated Ontario Position on Income Security.

For further information, the Discussion Paper, Issues and Ideas summary and workbook can be found at [www.socialassistancereview.ca](http://www.socialassistancereview.ca).

## Summer Jobs for Youth Program

In May 2011, the Manitoulin-Sudbury DSB received confirmation from the Ministry of Children and Youth Services that we were going to deliver the Summer Jobs for Youth

program once again, for the third summer in a row on Manitoulin Island. We began the process of hiring a Summer Youth Leader and a Summer Youth Leader Assistant. The two staff are diligently working to ensure that the program is a success once again this summer. More information will be available in the next quarterly report.

## **Social Housing**

### **Applicants**

This quarter presented 55 new applications to the Social Housing Services applicant waiting list, bringing the total number of households waiting for units to 353. This represents a 10.65% increase in the figures reported last quarter. During the period we were able to house 13 waiting applicants from the waiting list.

### **Tenants**

During the period a total of 13 residents moved out of their units, although 2 of these were transfers to another unit (ground floor) or building. There was one tenant eviction that is still currently with the office of the Sheriff for enforcement of the order. We attempt to avoid this course of action due to the costs involved, but in this case our attempts were unsuccessful.

### **Revenues**

Rent Revenues for the second quarter are \$244,387 which is up 2.55% from the first quarter. The projected year end deficit has been reduced from \$25,739 in the first quarter to \$19,000 in the second quarter. The budgeted rent revenues for 2011 were calculated using tenant income levels at the time of budgeting, and newly housed tenants have lower income levels which reduces the Social Housing revenues.

### **Arrears**

The second quarter saw average monthly arrears of just over 2% which is on par with expected rates. Our integrated process is very effective in managing the timely collection of outstanding rent.

### **Infrastructure & Asset Management**

#### **Renewable Energy Initiative**

The Geo Thermal Make-up Air project in Mindemoya is well underway. This project was entirely funded through the Ontario government Renewable Energy Initiative (REI) program. The contract was awarded to Manitoulin GeoThermal (Pro Gas) who is installing the system and will be the service provider. Numerous benefits to the

tenants include frequent air exchanges to the building improving the air quality, additional cooling/heating to the building and a savings in electricity costs.

### **Chapleau OW Office**

The DSB purchased the Innovations Centre from the Town of Chapleau and after some initial renovations the office opened on May 17, 2011. These renovations allowed the staff to move from our leased property. The visibility of the DSB is enhanced as we are now located on the main street. The next stage is to add 2 additional offices and improve the accessibility to the building.

### **Warren OW Office**

The DSB moved to the Markstay-Warren Multi-Use Facility on April 11, 2011. We signed a five year lease with the Municipality of Markstay-Warren and the new location has enhanced the DSB visibility as it is attached to the Warren Arena, library and medical offices.

### **Massey EMS Station**

The DSB purchased the ambulance station in Massey from the Township of Sables-Spanish Rivers on June 1, 2011. As part of the purchase the Board approved some required repairs which will occur over the summer months. The repairs include repaving of the driveway, repairing the drainage system in the garage and some maintenance work to the septic system.

### **Foleyet EMS Base**

The contract to build the base was awarded to Smart Structures of Timmins. Review of the station layout was completed in June and construction is slated to start over the summer months.

## **Summary**

We have 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.

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