



.....**MINUTES**
of the October 24, 2013
MANITOULIN-SUDBURY DSB BOARD MEETING
held in Espanola's 210 Mead Blvd. DSB Boardroom

Present: Lou Addison, Les Gamble, Dennis Golden, David Leonard, Derek Stephens, Paul Moffatt, Shawnda Martin-Cross, Edgar Lovelace, Jack McMillan, Bruce Killah, Mike Lehoux, Denis Turcot

Regrets : André Byham, Sonja Flynn

Staff: Fern Dominelli, Donna Moroso, Connie Morphet, Mike MacIsaac, Melody Ouellette, Ehren Baldauf Human Resources Consultant

Media: Dawn Lalonde, Mid-North Monitor
Alicia McCutcheon, Manitoulin Expositor

1.0 CALL TO ORDER

Chair, Les Gamble, called the meeting to order at 10:00 a.m.

2.0 ADOPTION OF AGENDA

Resolution No. 13-85

Moved by: Dennis Golden

Seconded by: Paul Moffatt

BE IT RESOLVED THAT the agenda be adopted.

Carried

3.0 DECLARATIONS OF CONFLICT OF INTEREST

There were no declarations of conflict of interest.

4.0 Closed Session

Resolution 13-86

Moved by: Lou Addison

Seconded by: Denis Turcot

BE IT RESOLVED THAT the Board move into closed session at 10:02 a.m.

Carried

Resolution 13-87

Moved by: Bruce Killah

Seconded by: Lou Addison

BE IT RESOLVED THAT the Board adjourn this closed session at 10:30 a.m.

Carried

5.0 Business Arising from Closed Session

During its Closed Session, the Board discussed Property and Human Resources Issues.

6.0 Minutes

6.1 Adoption of Minutes for September 26, 2013

Resolution No. 13-88

Moved by: Derek Stephens

Seconded by: Shawnda Martin-Cross

BE IT RESOLVED THAT the Minutes of the [September 26, 2013](#) Board meeting be approved.

Carried

6.2 Business Arising from Minutes

There was no business arising from the Minutes.

7.0 Committee Reports

7.1 Finance Committee

7.1.1 2014 Budget Summary

Mike Lehoux, Finance Committee Chair asked Connie Morphet, Director of Finance to walk the Board through the [2014 Budget Summary](#).

The total proposed municipal share budget increase is \$214,778 or 1.99%.

Resolution 13-89

Moved by: Mike Lehoux

Seconded by: Shawnda Martin-Cross

WHEREAS the Finance Committee met on October 9, 2013 to review the [Finance Committee Terms of Reference](#), [Annual Budget Guidelines](#), [2014 Allocation of Program Support](#), [2013 Annual Reserves Report](#), and 2014 budget estimates; and

WHEREAS the Finance Committee reviewed the EMS staffing enhancements as outlined in the [Updated EMS 5 Year Staffing Plan](#) approved by the Board; and

WHEREAS the Finance Committee reviewed the recommendation to increase the contribution to the Social Housing Capital Reserve as outlined in the [Social Housing End of Operating – Issue Report](#) approved by the Board; and

WHEREAS the Finance Committee is recommending that, the Board implements the recommendations contained within these two reports as part of the 2014 Budget. These recommendations will increase the annual contribution to the Social Housing Capital Reserve and implement Option 2 within the EMS 5 Year Staffing Plan, which would see the staffing at the Massey and Noëlville EMS bases move to a 10/10/4 staffing pattern as recommended by the Program Planning Committee.

WHEREAS the Finance Committee is recommending to the Board that it adopt the 2014 Operating Budget as presented.

THEREFORE BE IT RESOLVED THAT the Manitoulin-Sudbury DSB accepts the Finance Committee's recommendations and approves [2014 Operating Budget](#) in the amount of **\$27,545,717** gross and municipal share in the amount of **\$11,010,420** which represents an increase of **\$214,778 or 1.99%** in the municipal share; and

FURTHER BE IT RESOLVED THAT the Manitoulin-Sudbury DSB accepts the Finance Committee's recommendation and approves the [2014 Allocation of Program Support](#).

Carried

7.2 Program Planning Committee

7.2.1 Ambulance Service Review

Lou Addison, Program Planning Committee Chair, asked Mike MacIsaac, Chief of EMS to give the board an update on the [Ambulance Service Review](#).

On June 18 and 19 the EMS department had an Ambulance Service Review. The review is conducted every 3 years and is aimed at assessing an operator's viability to maintain their license to operate an ambulance service.

The focus of the review is compliance with legislation and standards as set by the Ministry of Health and Long Term Care (MOHLTC).

An exit interview was held the afternoon of the second day. At that point the DSB was briefly informed of any noted issues. None of the noted issues were deemed to be critical in nature and would not prevent a license renewal.

A draft report detailing the findings was received July 23, 2013. Within the report was a letter from the Manager of Inspection Certification and Regulatory Compliance of the MOHLTC indicating that the DSB had met the certification criteria and legislated requirements.

There were seven recommendations made that staff were required to answer to. The DSB submitted the answers August 21, 2013. On October 15, staff received notification that the Manager of the Inspection, Certification and Regulatory Compliance section would be coming for a follow up interview later this month.

Once staff has received the final report it will be provided to the Board.

Resolution 13-90

Moved by: Lou Addison

Seconded by: Jack McMillan

WHEREAS the DSB Program Planning Committee has reviewed the draft results of the Ambulance Service Review - Issue Report and is recommending approval of this report to the Board.

THEREFORE BE IT RESOLVED THAT the Manitoulin-Sudbury DSB approves the [Ambulance Service Review - Issue Report](#) and directs staff to action the recommendations contained within the report.

Carried

7.2.2 EMS Investigations Letter & Response

Lou Addison, Program Planning Committee Chair, asked Mike MacIsaac, Chief of EMS to walk the board through the [EMS Investigations Letter](#) and the [DSB Response](#) to the letter.

The most serious concern from the Ambulance Service Review involved the usage of the emergency warning system on emergency calls. A review of the Patient Care Records revealed that 10 indicated that they were called for a code 4 call (critical) but did not use the emergency warning systems (lights and siren). This, while not a legislated requirement, is seen as an issue with the MOHLTC. The MOHLTC Review Team reported this finding to the Investigations Branch of their department.

EMS staff were contacted regarding this investigation the very day that the DSB received the draft report. On the surface, a majority of these 10 calls would not necessarily require the usage of warning systems (under 3 blocks away, patient walked into the station, call occurred in the middle of the night, call occurred down a rural road). In fact, as written, within the investigation report there was no evidence that any patient suffered due to the response time.

7.2.3 Balanced Emergency Coverage Update

Lou Addison, Program Planning Committee Chair, asked Mike MacIsaac, Chief of EMS to walk the board through the Balanced Emergency Coverage Update – Issue Report.

Board members asked that the report be revised for the November Board meeting using more detail to describe the statistics being reported.

7.2.4 EMS Response Time Standard – Issue Report

Lou Addison, Program Planning Committee Chair, asked Mike MacIsaac, Chief of EMS to walk the board through the [EMS Response Time Standard – Issue Report](#).

During the month of October every year, ambulance services are to develop their response time performance plans for the following year. According to the Ambulance Act the DSB is to have its new plans to the Director of Emergency Health Services Branch by October 31. The current Issue Report provides an analysis of current year results. On this basis the DSB has been able to meet each of the response time performance objectives every month for every category except for the month of June for Sudden Cardiac Arrests.

Summarizing for the 3 different response criteria the following is found:

- Sudden Cardiac Arrest goal 15% in 6 minutes EMS would get a defib to the patient - actual cumulative to Sept 19%
- CTAS 1(severely ill, requires resuscitation) goal 25% in 8 minutes EMS would have a paramedic on scene - actual cumulative to Sept 38%
- CTAS 2, 3, 4, &5 goal 80% in 25 minutes EMS would have a paramedic on scene - actual cumulative to Sept 89%

The changes to the DSB Deployment Plan have an effect on response times, as does the Non-Urgent Patient Transportation Service. As things adjust staff may be able to increase the percentages on the performance plan however, it is too early to make the changes.

Based on the statistics up to the end of September staff are recommending the resubmission of the current performance standard for 2014.

Resolution 13-91

Moved by: Lou Addison

Seconded by: Ted Lovelace

WHEREAS the [Ambulance Act Ontario Regulation 257/00](#) contains a new response time standard plan for every upper-tier municipality and every direct delivery agent responsible for delivery of land ambulance services to adhere to; and

WHEREAS the Program Planning Committee has reviewed and is recommending approval of the Response Time Standard - Issue Report.

THEREFORE BE IT RESOLVED THAT the Manitoulin-Sudbury District Services Board approves the Response Time Standard - Issue Report; and

FURTHERMORE BE IT RESOLVED THAT the DSB submits the [Response Time Standard](#) plan to the MOHLTC by the October 31, 2013 deadline.

Carried

7.2.4 Non-Urgent Patient Transfer

Lou Addison, Program Planning Committee Chair, asked Mike MacIsaac, Chief of EMS to give the board a verbal update on Non-Urgent Patient Transfer.

The project has been extended to November 30, 2013 due to remaining budget and extra funding from the LHIN. Staff continues to monitor the statistics of the project. A final DSB report on the six month project is planned to be released to the Board at the November Board meeting.

On October 8, 2013, staff received word from the Espanola Regional Hospital & Health Centre that the LHIN was requesting funding plans for small hospital projects. Staff is pleased to report that the Espanola Regional Hospital & Health Centre decided that they would like to see the Non-Urgent Patient Transfer continue and would like to request the available funding be used for this purpose. Staff received a funding proposal template that the hospital partners completed. Staff then undertook to develop a small update to how the pilot project was performing in terms of the initial LHIN goals. The pilot is actually making a positive difference on the four LHIN goals. Staff added Economical Efficiency as a fifth goal of the pilot and proceeded to detail its successes.

Within the update, there was also discussion of enhancements to the pilot and considerations for future long term needs. Some of the immediate needs were included in the budgetary proposal that staff put together for the partnership. The most significant of which is a coordination and dispatch function. The original plan had the CACC participate in dispatching, which was refused by the MOHLTC. Wanting to ensure that the project succeeded staff initiated an internal process for dispatching and oversight that involved the EMS Training Manager.

It was felt that a submission for a 4 month extension of the current system would be best solution seeing that the LHIN has a steering committee created on this topic under the guidance of a consultant who is preparing a report early in 2014. On October 18, the submission for a 4 month extension with the goal to change to permanent ongoing funding was delivered to the NELHIN.

8.0 New Business

8.1 Community Homelessness Prevention Initiative (CHPI)

[2014-15 Planning Allocation](#)

Donna Moroso, Director of Integrated Social Services, walked the Board through the planning allocation for CHPI.

Staff developed a policy in February 2013, which complied with the CHPI guidelines. The policy is called Healthy Communities Fund, which aims to prevent, address and reduce homelessness by improving access to adequate, suitable and affordable housing.

CHPI has 4 funding envelopes:

- Emergency Shelter Solutions
- Housing with Related Support
- Other Services and Supports
- Homelessness Prevention

The CHPI funding allocation model has not changed for 2014-15. The total allocation consists of base funding and needs based funding. In 2013-14, the planning allocation for CHPI was \$185,493. In 2014-15, the DSB allocation is \$191,635. The increase in the planning allocation is due to the scheduled upload of Ontario Works financial assistance, which is part of the needs-based funding and allocated to each Service Manager's proportionate share of household in Deep Core Housing Needs.

8.2 Community Integration Leaders Project

Donna Moroso, Director of Integrated Social Services, walked the Board through the [Community Integration Leaders Project](#).

The Community Integration Leader (CIL) Project will monitor and learn from a small group of communities that have already taken significant steps toward creating a seamless, integrated system of services as they progress in their broad community-side integration efforts.

The Manitoulin-Sudbury DSB and the City of Greater Sudbury Best Start Networks applied for this project and were successful in receiving \$200,000 one-time, non-operational funding to support service improvements over a period of six to eight months.

Up to 6 sites are selected each year; the DSB is one of the six sites, in conjunction with the City of Greater Sudbury. Sites are selected based on their demonstration of leadership and integration.

The Manitoulin-Sudbury DSB Best Start Network and DSB will work in partnership with the Sudbury Best Start Network and City of Greater Sudbury to consider and test innovative approaches to improving access to information and services in northern and remote communities.

Through this project, staff will also consider innovative ways to improving access to services in northern and remote communities by further defining an integrated model of children services and identify and consider challenges by northern or rural families.

As the Manitoulin-Sudbury DSB was successful two years ago in receiving the Innovation Fund for the Chapleau area so that they can move forward with an integrated model of children services, the Sudbury East, Lacloche and Manitoulin Island areas will also be explored to see if this same model can be replicated in the other geographical areas of the DSB.

The two Best Start Networks will hire the Social Planning Council to carry out the work of the project which will be overseen and driven by the Manitoulin-Sudbury Best Start Network, Sudbury Best Start Network, City of Greater Sudbury, and the DSB.

This project is one that is designed to promote the vision to improved services and integration for children and families. The project will help in future planning and help other areas build on the successes of those sites selected.

8.3 Service System Management

Fern Dominelli, CAO, walked the Board through the [NOSDA Position Paper on Service System Management](#).

NOSDA approved a position paper called an Overview of Service System Management. This paper has been developed to highlight the importance of Service System Management, the roles and responsibilities under a Service System Management framework and how this form of management integrates programs within its purview.

Specifically, it is clear that this approach is well suited to the delivery of Employment Services and to the integration of those services with Income Support Services for the maximum benefit to clients and communities.

Two District Social Service Administration Boards (DSSAB's), namely Cochrane and Manitoulin-Sudbury already operate in this manner in parts of their jurisdiction and offer the opportunity for further "pilot" analysis.

This paper identifies possible opportunities within the service system that could be used in DSSABs across Northern Ontario. Generally speaking, Service System Management includes establishing and managing relationships with community agencies, local planning bodies, other orders of government and consumer stakeholders to achieve outcomes and local priorities. What this means is that service provision across agencies, other providers and stakeholders as well as orders of government is coordinated and aligned. This approach provides an opportunity to improve efficiencies and most importantly improve outcomes for individuals seeking attachment to local labour markets.

9.0 Other Business

10.0 Next Board Meeting – November 28, 2013

12.0 Adjournment

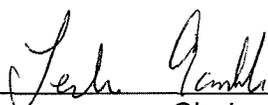
Resolution 13-92

Moved by: Mike Lehoux

Seconded by: Dennis Golden

BE IT RESOLVED THAT the Board do now adjourn at 11:45 a.m. until the next regular meeting to be held, in the DSB's Espanola Mead Boulevard Board Room on November 28, 2013.

Carried



Chair



CAO (Secretary-Treasurer
of the Corporation)