

# COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA



Wednesday, May 2, 2012, 4.00 p.m.  
Emergency Operations Centre, Shelburne

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Declarations of Pecuniary Interests

## **PUBLIC QUESTION PERIOD**

Members of the public will be provided an opportunity to ask questions of the Committee during this time. (Limited to 10 minutes)

## **COMMUNITY SERVICES**

1. COMMUNITY SERVICES/DUFFERIN OAKS – May 2, 2012 - ITEM #1  
Integration and Service Excellence Initiatives

A report from the Director of Community Services dated May 2, 2012 to update the Committee on planned initiatives related to the increase of service excellence and greater service integration within the Community Service Department.

### **Recommendation:**

**THAT the report of the Director, Community Services dated May 2, 2012 with respect to Integration Initiatives, 2012 be received;**

**AND THAT staff be directed to move forward with service integration and service excellence improvements.**

2. COMMUNITY SERVICES/DUFFERIN OAKS – May 2, 2012 - ITEM #2  
Bowling Alley Update and Tenants (W & M Edelbrock Centre)

A report from the Director of Community Services dated May 2, 2012 with respect to an update on the 30 Centre Street, Orangeville project (Old Bowling Alley) and to recommend moving forward with lease agreements for proposed tenants.

### **Recommendation:**

**THAT the report of the Director, Community Services dated May 2nd, 2012 – Bowling Alley Update and Tenants be received;**

**AND THAT the Warden and Clerk be authorized to execute leases with the following tenants at a rate of \$14.00 per square foot (Including TMI) with an annual increase of 3%:**

- **Upper Grand District School Board**
- **Hospice Dufferin**
- **Community Torchlight Tele-check Dufferin**
- **Canadian Mental Health Association**
- **Georgian College - Centre for Career & Employment Services**
- **Supportive Housing In Peel / Dufferin**

**3. COMMUNITY SERVICES/DUFFERIN OAKS – May 2, 2012 - ITEM #3**  
Paul Chantree Memorial Award

A report from the Director of Community Services dated May 2, 2012 to provide the Committee with the nominees for the 2012 inaugural Paul Chantree award and to request assistance from the Committee with the selection of the award winners in two categories.

**Recommendation:**

**THAT the report of the Director, Community Services dated May 2<sup>nd</sup>P, 2012 with respect to the Paul Chantree Memorial Award Selections be received;**

**AND THAT the Committee recommends to Council a winner for each of the award categories.**

**4. COMMUNITY SERVICES/DUFFERIN OAKS – May 2, 2012 - ITEM #4**  
Emergency Preparedness Week

A report from the Director of Community services dated May 2, 2012 regarding Emergency Preparedness.

**Recommendation:**

**THAT the report of the Director, Community Services dated May 2<sup>nd</sup>, 2012 with respect to Emergency Preparedness Week 2012 be received for information.**

5. COMMUNITY SERVICES/DUFFERIN OAKS – May 2, 2012 - ITEM #5  
Accessibility Advisory Committee Minutes

Copy of the minutes of the Accessibility Advisory Committee dated March 12, 2012.

**Recommendation:**

**THAT the minutes of the Accessibility Advisory Committee meeting of March 12, 2012 be received.**

**DUFFERIN OAKS**

6. COMMUNITY SERVICES/DUFFERIN OAKS –May 2, 2012 - ITEM #6  
Transitional Care Programs

A report from the Administrator of Dufferin Oaks dated May 2, 2012 to provide information regarding transitional care programs.

**Recommendation:**

**THAT the report from the Administrator of Dufferin Oaks dated May 2, 2012 with respect to transitional care programs be received.**

7. COMMUNITY SERVICES/DUFFERIN OAKS – May 2, 2012 - ITEM #7  
Residents Council Minutes – February 21, 2012

Copy of the minutes of the Residents Council meeting for February 21, 2012.

**Recommendation:**

**THAT the minutes of the Residents Council meeting dated February 21, 2012 be received.**

8. COMMUNITY SERVICES/DUFFERIN OAKS – May 2, 2012 - ITEM #8  
Permanent Coordinating Minutes – April 16, 2012

Copy of the minutes of the Permanent Coordinating meeting for April 16, 2012.

**Recommendation:**

**THAT the minutes of the Permanent Coordinating meeting dated April 16, 2012 be received.**

**NEXT MEETING:** May 23, 2012, 3.30 p.m. Mel Lloyd Centre, Shelburne

# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO COMMUNITY SERVICES COMMITTEE



**To:** Chair Crewson and Members of Community Services Committee

**From:** Keith Palmer, Director of Community Services

**Date:** May 2<sup>nd</sup>, 2012

**Subject:** Integration and Service Excellence Initiatives

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### **PURPOSE:**

The Purpose of this report is to update Committee on planned initiatives related to the increase of service excellence and greater service integration within the Community Service Department.

### **BACKGROUND & DISCUSSION:**

Human services integration is about improved service delivery from the client's perspective. It is responding to the whole person, not just a "piece" of the person that corresponds to the program we represent. For the Community Services Department, this step towards service expansion and further integration focuses on widening the view of our staff and clients. This means staff will be more knowledgeable about all service areas and can present information about all programs to individuals, the community and other agencies. Greater knowledge of all community service programs, from clerical staff to members of the leadership team, will guide clients to services that will best fit their circumstances in a much more efficient manner.

Service excellence and Integration is a key foundation of the Ontario Municipal Social Services Association (OMSSA) which Dufferin County is an active member. Since 2006, OMSSA has sought to promote greater service integration (both locally and with provincial ministries) and aspires to see human services better integrated, greater client centric approaches and delivered holistically across the province of Ontario. Both the recent Drummond Report, The Commission on the Reform of Ontario's Public Services Review, and the Recent Provincial Budget strongly recommend greater integrated services. The Drummond Report calls for co-ordinated access to social services in the community (e.g., social assistance, child care, and housing) and that front-line staff are trained to access all programs offered. The recent provincial budget announcement and the current social assistance review being undertaken have also mentioned the importance of better integrating services.

Dufferin County Community Services has planned to cross-train all Ontario Works, Childcare, Housing and Homelessness staff in the area of program knowledge. The department also plans to offer extended morning and evening hours of operation in efforts to greater meet the needs of the community as a whole.

## **PLANNED SERVICE IMPROVMENTS**

Finding a balance between the client, the employee and needs of the organization is often challenging. Maintaining service delivery standards and ensuring operational feasibility will always be considered and never compromised in the County of Dufferin. Members of staff have been assigned to an integration committee and will be working on the following:

- Identifying opportunities to integrate the services currently provided for the purpose of appropriate, coordinated, effective and efficient services;
- Enhancing services and providing easier access for clients;
- Reviewing the current delivery of services for the purpose of exploring new alternatives in service delivery;
- Improving community awareness;
- Conducting service excellence surveys in order to gauge departmental performance.

The Community Services Department will now have all support staff trained in acquiring and entering data and necessary program information in the main computer systems used by the department. This will mean staff will now be able to data capture into 3 separate, unconnected ministry data systems depending on the needs of the client. As a result, clients will tell their story fewer times during their assessment for benefits.

As a pilot, some staff in Housing, Ontario Works and Children Services will now begin their work day one half hour earlier (8:00 a.m.) or end their day one half hour later (5:00 p.m.) in efforts to address client needs, address case management responsibilities, and commence an approach to employment that will improve work / life balance. As a result, staff will now bank a total of 7 additional hours over a three week period to be used at a later date. This approach will be called a Compressed Work Week (CWW) and will not cost the County any additional staffing expenses annually. The CWW implementation will expand service hours for clients and staff thus benefiting all involved. All contacts before and after the “regular” business hours will be tracked and collated during the pilot. Staff will also be interviewed to assess the viability of this pilot.

Client and other community agencies will be advised of additional community services hours and encouraged to utilize services not just during the “regular” business hours but also during the extended periods. This will be especially useful for those clients who are unable to visit the office during the current business day as a result of employment, training, or education.

In addition all clients will now be encouraged to read and sign a cross program consent form that will allow the sharing of information between community services programs for information specific to eligibility determination. As the province has yet to design such a form, the County will now be asking each applicant to participate. Community Services currently seeks this information for applicants participating in more than one program.

### **Financial Impact:**

The County of Dufferin will be leaders in service integration and better prepared to deliver human services during greater provincial and local fiscal constraints. These initiatives have no financial impact on the County.

**Local Municipal Impact:**

Service provision to community members in Dufferin County will become more efficient as clients will be better able to receive supports in a timelier and widespread manner. Staff will be better able to balance life and work and be better prepared to provide service excellence. All efforts to integrate services will better prepare the Department for its move in 2013 which will allow for additional service integration with other community agencies on site in the new building.

**Recommendation:**

THAT the report of the Director, Community Services, *Integration Initiatives*, dated May 2<sup>nd</sup>, 2012 be received;

AND THAT staff be directed to move forward with service integration and service excellence improvements.

Respectfully submitted

Keith Palmer  
Director, Community Services.

# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO COMMUNITY SERVICES COMMITTEE



**To:** Chair Crewson and Members of the Community Services Committee

**From:** Keith Palmer, Director of Community Services

**Date:** May 2nd, 2012

**Subject:** **Bowling Alley Update and Tenants (W & M Edelbrock Centre)**

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### **Purpose:**

The purpose of this report is to provide committee with an update on the 30 Centre Street, Orangeville project (Old Bowling Alley) and to recommend moving forward with lease agreements for proposed tenants.

### **Background and Discussion:**

Over the past several months County staff had worked diligently with the architect and community agencies to develop a floor plan that would meet the needs of the Community Services Department for the County of Dufferin (Social Housing, Ontario Works and Employment Centre) and tenants in the new location. To date the tenants who have committed to a tenancy and have been attending building meetings include the following:

- Upper Grand District School Board
- Hospice Dufferin
- Community Torchlight Tele-check Dufferin
- Canadian Mental Health Association
- Georgian College - Centre for Career & Employment Services
- Supportive Housing In Peel / Dufferin

The proposed rent is \$14.00 per square foot (including TMI) with an annual increase of 3%.

The location is on target for completion in April of 2013 and will formally be known as the W & M Edelbrock Centre. Equipped with ample parking and central in location, this building will become a model for service agencies across the province of Ontario.

### **Financial Impact:**

It is anticipated that approximately 8500 square feet will be leased in the new location which will result in revenue of approximately \$100,000 yearly. This revenue will help offset the costs of operating the building.

**Local Municipal Impact:**

The new site will operate under a "service hub model" which will allow members of the community to access several different services in one location.

**Recommendation:**

THAT the report of the Director, Community Services dated May 2nd, 2012 – Bowling Alley Update and Tenants be received;

AND THAT the Warden and Clerk be authorized to execute leases with the following tenants at a rate of \$14.00 per square foot (Including TMI) with an annual increase of 3%:

- Upper Grand District School Board
- Hospice Dufferin
- Community Torchlight Tele-check Dufferin
- Canadian Mental Health Association
- Georgian College - Centre for Career & Employment Services
- Supportive Housing In Peel / Dufferin

Respectfully submitted,

Keith Palmer  
Director, Community Services.

# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO COMMUNITY SERVICES COMMITTEE



**To:** Chair Crewson and Members of the Community Services Committee

**From:** Keith Palmer, Director of Community Services

**Date:** May 2<sup>nd</sup>, 2012

**Subject:** Paul Chantree Memorial Award Selections

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### **PURPOSE:**

The purpose of this report is to provide the committee with the nominees for the 2012 inaugural Paul Chantree award and have the committee assist with the selection of the award winners in two categories.

### **BACKGROUND & DISCUSSION:**

The County of Dufferin has received several nominations for the Paul Chantree Memorial Award as created by Council in 2011. The individual category recognizes the person who has demonstrated a commitment to continuing Mr. Chantree's legacy by working tirelessly to promote a safer and more resilient community while the organizational category recognizes a company, organization or group that has made a significant contribution to the safety and resiliency of Dufferin County.

The Community Services Committee is asked to select, from the nominations provided, the winners of this year's award. The winners will be asked to attend the May 2012 meeting of County Council for the presentation of the award. It has also been the request of the Chantree family they be invited to also participate in the presentation of the award.

Each nominee will receive a letter from the Dufferin Oaks Community Services Committee commending them on their commitment to a resilient community.

Nominations have been attached to this report for review and selection.

### **Financial Impact:**

The costs for these awards have been budgeted for in 2012 and have been set aside as part of public education. The cost will not exceed \$200.00

**Local Municipal Impact:**

This event will provide recognition to the nominees and winners of the award while building community awareness of emergency preparedness.

**Recommendation:**

THAT the report of the Director, Community Services dated May 2<sup>nd</sup>, 2012 – Paul Chantree Memorial Award Selections be received;

AND THAT \_\_\_\_\_ be awarded the individual award and that \_\_\_\_\_  
\_\_\_\_\_be awarded the award for the organization.

Respectfully submitted

Keith Palmer  
Director, Community Services.

Paul Chantree Memorial Awards  
2012 Nominees Selection Form

**Category – Individuals**

[ ] Nominee #001-I

It is my pleasure to nominate Tracey Croft for the first annual Paul Chantree Memorial Award. Tracey is a committed community professional who has made significant contributions to our safety and the Emergency preparedness of Dufferin County and surrounding area.

Tracey acted as our Emergency coordinator here in Dufferin County from 1998 thru 2006 where she took the lead role in training and emergency planning for the County and our municipal partners.

Tracey was next hired by Headwaters where she wrote and implemented the Hospitals Pandemic and CBRNE plan. Jan 2007 / April 2007

In May 2007, Tracey was hired by the Wellington-Dufferin-Guelph Public Health Unit as their new Emergency planner. Taking the lead on the development and implementation of the Public Health unit's Emergency plan and new IMS management system.

In her spare time she teaches and coordinates the Sunday School at one of our local churches.

Tracey resides here in Orangeville with her Husband and two children.

Tracey has proven through team work and dedication that she is committed to her profession and to her community. I believe Tracey is very deserving and would make an excellent choice for this prestigious award.

[ ] Nominee #002-I

Major David Kennedy, as well as running the New Hope Community Church, is a volunteer Padre for the Orangeville Fire Department. He participates with the firefighters in training sessions, ride-alongs and whenever he has the time to "drop in" to chat.

As well as the above, Pastor Dave also runs the Community Response Unit vehicle which is available to respond to any fire, police or County emergency situation, 24 hours a day, 7 days a week, where he can provide emergency services personnel with refreshments or an expanded canteen service, a briefing facility, respite shelter, and bathroom facilities. This support is especially handy when incidents can run into longer time frames e.g. a fire on our main street which lasted over 3 days.

The CRU can also serve impacted citizens providing refreshments and shelter where possible, as well as preliminary access to other emergency social services as may be required.

Pastor Dave commits his time and energies into providing this Community Response Unit at any time and while it is stationed in Orangeville, he takes this unit throughout Dufferin County. The CRU is also prepared to travel further afield to respond to emergency situations if requested by other emergency services.

In light of all that he does for the residents of Dufferin County, I am honoured to be able to nominate Major David Kennedy for this Memorial Award.

[ ] Nominee #003-I

Phil Anderson has been a long time resident of Amaranth Township and a pioneer and cornerstone of amateur radio development and public support for Disaster Management in Dufferin County.

Phil was the first to develop a digital repeater station, tested it and made it operational on his farm in Amaranth Township many decades ago. Known as VE3ZAP this tower operated 24/7 and automatically allowed amateur radio operators to inter-connect locally as well as globally. Phil operated this tower with many enhancements over the years as a public service for the enjoyment of other amateur radio operators, training and support for disaster management planning and emergencies in Dufferin County.

Phil devoted thousands of hours and his own money to help keep Dufferin County safe.

Phil was part of the amateur training courses held in Dufferin County. Not only did he specialize in hands-on instructions on antennae construction for mobile and stationary amateur radio operations during emergencies, but he also served as a mentor and friend to Paul Chantree.

Phil helped during many 24/7 international field day exercises with other amateur radio operators held at Paul Chantree's farm, as well as many other global competitions. Without Phil's expertise and electronic developments, there would not have been this cornerstone upon which to build the successful amateur radio club in Dufferin County that today is the envy of other Counties throughout Canada (is. Goblin patrols on Halloween to keep children safe).

During the tornadoes in 1985 and twice in 1996, Phil's expertise, experience and repeater equipment was used extensively to help with recovery efforts, communication and emergency response efforts.

Phil exceeds all of the criteria for the Paul Chantree Memorial Award. Phil's performance, expertise and devotion to amateur radio for public good and well-being has been outstanding. Clearly, Phil quietly led by example and instilled in anyone he met the same integrity and leadership skills to help their community.

Phil is one of these unsung heroes that quietly devotes his intelligence, resources and skills to help keep others safe in Dufferin County.

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### **Category – Organization**

[ ] Nominee #001-O

During the recent State of Emergency called for County Rd 124 I would like to nominate the Mulmur / Melancthon Fire Department for going above & beyond the call of duty.

Several members of the department came forth and provided rides in personal vehicles to those in need. One member provided entertainment equipment to make people more comfortable. He provided more equipment specifically for a young girl struggling in the situation, giving her family a safe retreat downstairs.

Another member stayed in touch with a pair of sisters desperate to get to their ailing father in Chicago. He drove them to be with family.

The department also provided staff throughout the evening to man the shelter.

As a group the firefighters regularly support the community of Honeywood and surrounding area. Their recent efforts to build an outdoor rink for local children & their support of youth in general is a really community boost.

Thank you for considering them for this award.

[ ] Nominee #002-O

It is my pleasure to nominate the Guelph – Wellington - Dufferin Public Health Unit for the first annual Paul Chantree Memorial Award. Our local Health Unit took the lead and rose to the challenge in the planning and the implementation of the Pandemic plan for our area. It was a logistical nightmare trying to coordinate numerous levels of Health Care, Emergency Services, Nursing Homes, Home for the Aged, Community Services and Municipal Partners. Inviting and facilitating numerous stakeholders thru multiple

information / training sessions on the process of emergency preparations and the importance of working together to support our community in a time of crisis. When H1N1 hit our community, we were confident and well prepared; as a result, our reaction was quick and responsive to our community needs. I would suggest that this was a direct result on the extensive hours of preparation that was provided and facilitated by the excellent staff at Guelph – Wellington - Dufferin Public Health Unit.

# THE CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO COMMUNITY SERVICES COMMITTEE



**To:** The Chair Crewson and Members of the Community Services Committee

**From:** Keith Palmer, Director of Community Services

**Date:** May 2nd, 2012

**Subject:** **Emergency Preparedness Week – May 2012**

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### **PURPOSE:**

Emergency Preparedness Week runs from May 6<sup>th</sup>-12<sup>th</sup>, 2012 and is a Canada-wide initiative aimed at increasing awareness about personal preparedness. The emphasis is on ways the public can reduce the risks and consequences of an emergency by being better prepared.

### **BACKGROUND & DISCUSSION:**

The County has proclaimed May 6-12<sup>th</sup>, 2012 as Emergency Preparedness week and staff will be coordinating the following activities:

- Release of two media articles focused on Personal Preparedness and Small Business Continuity during a disaster.
- Recognition of the Paul Chantree Memorial Award winners.
- Coordinate a "Prepared Chef" contest between local high school culinary programs.

### **Financial Impact:**

The financial impact of these events will be approximately \$500.00.

### **Local Municipal Impact:**

These events will bring greater attention to personal preparedness throughout Dufferin County and those persons who participate will benefit from an increased level of knowledge, preparedness and resiliency.

### **Recommendation:**

THAT the report of the Director, Community Services dated May 2nd, 2012 – Emergency Preparedness Week 2012 be received for information.

Respectfully submitted,

Keith Palmer  
Director, Community Services.

# **ACCESSIBILITY ADVISORY COMMITTEE MINUTES**



**Monday, March 12, 2012**

The Committee met at 1:00 p.m. in the Dufferin Room, 229 Broadway, Orangeville

Members Present: Councillor John Oosterhof (Chair)  
Richard Carrera (Vice Chair)  
Walter Benotto  
Mike Gravelle  
Anne Jordan  
Donna Reid (Krissa Liatopoulos)

Members Absent: Stephanie Ballay  
Taryn Henry  
Ken Kingsbury  
James Newton

Staff: Steve Murphy, CEMC/Accessibility Coordinator  
Linda Knight, Administrative Assistant

Councillor Oosterhof called the meeting to order at 1:00 p.m.

Declarations of Pecuniary Interest – none

1. **ACCESSIBILITY ADVISORY COMMITTEE – March 12, 2012 – ITEM #1**  
**Accessibility - Did You Know**

The Accessibility Coordinator updated the Committee on the success of the ‘Did You Know’ emails which had been distributed to County staff to provide them with some re-education on the Accessibility Customer Service Policy. Copies of the ‘Did You Know’ emails were distributed to the Committee. The potential for implementing the program at the member municipal level and for the external website with some amendments was discussed. The Accessibility Coordinator will approach the area municipalities to find out if they are interested in participating in the program.

**Moved by Walter Benotto, seconded by Anne Jordan**

THAT the ‘Did You Know’ emails be forwarded to the area municipalities that wish to participate in the Accessibility ‘Did you Know’ staff re-education program;

AND THAT the Accessibility Coordinator follow up with those municipalities regarding the effectiveness of the program.

-Carried-

Moved by Walter Benotto, seconded by Mike Gravelle

THAT a modified version of the 'Did You Know' emails be uploaded to the County's external website;

AND THAT the area municipalities be requested to link their websites to the 'Did You Know' page.

-Carried-

2. ACCESSIBILITY ADVISORY COMMITTEE – March 12, 2012 – ITEM #2  
Ministry of Community and Social Services - Making Accessibility Happen Manual

The Accessibility Coordinator distributed copies of the "Making Accessibility Happen" manual. The Committee will review the manual and bring back items for discussion at the next meeting. Copies of the manual can also be obtained on the Ministry of Community and Social Services website:

<http://www.ontla.on.ca/library/repository/mon/11000/253933.pdf>

3. ACCESSIBILITY ADVISORY COMMITTEE – March 12, 2012 – ITEM #3  
Multi-Year Accessibility Plan

The Committee discussed some of the content to be included in the Multi-Year Accessibility Plan. Members were requested to email the Accessibility Coordinator with a draft Vision Statement and a draft Mission Statement for discussion at the next meeting.

4. ACCESSIBILITY ADVISORY COMMITTEE – March 12, 2012 – ITEM #4  
Review of Minutes – November 7, 2011

Review of the minutes of the November 7, 2011 meeting, which were adopted at the November 23, 2011 Community Services Dufferin Oaks Committee meeting.

Moved by Anne Jordan, seconded by Donna Reid

THAT the minutes of the November 7, 2011 meeting which were adopted at the November 23, 2011 Community Services Dufferin Oaks Committee meeting, be received for information.

-Carried-

## **OTHER BUSINESS**

Mike Gravelle informed the Committee that 'In Sight In Touch Dufferin' are hosting a lunch and tour on April 18, 2012 commencing at 11.30am at the Dufferin County Museum and Archives. Committee members wishing to attend should register with Mike Gravelle. Registration fee is \$12.

**ADJOURNMENT**

Moved by Anne Jordan, seconded by Richard Carrera

THAT the meeting adjourn.

-Carried-

There being no further business, the meeting adjourned at 2.20p.m.

Next Meeting:                      To be determined

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Councillor John Oosterhof, Chair  
Accessibility Advisory Committee

# CORPORATION OF THE COUNTY OF DUFFERIN



## Report To Community Services/Dufferin Oaks Committee



**To:** Chair Ed Crewson and Members of the Community Services  
Dufferin Oaks Committee

**From:** Valerie Quarrie, Administrator

**Date:** May 2, 2012

**Subject:** Information Regarding Expanding Transitional Care Programs

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### **Purpose**

The purpose of this report is to provide the Committee with background information regarding transitional care programs.

### **Background & Discussion**

The committee has recognized a need for the expansion of transitional care programs. The Committee discussed the possibility of providing transitional care with one of the units in the former Shelburne Hospital if the second floor was converted into housing units. This report is to provide information about transitional care programs.

A variety of transitional care programs exist across the province and in the CW LHIN (Central West Local Health Integration Network). The Ministry of Health has a Transitional Care Program Framework that clarifies and defines transitional care. A variety of transitional care programs exist in the hospital sector. In the community setting, convalescent and interim LTC (long term care) programs exist.

The CWLHIN identified the need and supported the funding of a “Bridging You Home” program in Dufferin County. This program helps transition seniors who are able to be discharged from hospital but require some support before they are able to return home. The funding was originally for one bed and the CWLHIN increased its funding to two beds in 2010. The program is provided in a retirement home where clients have the support and access to a variety of services to enable their speedy return home.

Some clients cannot be accommodated through this program as they require a heavy level of care that is provided for in a long term care bed only. There are also short stay programs in the Central West region. There are 4 short stay beds in Dufferin County: two in Shelburne and two in Orangeville. These beds provide temporary beds in long term care homes for clients and gives temporary relief for their caregivers in the community. The CW LHIN also funds a transitional care program through the CCAC (Community Care Access Centre) called the Home First program. Under certain criteria, this program provides extensive CCAC support in a client's home for up to 50 days while they wait for a long term care bed.

Another program that supports seniors that need extra care is the Assistive Living Services program. Originally called "supportive" housing, these programs provide care such as assistance with bathing, dressing and medication reminders. The new model for assistive living services is a hub model where assistive living service staff is funded to provide care in a 2 km radius of a central office. Staff is available 24/7 and can check on clients several times a day if their care requires. Clients can also reach these staff 24/7 and request assistance at any time they need it. This is a benefit to clients because it allows for more flexibility of hours for support and service than the CCAC is able to offer through their services. If there were seniors living in units of a Shelburne hospital conversion, they could access these services to have 24/7 support.

The advantage of this hub model is that clients in other locations in the community within this short radius could also be supported i.e. in Simon Street apartments or in their own homes etc. They would not necessarily have to wait until a unit in the former hospital became available. This hub model could build on the existing services provided by the March of Dimes in McKelvie Burnside Village. The Ministry of Health has expressed that funding may be increased in the future to provide more assistive living services to help decrease the demands on ALC (alternate levels of care) and long term care beds. This model helps seniors delay/prevent the need for a LTC bed or enable transition back to the community after hospitalization. If more funding becomes available, staff could continue work with the CCAC and the March of Dimes to identify and to advocate for assistive living services to be funded in Dufferin County.

### **Financial, Staffing, Legal or IT Considerations**

The Central West LHIN is responsible for determining funding for transitional and community care programs under their mandate to provide and fund health services. The Central West LHIN has one of the shortest wait times for LTC beds and one of the lowest numbers of ALC beds in the province. Through their planning and identification of community need and within the context of their budgetary constraints, the Central West LHIN identifies the priorities of health care and the funding for these programs.

**Recommendation**

**THAT** the report from the Administrator of Dufferin Oaks regarding Transitional Care Programs, be received.

Respectfully submitted,

Valerie Quarrie, Administrator

## PERMANENT CO-ORDINATING MEETING

April 16, 2012

### PRESENT:

Valerie Quarrie - Dufferin Oaks Administrator, Kathy Beilke – OMOD, Shelley Doney – Early Years, Tom Craig – WDGPH, Meline Batten – FHT, Earl Gray - Facilities Manager, Bruce Horsley– New Horizons

Regrets: David Egbert – Shelburne Family Physiotherapy, Patti Tardif – DCCSS, Thomas Manning – FHT, Kim Shadlock - Health and Care Centre Coordinator

### Items Discussed:

#### 1. Facility Issues:

- Most of previous issues resolved. Noted improvement in hot water since tank repair.
- Maintenance to do asphalt work at Door C.
- Request for garbage container at Entrance C
- Ants noted in New Horizons. Some traps have been set. PCO has been notified.
- MOD washroom toilet tank chain broken. Maintenance will follow up.
- FHT Lab window crank not working. Maintenance will follow up.

#### 2. Ontario March of Dimes

- Fundraising dinner was held March 21st.
- One apartment empty. To be filled shortly.

#### 3. Dufferin Oaks/DCCSS

- DCCSS & Dufferin Oaks are holding their annual Volunteer Appreciation Dinner June 21st
- Enabling Accessibility Fund Proposal – The County of Dufferin has received funding approval from the Federal Government for the installation of additional accessible doors in the MLC. Installation will be occurring shortly once parts arrive. Maintenance will be in touch with various departments that will be impacted. The date for the David Tilson formal announcement moved to May 4<sup>th</sup> at 11:00.
- Dufferin Oaks Receiving parking lot will be undergoing repaving this summer which will cause temporary decrease in parking availability.
- The clothing company Country Boutique will be holding a clothing sale April 18<sup>th</sup>, 10am-12, Front Lounge of Dufferin Oaks.
- Dufferin Oaks will be having a mock evacuation on May 24, 2012 at 7 pm. Local agencies of police, fire and ambulance will be involved. Flyer handed out to notify tenants of upcoming event.
- A Gospel Music Hour will be held in the auditorium on April 29<sup>th</sup> at 2pm. All welcome.

#### 4. Health and Care Centre

- No report

5. **WDGPH**
  - Tom Craig from the Health Unit was present, replacing Rita on this committee. Welcome Tom!
  - The Health unit is increasing its hours of presence in Shelburne to make better use of the facility. Now present every AM.
  
6. **Family Health Team**
  - Meline stated there were no significant changes since last month's report.
  
7. **Ontario Early Years Centre**
  - OEYC hosted a LHIN Women's Health Forum on Wed April 4<sup>th</sup>, 6:30 – 8:00pm. It was very well attended with 25 attendees. LHIN pleased with turnout.
  - Successful cooking programs are continuing.
  - OEY Centre remains busy especially in the mornings.
  
8. **New Horizons**
  - David Tilson holding a Seniors Information Event in Shelburne at the New Horizons on May 24<sup>th</sup>, 10 am -12. Speakers to be determined.

**Next Meeting: May 14, 2012 @ 11:30 am at DCCSS office**