

# **COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA**



**Wednesday, October 24, 2012, 7:30 p.m.  
Sutton Room, 55 Zina Street (2<sup>nd</sup> floor)**

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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)

## **DUFFERIN OAKS**

### **BUDGET**

1. COMMUNITY SERVICES/DUFFERIN OAKS – October 24, 2012 - ITEM #1  
2013 Budget

Review and discussion of the Dufferin Oaks 2013 Budget. The full budget document is available by clicking on the following link:

[http://www.dufferincounty.ca/files/releases/2012-10-18\\_Draft\\_2013\\_Budget\\_Released\\_release.pdf](http://www.dufferincounty.ca/files/releases/2012-10-18_Draft_2013_Budget_Released_release.pdf)

## **COMMUNITY SERVICES**

### **BUDGET**

2. COMMUNITY SERVICES/DUFFERIN OAKS – October 24, 2012 - ITEM #2  
2013 Budget

Review and discussion of the Community Services 2013 Budget.

3. COMMUNITY SERVICES/DUFFERIN OAKS – October 24, 2012 - ITEM #3  
Jean Hamlyn Day Care Centre – Follow up Report

A report from the Director of Community Services dated October 24, 2012 with respect to an update on the Jean Hamlyn Day Care Centre.

***Recommendation:***

***THAT the report of the Director, Community Services dated October 24th, 2012 - Jean Hamlyn Day Care Centre – Follow up Report be received.***

4. COMMUNITY SERVICES/DUFFERIN OAKS – October 24, 2012 - ITEM #4  
Construction Update – Edelbrock Centre

A report from the Director of Community Services dated October 24, 2012 to update the Committee on the progress of the Edelbrock Centre – Community Service Hub.

***Recommendation:***

***THAT the report of the Chief Building Official and Director of Community Services dated October 24th, 2012 be received;***

***AND THAT staff be authorized to purchase refurbished furniture from Envirotech Office Systems Inc.***

**NEXT MEETING:** November 28, 2012 at 3.30pm  
E.O.C., Shelburne

# THE 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:** October 24th, 2012

**Subject:** **Jean Hamlyn Day Care Centre – Follow up Report**

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### **Purpose**

The purpose of this report is to provide council with an update on proceedings specific to Jean Hamlyn Day Care Centre and to provide follow up information regarding the presentation made by parents at the September 26, 2012 committee meeting specific to the information captured in the staff report titled “Jean Hamlyn Day Care-Centre Sustainability Options”.

### **Background & Discussion**

At the September 2012 committee meeting the Chair requested staff to provide an update at the October 2012 Committee meeting on follow up to the delegations presentation and concerns about the accuracy of the information found in the staff report.

### **Review of Staff Report and Delegation Presentation**

At the September 26<sup>th</sup>, 2012 Community Services and Dufferin Oaks Committee meeting a delegation of parents presented its position on the following items:

1. The quality of care at Jean Hamlyn that is unique to the centre itself
2. The concerns about the Jean Hamlyn Day Care Sustainability report

As requested by the Committee Chair the information contained in this report will clarify contents of the “Jean Hamlyn Day Care Centre Sustainability Options” staff report and address quality of child care in the County of Dufferin.

### ***Licensed Child Care Spaces***

All licensed child care spaces in the County of Dufferin are listed on the Ministry of Education website. The delegation’s presentation made mention of a discrepancy between available licensed spaces at local centres. After further review and investigation by staff, the license capacity of the centres detailed in the staff report was correct. The discrepancy mentioned by the delegation may have been caused as a result of not including spaces at all sites where a provider may have multiple locations. As an example, a site could be licensed for 94 spaces at one location and for 50 spaces at a separate location which would total 144 spaces. If only one site was mentioned as detailed in the delegation’s report, the second site would not have been counted. The staff report included both locations which more accurately reflected licensed capacity.

As mentioned in the staffs report there are two kinds of “*capacity*” in the field of licensed child care that also requires clarification.

*Licensed capacity*: The maximum number of children that may be in attendance at any one time. In a child care centre, the licensed capacity is specified on a location's license. In home based child care, provided in association with a licensed agency, the number of children under 6 years of age, including the children of the caregiver who are under 6, cannot exceed 5.

*Operating capacity*: The number of children for which the program is staffed on an ongoing basis according to the ratios set under the DNA. Operating capacity is less than or equal to licensed capacity (cannot exceed licensed capacity).

Vacancies in child care centres are calculated on *operating capacity* as it gives a more realistic picture of the current system availability. The potential for centres to expand or their willingness to expand normally refers to *licensed capacity*.

Managing both vacancy and waiting lists can be challenging within the sector as mentioned in the staff report. Both vacancies and waiting lists can fluctuate on a daily, weekly, and monthly basis. Waiting lists can often contain names of children who are also on the list of other centres. This often happens as families choose the centres they want to attend and the more centres they choose, the sooner they may get care. In addition to this, not all vacancies are treated as equal (one spot may be available 5 days per week while another is only available 2 days a week). As such, it is true that current vacancies do not always meet the requirements of families. Where expansion is possible the County will work with local providers to assist with meeting local needs.

## **Licensing Expansion**

County staff have investigated the possibility of expansion should service demand increase in Orangeville. Most Orangeville providers have acknowledged that they are willing to expand to their current licensed capacity (or greater) if the demand for care increases and staff can be recruited. With a new demand for ECE's in the child care sector due to FDK and the possibility of programs expanding to meet the ratios of the younger age groups, centres have shared their concerns around recruiting staff. For a visual on current centres, the following chart will list Orangeville providers, space, ratios and Raising the Bar quality accreditations.

**A list of provider spaces and quality level - October 2012  
(Providers holding Service Agreements with the County of Dufferin)**

| <b>Orangeville Centre</b>           | <b>Licensed Spaces/ EDU Licensing Compliance Rate</b> | <b>Infant (0-18 mnth)</b> | <b>Toddler 18-30 mnths)</b> | <b>Preschool (31 mnths-5 yrs)</b> | <b>JK/SK (44-67 mnths)</b> | <b>School Age (68 mnths-12 yrs)</b> | <b>Operating Capacity</b> | <b>Vacancies (F/T)</b> | <b>Vacancies (P/T)</b> | <b>Waitlist</b> | <b>Willingness to Expand</b> | <b>Ratio of ECE/non</b> | <b>Raising The Bar (RTB) Level</b> |
|-------------------------------------|---|---------------------------|-----------------------------|-----------------------------------|----------------------------|-------------------------------------|---------------------------|------------------------|------------------------|-----------------|------------------------------|-------------------------|------------------------------------|
| <i>A Child's First Steps</i>        | 47/95%  | 0                         | 15                          | 32                                | 0                          | 0                                   | 47                        | 0                      | 0                      | 22              | Yes                          | 8:3                     | Bronze                             |
| <i>Beautiful Minds Montessori *</i> | 48/98%  | 0                         | 0                           | 48                                | 0                          | 0                                   | 40                        | 24                     | 3                      | 0               | Yes                          | 5:2                     | See note below                     |
| <i>Peekaboo</i>                     | 140/95%   | 20                        | 30                          | 70                                | 20                         | 0                                   | 117                       | 3                      | 13                     | 0               | Yes                          | 11:9                    | Gold                               |
| <i>Sandbox Tech</i>                 | 144/95%   | 0                         | 0                           | 24                                | 24                         | 96                                  | 119                       | 0                      | 25                     | 7               | Yes                          | 13:8                    | Bronze                             |
| <i>Sunflower School**</i>           | 76/98%  | 0                         | 10                          | 16                                | 20                         | 30                                  | 73                        | 3                      | 0                      | 8               | Yes                          | 7:2                     | Gold                               |
| <i>YMCA</i>                         | 89/100%   | 0                         | 0                           | 24                                | 20                         | 45                                  | 87                        | 1                      | 9                      | 13              | Yes                          | 13:4                    | Gold                               |
| <b>TOTAL (without JH)</b>           | <b>544</b>  | <b>20</b>                 | <b>55</b>                   | <b>214</b>                        | <b>84</b>                  | <b>171</b>                          | <b>483</b>                | <b>31</b>              | <b>50</b>              | <b>50</b>       |                              |                         |                                    |
| <i>Jean Hamlyn Day Care Centre</i>  | 65/100%   | 0                         | 0                           | 16                                | 19                         | 30                                  | 65                        | 0                      | 6                      | 84              |                              | 11:2                    | Gold                               |
| <b>TOTAL (with JH)</b>              | <b>609</b>  | <b>20</b>                 | <b>55</b>                   | <b>230</b>                        | <b>103</b>                 | <b>201</b>                          | <b>548</b>                | <b>31</b>              | <b>56</b>              | <b>134</b>      |                              |                         |                                    |

\*Beautiful Minds Montessori has licensed and opened an additional preschool room adding 22 more preschool spaces effective Oct 1, 2012. Beautiful Minds is not registered with RTB at this time although the County's Quality Worker is working with RTB to modify a program to better suit the Montessori philosophy.

\*\*Sunflower School has opened a 30 space school age program effective Sept 3, 2012

### **Listing Home Based Licensed Care & Home Based Unlicensed Care as Options**

In response to the delegations concerns regarding various types of child care, the County of Dufferin supports parental choice when choosing care. As the System Manager it is the County's role to educate parents about child care options. Although *unlicensed child care* does not receive support from the Children's Services Division, the option remains with the family to choose a type of care that suits their needs.

*Home based licensed child care* is a service that is supported by the County of Dufferin as the Service Manager. Within the County of Dufferin there is one home based licensed agency. This agency holds a license for 25 homes and currently has 12 homes active that are caring for children. As demand for child care

increases, more homes can be licensed up to its current maximum. The agency is a member of the Home Child Care Association of Ontario and maintains a Ministry of Education license to provide such a service (reviewed annually). According to the local agency, all provider homes are visited by a Ministry of Education approved home visitor each month and inspected once every 3 months for full compliance. All home based licensed providers are CPR and first aid trained and attend a minimum of 2 professional development workshops per year (provided by the County Quality Worker and the Raising the Bar Accreditation program).

### **Increasing Fees**

Although increasing fees is a possibility as mentioned in the staff report, it is imperative to note that such an increase can make the cost of care unaffordable for some parents. An increase of \$10.00 per day for example can have parents paying an additional \$50.00 per week per child or \$200.00 per month per child. It was noted by the delegation at the September committee meeting that a fee increase could fall to selected parents while other parents currently receiving subsidies could receive no increase at all (or pro-rated). The mention of the County only raising fees on parents who can afford it or those who are willing to pay for it does not support fairness across the sector. The price of care within a centre should be equal for all parents regardless of the parent's income (considering the age of the child) in order to promote integrity within the system. Increasing fees for only those who can afford it in Jean Hamlyn would be adopting a three tier rate system (one rate for families who are currently subsidized at the centre, another rate for new families who are not in receipt of subsidy but of low income, and third rate for parents with higher incomes). Without an equal rate increase for all families utilizing services at Jean Hamlyn, selective fee increases is not an option recommended by staff. Subsidies for parent fees are provided by the province and administered by County staff. These subsidy amounts are fixed annually. An increase to the level of subsidy to parents (which would have to be County wide and not just Jean Hamlyn) would directly correlate to a reduction in the total amount of fee subsidies being provided. This simply means the higher the subsidy payments, fewer families would receive the benefit.

### **Third Party Concerns**

The County is currently seeking RFP's from third party providers. The current request allows for proposals from all providers both not-for-profit and commercial. When staff makes mention of a third party operator as an option in its report, it is not referring to "privatization" which is usually associated with a private and for-profit business. It must be clarified that a third party option does not necessarily mean a commercial or "private" operator. Should the Committee opt to entertain a commercial provider as a viable option, it is crucial that both commercial and not-for-profit providers receive the same level of scrutiny pertaining to quality, licensing, health and safety, professional development and RECE ratios prior to an award.

As mentioned in the staff report and also mentioned in the delegation presentation, there will be no guarantees of employment for the staff at Jean Hamlyn if a third party (commercial or not-for-profit) assumes the operation of the centre. As a responsibility of the Service Manager, the County will offer providers (commercial or not-for-profit) wage subsidies based on a calculation of employed staff as is conducted with all centres holding a service agreement with the County.

Should the County choose the third party option, the county could in fact be responsible for a maximum of approximately \$325,000 in severance payouts as a one-time payment. Should the County choose to no longer directly operate the centre, approximately \$275,000 would be an annual savings of which Council would then have the option of reinvesting savings into the child care sector to address needs such as ongoing quality, professional development or additional subsidies.

### **Professionalism of Staff**

The County would like to reiterate that while children are attending the centre it will continue to provide the same level of quality care that it has always provided to parents and children. This will continue during a transition period should that be the option chosen. As expected of all County staff, the staff at Jean Hamlyn will display a level of care and professionalism that has become the norm at the centre as mentioned in the

delegations presentation. The County stands by its messaging in the staff report to work with each family through possible transitions to a new operator or to find space elsewhere that will meet the needs of the family and child.

### **Making a decision too soon**

At this point the County continues to investigate options such as third party or outside operation of the center among others. It is important to know, however, that no decision was made in the Staff report and to date Council has not made a final decision on the future of Jean Hamlyn.

It was mentioned in the staff report and the delegations presentation that the Ministry of Education is offering funding to centres that are experiencing a negative impact due to the implementation of Full Day Kindergarten (FDK) and who are willing to change their programs to serve younger age groups. A correction that must be made in the delegation's presentation is the reference to *"it also notes that the Ministry of Education is hesitant at this time to offer more funding because it does not know the impact of FDK. This begs the question: if the province has not been able to calculate the impact of FDK, how can the county make an informed decision about Jean Hamlyn now?"* It must be clarified that the staff report made mention of providers being hesitant to make a decision and **not** that the ministry is hesitant to provide funding.

### **Licensing and Quality of Care in Dufferin County**

The Ministry of Education (EDU) Child Care Quality and Licensing Branch conducts annual licensing inspections as well as regular, unannounced visits to each licensed centre in Dufferin County. Program Advisors monitor nine areas of compliance, each of which has a variety of criteria.

The nine areas are:

- Building & Accommodation
- Equipment and Furnishings
- Health & Medical
- Nutrition
- Playground
- Policies and Procedures
- Program
- Records
- Staff

A review by staff of the current licenses on the website shows that centres in Orangeville achieve an average of 97.5% compliance rate with the majority of issues being administrative. As an example, non-compliance in regards to criminal reference checks showed that the non-compliance concern was with the centres written policy and not that the criminal reference checks were not being completed by the centre. Other infractions from some Orangeville providers include:

*Building and Accommodation* – staff purse was visible in a classroom

*Equipment and Furnishings* – a paint chip on a window sill

*Records* – the postal code on the address of a family doctor was missing

When considering licensing and quality of child care the public have access to all licensing inspection summaries at [www.ontario.ca/licensedchildcare](http://www.ontario.ca/licensedchildcare). This site will detail all areas of compliance, non-compliance and where non-compliance issues have been resolved.

## Registered Early Childhood Educator Ratios

Section 59 of *The Day Nurseries Act, R.R.O. 1990*, states that : Every operator of a day nursery, except a day nursery for handicapped children, shall employ in each day nursery operated by the operator at least one person for each group of children set out in Column 3 of Schedule 3 who,

(a) holds,

- (i) a diploma in early childhood education from an Ontario College of Applied Arts and Technology, or
- (ii) an academic qualification that a Director considers equivalent to a diploma referred to in sub clause (i); or

(b) is otherwise approved by a Director. R.R.O. 1990, Reg. 262, s. 59 (1).

The following chart details the ECE to non-ECE ratio for the licensed centres in Orangeville which have all met The Day Nurseries Act.

|                             |      |
|-----------------------------|------|
| A Child's First Steps       | 8:3  |
| Beautiful Minds Montessori  | 5:2  |
| Peekaboo                    | 11:9 |
| Sandbox Tech                | 13:8 |
| Sunflower School            | 7:2  |
| YMCA                        | 13:4 |
| Jean Hamlyn Day Care Centre | 11:2 |

## Raising the Bar Accreditation (Quality with a Centre)

RTB is a program designed to help families ensure their children are receiving high quality early learning and child care services. RTB is used by 18 communities (Regions and Counties) across Ontario which includes a number of day care centres. To ensure that quality programming is offered at all licensed centres in the County of Dufferin who have service agreements with the County, the Children's Services Division implemented the Raising the Bar (RTB) accreditation program in 2009. The presence of a RTB certificate is a sign that the provider and its staff are committed to following and maintaining fundamental quality indicators of the program. RTB participants voluntarily submit to an annual review to ensure they have met and continue to meet the program criteria. After one year of participation, programs are expected to achieve the Bronze Level and may progress further in subsequent years.

### **Levels of Certification**

**Bronze Level** – Program follows fundamental quality indicators and are in full compliance with Ontario's Day Nurseries Act

**Silver Level** – Program has additional strategies to enhance quality such as environmental assessments and child assessments/evaluations

**Gold Level** – Program demonstrates a long term commitment to high quality in early childhood education; activities include 2-3 environmental assessments per year, enhanced professional development for staff, participation in community events, working with community partners, parent collaborative strategies, awareness of trends in the field of child care and early learning



Orangeville centres who have submitted for RTB in 2012 and their respective Accreditations are as follows:

- A Child's First Steps (**Bronze**)
- Jean Hamlyn (**Gold**)
- Peekaboo (**Gold**)
- Sandbox Tech (**Bronze**)
- Sunflower (**Gold**)
- YMCA (**Gold**)
- Hyland Centre Child Care (**Gold**)
- Little Country (**Gold**)

Raising the Bar criteria include the following:

- Conducting Parent/guardian Survey
- Conducting Staff Survey
- Conducting Environmental Assessment
- Having Job Descriptions
- Supporting Healthy Child Development
- Supporting a Culture for Mentoring
- Staff Meetings/Team Meetings
- Professional Development
- Creating Community Partnerships

As centres are required to satisfy each criteria annually, County staff have provided the following professional development opportunities for ECE's in Dufferin County (within the last year) to assist in maintaining high quality care:

- Learning Language and Loving It (12 participants)
- Duty to Report (Dufferin Child & Family Services) (19 participants)
- Nutrition & Development (12 participants)
- Story Telling Aprons (17 participants)
- Introduction to Signed English (25 participants)
- Story Telling (18 participants)
- Active Movement Make & Takes (20 participants)
- PLAY Conference (75 participants)
- Outdoor Play (15 participants)
- Healthy Food Relationships (Public Health) (22 participants)

### **Expression of Interest / RFP update**

At the Community Services / Dufferin Oaks Committee meeting on September 26<sup>th</sup>, 2012 The Director of Community Services informed committee that an Expression of Interest would be advertised later in September to determine the level of interest by third parties and to assist staff to prepare the scope of a RFP document.

The County had received 4 expressions of interest letters from Child Care providers interested in providing third party child care services at the Jean Hamlyn site.

These 4 providers included:

- Peekaboo Child Care Centre, Orangeville

- The YMCA of Greater Toronto
- Sandbox Tech Child Care
- Beautiful Minds Montessori

County staff has now released its RFP with a response due date of November 1<sup>st</sup> 2012. A summary of the responses and recommendations will be provided to the Community Services/Dufferin Oaks Committee at the November meeting.

**Local Municipal Impact**

None

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

None at this time.

**Recommendation**

**THAT** the report of the Director, Community Services dated October 24<sup>th</sup>, 2012 - Jean Hamlyn Day Care Centre – Follow up Report be received.

Respectfully submitted by,

Keith Palmer  
Director, Community Services.

# THE 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:** Keith Palmer, Director of Community Services  
Michael Giles, Chief Building Official

**Meeting Date:** October 24<sup>th</sup>, 2012

**Subject:** **Construction Update – Edelbrock Centre**

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### **Purpose**

The purpose of this report is to update the committee on the progress of the Edelbrock Centre – Community Service Hub.

### **Background & Discussion**

Renovations of the former bowling alley to the new Edelbrock Community Service Hub began in May 2012. Construction is approximately 60% complete. The building should be completed by early February 2013 with occupancy slated for late March 2013. This project is on schedule. The main components of the project still to be completed include: exterior finishing, landscaping, millwork, dry wall, flooring and interior finishes.

The following items are part of the total project but are outside the scope of the contracts with the architect. County staff is responsible for ensuring the following items are addressed:

- Furniture
- Moving expenses

### Furniture

Furniture needs to be purchased for staff, client areas and meeting rooms. A number of staff are keeping their existing furniture; however, plans for the new space include modular units (cubicles) in an effort to maximize the space. Surplus furniture is to be re-deployed within the organization, sold or donated to incoming tenants or donated to other local agencies as a result of the product being at the end of their life span or parts no longer being available. Staff is recommending the purchase of refurbished units and

furniture which is significantly less than purchasing new (40% savings). Envirotech Office Systems Inc. in Brampton refurbishes furniture that is of high quality and will last a number of years. They are a large vendor and have the required quantities in stock. This company has provided furniture for the 55 Zina St. Courthouse expansion project. The approximate cost for the refurbished furniture is \$120,000. Included in the purchase are:

- Staff cubicles
- Meeting tables
- Chairs

In accordance with the Procurement By-law, purchases of this amount are normally tendered or have an RFP issued. Given the nature of the items being purchased and the requirement to inspect the quality of items vendors have on hand prior to making a decision, staff is of the opinion that the regular procurement process would not be effective in obtaining the best value.

#### Moving Costs

Moving costs are estimated at \$35,000. As well as moving furniture, a specialized mover will be retained to move IT equipment.

#### **Local Municipal Impact**

There is no municipal impact as a result of this report.

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

The financial implications are approximately \$155,000 and are included in the project budget.

#### **Recommendation**

THAT the report of the Chief Building Official and Director of Community Services dated October 24th, 2012 be received;

AND THAT staff be authorized to purchase refurbished furniture from Envirotech Office Systems Inc.

Respectfully Submitted,

Michael Giles, Chief Building Official  
and  
Keith Palmer, Director of Community Services