



## COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA

Thursday, August 22, 2013 – 4.00 p.m.  
Mel Lloyd Centre, 167 Centre Street, Entrance C  
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 – August 22, 2013 - ITEM #1  
Tenant Installed Exterior Patio and Walkway Elements

A report from the Director of Community Services dated August 22, 2013 to inform the Committee, and seek input on the business practice that the County of Dufferin should adopt where tenants of County owned housing units have undertaken to install patios, and walkway elements on housing sites.

***Recommendation:***

***THAT the report of the Director of Community Services dated August 22, 2013 with respect to Tenant Installed Exterior Patio and Walkway Elements, be received;***

***AND THAT staff be permitted to advise tenants of the allowances for gardens and existing patio elements including the signing of “save-harmless” waivers;***

***AND THAT the new installation of patios and walk ways be prohibited as of September 12, 2013.***

2. COMMUNITY SERVICES/DUFFERIN OAKS – August 22, 2013 - ITEM #2  
Scheduled End of Provider Operating Agreements (EOA)

A report from the Director of Community Services dated August 22, to update the Committee on the scheduled end of provider operating agreements (EOA) between the County of Dufferin and local Social Housing Providers.

**Recommendation:**

**THAT the report of the Director of Community Services dated August 22, 2013 with respect to Scheduled End of Provider Operating Agreements (EOA) be received;**

**AND THAT, future surpluses at year end within the Housing Providers portion of the County budget be moved into a Reserve Fund to be used to help mitigate the future loss of government subsidy.**

**3. COMMUNITY SERVICES/DUFFERIN OAKS – August 22, 2013 - ITEM #3  
Annual Rent Increase Guideline**

A report from the Director of Community services dated August 22, 2013 to seek direction from the Committee with respect to possible changes to the market rents for County-owned social housing locations.

**Recommendation:**

**THAT the report of the Director of Community Services, dated August 22, 2013 with respect to 2014 rent increases be received;**

**AND THAT the 2014 market rents of Dufferin owned social housing locations be increased by the maximum level of 0.8% over the previous year.**

**DUFFERIN OAKS**

**4. COMMUNITY SERVICES/DUFFERIN OAKS – August 22, 2013 - ITEM #4  
2012/13 Annual Report – Dufferin County Community Support Services**

A report from the Administrator dated August 22, 2013 to present the 2012/13 Annual Report for Dufferin County Community Support Services.

**Recommendation:**

**THAT the report of the Administrator, dated August 22, 2013 with respect to the 2012/13 Annual Report for Dufferin County Community Support Services be received.**

**5. COMMUNITY SERVICES/DUFFERIN OAKS – August 22, 2013 - ITEM #5  
Ministry of Health and Long Term Care Funding Announcement**

A report from the Administrator dated August 22, 2013 to inform the Committee of a 2013 funding announcement from the Ministry of Health and Long Term Care.

**Recommendation:**

***THAT the report of the Administrator dated August 22, 2013 with respect to the Ministry of Health and Long Term Care 2013 funding announcement be received.***

6. COMMUNITY SERVICES/DUFFERIN OAKS – August 22, 2013 - ITEM #6  
Ministry of Health and Long Term Care Physiotherapy Services Funding Changes

A report from the Administrator dated August 22, 2013 to update the Committee on the developments that have occurred regarding the announcement from the Ministry of Health and Long Term Care regarding changes to funding for physiotherapy services.

***Recommendation:***

***THAT the report of the Administrator, dated August 22, 2013, with respect to the Ministry of Health and Long Term Care funding changes for physiotherapy services be received.***

7. COMMUNITY SERVICES/DUFFERIN OAKS – August 22, 2013 - ITEM #7  
Request for Proposal – Pharmacy Services

A report from the Administrator dated August 2, 2013 to inform the Committee of the outcome of the request for proposal process for Pharmacy Services at Dufferin Oaks.

***Recommendation:***

***THAT the report of the Administrator dated August 22, 2013 regarding the Request for Proposal for Pharmacy Services be received;***

***AND THAT a contract for the provision of Pharmacy Services for Dufferin Oaks be awarded to Classic Care Pharmacy;***

***AND THAT County Council authorize the execution of the necessary by-law.***

**NEXT MEETING:** September 26, 2013 – 4 p.m.  
E.O.C., Mel Lloyd Centre, Shelburne



## **REPORT TO COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE**

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

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

**Date:** 22 Aug, 2013

**Subject:** **Tenant Installed Exterior Patio and Walkway Elements**

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### **PURPOSE:**

The purpose of this report is to inform committee, and seek input on the business practice the County of Dufferin should adopt where tenants of County owned housing units have undertaken to install patios, and walkway elements on housing sites.

### **BACKGROUND & DISCUSSION:**

For a number of years, tenants residing in ground floor units, with on grade access, have been allowed to install small gardens on the outside of their units. This was permitted with the intent of allowing tenants to have a level of individual enjoyment and a sense of ownership.

In the last few years, the permission to add a garden has evolved into some tenants adding in patio stones for the creation of a patio and in another case a complete exterior walkway. This practice has been identified by the Facilities Department as being potentially hazardous and a liability. The County has allowed the installation of gardens with written permission, and with the caveat that if they fall into disrepair, they will be removed, and remediated back to turf.

Liability issues are as follows:

1. Any element installed in the common areas, including exterior portions of a unit becomes part of the property the County is responsible to maintain. Should these elements fall into disrepair, or should they become a tripping hazard, the liability of any injury would be that of the County.
2. The practice of installing these elements can become complicated and problematic where standards are not set and detailed in a tenants lease.
3. In the case of installing walkways on ground level units or installing unit numbers on the façade of the building, visitors are then encouraged to use ground level unit entrances as the primary ingress / egress, which could affect the security of the building and tenants.

4. These elements when installed, represent more labour on the behalf of the grounds maintenance contractor.

It is the staff's position that these allowance can be continued with the following standards applied.

- Any tenants wishing to install a garden outside their unit, must obtain written permission.
- Any garden shall be no more than 36" from the outside wall in depth, and no more than the unit width.

Where hardscaping elements like patios and walkways have been installed:

1. Existing installations shall be documented by the Community Services (Housing) Worker.
2. All existing patios/walkways shall remain in place, as-is where is and cannot be extended. The tenant shall sign a save-harmless waiver and no further modifications shall be allowed. Should any incidents occur, the installation shall be removed. All existing documented patios / walkways shall be removed upon move out or if deemed hazardous by facilities staff at any time.
3. The practice of installing patios and walkways in County owned social housing units shall be prohibited effective September 12, 2013.

**or**

4. All existing patios/walkways be removed by the Facilities Department and remediated back to turf.

**Financial Impact:**

As per the facilities department, there will be minimal financial impact should removal of any or all patios be required.

**Local Municipal Impact:**

None.

**Recommendation:**

**THAT** the report of the Director, Community Services dated 13 Aug 2013 – Tenant Installed Exterior Patio and Walkway Elements - be accepted;

**AND THAT** staff be permitted to advise tenants of the allowances for gardens and existing patio elements including the signing of "save-harmless" waivers

**AND THAT** the new installation of patios and walk ways be prohibited as of September 12, 2013

Respectfully submitted

Keith Palmer  
Director, Community Services.



## REPORT TO COMMUNITY SERVICES COMMITTEE

**To:** Chair Crewson and Members of Community Services Committee  
**From:** Keith Palmer, Director of Community Services  
**Date:** August 22, 2013  
**Subject:** **Scheduled End of Provider Operating Agreements (EOA)**

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### **PURPOSE:**

The purpose of this report is to update council on the scheduled end of provider operating agreements (EOA) between the County and local Social Housing Providers. The report also informs council of the requirement to update the current Operating Agreements with local housing providers as required by the new Housing Services Act (HSA 2011).

### **BACKGROUND & DISCUSSION:**

In 2001, the Province of Ontario downloaded the responsibility for a number of housing programs to the municipal level. In 2001 the County incorporated public housing into its normal operations and in 2002 the responsibility for local non-profit and co-operative housing programs was added. Seven (7) separate housing providers fall under this umbrella. The County of Dufferin is responsible for providing subsidy of varying degrees to each of these providers.

When social housing projects were initially developed, providers entered into project level contracts known as Operating Agreements. The Operating Agreement specified the terms and conditions of operating as well as obligations to assist in the repayment of mortgages and assistance with other operating expenses. The length of the agreements are linked to the amortization of their mortgages, typically 35 years.

The Social Housing Reform Act (SHRA 2000) was replaced by the Housing Services Act (HSA 2011). This legislative change effectively terminated all operating agreements in which the Province of Ontario was a party and replaced the terms and conditions with new legislation and associated regulations.

The County of Dufferin has 7 Operating Agreements with local housing providers. In 2012 the County flowed subsidy payments to those 7 providers amounting to \$1,623,331 of which \$665,742 was funded by the federal/provincial governments to offset County costs.

Expiry of Operating Agreements means that:

- Mortgage payments will end for the Housing Providers, thereby reducing the financial obligations of the County
- The County of Dufferin will receive less funding from the government to assist housing providers

During devolution in 2001, it was calculated that when mortgages expired, social housing providers would generate sufficient rental revenues to cover their housing costs. Current information suggests that a reduction in subsidy could place some providers in a position of financial hardship.

Unlike the Operating Agreements under the SHRA, the new legislation does not have a scheduled end of operating agreement time frame. This means both the operating obligations of the housing provider and subsidy obligations of the County continue indefinitely. This also means the County is obliged to continue to pay subsidies even though less funding will be made available by the Provincial/Federal governments. This obligation is conditional on the agreement of the provider continuing to abide by the terms and conditions of the new operating agreement (Example: keeping a set number of rent geared to income units, and using the County's centralized waiting list).

### Required Agreement Updates

Enactment of the new HSA means the County of Dufferin's Operating Agreements with Providers must be updated to reflect the new legislative framework and funding process. As directed in the HSA, staff will be required to address funding agreements with providers.

### The Social Housing Renovation and Retrofit Program (SHRRP)

The Social Housing Renovation and Retrofit Program (SHRRP) was a capital grant program that started in 2010 and funded the repairs and regeneration of eligible social housing projects. Providers who received funding through the program are obligated to continue to provide Social Housing for a 10 year period from the date they received the funding.

For the 6 housing providers who accessed SHRRP funding they must continue to provide social housing up to, either the expiry date of their mortgage, or the 10 year affordability period for SHRRP, which ever date is the latest. The chart below details the end dates and subsidy payments to the 7 housing providers. Only one provider has a mortgage ending prior to their 10 year affordability period for SHRRP (SHRRP funding does not impact subsidy payments as funding was a onetime payment.)

Provider	Mortgage Expiry/End of Amortization	SHRRP Expiry Date	Final EOA Date
CR	2026	Jun. 2021	2026
DG	2024	Oct. 2020	2024
FD	2026	Mar. 2022	2026
FT	2023/2024	Feb. 2020	2023/2024
HW	2026	N/A	2026
LL	2029	Sept. 2020	2029
<b>ON</b>	<b>Nov. 2015</b>	<b>Oct. 2020</b>	<b>2015</b>

## Financial Impact:

In consultation with the Treasury Department staff, as the mortgages of the various housing providers expire the County will see a reduction in federal/provincial funding that have helped to offset County cost. Based off original calculations that were made by the federal/provincial governments at the time of devolution, a few providers were being over subsidised while others received minimal to no subsidy (Subsidy calculations had taken into considerations such things as mortgage interest rates at the time of operating agreements). It is important to note that where government calculations allowed for greater subsidy than required, the difference was used to subsidize other providers in Dufferin County. As such, where instances of subsidy reduction are to take place, it will have the County absorbing the costs necessary to address the financial needs of some providers.

Preparation for greater subsidy must be considered by the County because End of Operating Agreements will see the County's subsidy responsibility increase by 14% over the previous year - as early as 2016.

As such, it is recommended that any future surpluses at year end within the Housing Providers portion of the budget be moved into a Reserve Fund to be used to help mitigate the future loss of subsidy. It is anticipated that a small surplus will be experienced in 2013.

The chart below is an illustrative example, based on two local providers. It shows how funding can change for both providers based off original government calculations:

Provider #1 (reduction in subsidy due to mortgage expiration)

Provider Subsidy before Mortgage Expiration	\$116,500
Estimated Mortgage Subsidy	\$95,000
Revised Subsidy to Provider (County)	\$21,500

Provider # 2 (reduction in subsidy where excess subsidy was being provided)

Provider Subsidy before Mortgage Expiration	\$19,515
Government Subsidy prior to Mortgage Expiration	\$186,530
<b>*Lost subsidy that must be absorbed by the County</b>	<b>\$167,015</b>

***\* In case # 2 where government subsidies were in excess and was being used to assist other providers, the county will have to make up that difference.***

Example of subsidy changes annually - all providers:

	2013	2016	2026	2031
Obligated Housing Subsidies to be provided by the County	\$1,642,355	\$1,669,370	\$830,690	\$501,887
Total Provider Mortgage Payments	\$1,377,799	\$1,358,284	\$367,501	\$0
Federal/Provincial Subsidies to be Received	\$665,741	\$479,158	\$327,707	\$0
Net Cost to County	\$976,614	\$1,190,162	\$480,759	\$501,887



The following chart summarizes the impacts of the federal/provincial funding reduction and mortgage expirations. (Note these are estimates only and include a conservative 1% annual increase in the payments made to providers.)

(\* *beginning of mortgage expirations and changes to government funding*)

Year	Funding Received from Government	Estimated Subsidy Payment to Providers	Cost to County	Percent Change
2013	\$665,741	\$1,642,355	\$976,614	
2014	\$665,741	\$1,658,779	\$993,038	1.7%
<b>2015*</b>	<b>\$634,644</b>	<b>\$1,672,114</b>	<b>\$1,037,470</b>	<b>4.5%</b>
2016	\$479,158	\$1,669,320	\$1,190,162	14.7%
2017	\$479,158	\$1,686,013	\$1,206,855	1.4%
2018	\$479,158	\$1,702,873	\$1,223,715	1.4%
2019	\$479,158	\$1,719,902	\$1,240,744	1.4%
2020	\$479,158	\$1,737,101	\$1,257,943	1.4%
2021	\$479,158	\$1,754,472	\$1,275,314	1.4%
2022	\$479,158	\$1,772,016	\$1,292,858	1.4%
2023	\$463,488	\$1,754,448	\$1,290,960	-0.1%
2024	\$400,345	\$1,676,931	\$1,276,586	-1.1%
2025	\$351,951	\$1,693,700	\$1,341,749	5.1%
2026	\$349,931	\$830,690	\$480,759	-64.2%
2027	\$327,707	\$838,997	\$511,290	6.4%
2028	\$327,707	\$847,387	\$519,680	1.6%
2029	\$300,398	\$855,861	\$555,463	6.9%
2030	\$0	\$496,918	\$496,918	-10.5%
2031	\$0	\$501,887	\$501,887	1.0%

As the mortgages expire and the subsidies paid to the providers decreases it is difficult to ascertain the viability of the providers. Three of the seven providers currently have Accumulated Deficits and four currently have Accumulated Surpluses. As such the larger percentage of our local providers will see little challenges during subsidy reductions and 3 may require additional financial support.

Should a provider face financial difficulty as a result of reduced subsidy from the county, impacts could include increase of rental charges and a decision to not use the County's centralized wait list. As the responsibility for ensuring providers continue to operate according to HSA, it is important for the County to closely monitor Annual Information Returns (AIR) from providers for financial viability. County staff will also be required to work closely with the providers to ensure their overall long term sustainability.

#### **Local Municipal Impact:**

The local municipal impact is difficult to accurately determine but staff do anticipate an increase in funding to providers by the County (as set out in the charts above). The County will eventually realize cost savings as its financial obligation is reduced (due to expiring mortgages). It is important for County staff to provide guidance to local providers which will in turn allow the continuation of affordable housing programs for individuals and families in need of such support.

**Recommendation:**

**THAT** the report of the Director, Community Services, dated 22, August 2013 - Scheduled End of Provider Operating Agreements (EOA) be received for informational purposes

**AND THAT**, future surpluses at year end within the Housing Providers portion of the County budget be moved into a Reserve Fund to be used to help mitigate the future loss of government subsidy.

Respectfully submitted

Keith Palmer  
Director, Community Services.



**REPORT TO  
COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE**

**To:** Chair Crewson and Members of the Community Services Committee  
**From:** Keith Palmer, Director of Community Services  
**Date:** 22 August 2013  
**Subject:** Annual Rent Increase Guideline 2014

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**Purpose:**

The purpose of this report is to seek direction with respect to possible changes to the market rents for County-owned social housing locations.

**Background & Discussion:**

The Housing Services Act, 2011 makes it a requirement of all social housing landlords that in its leases with its tenants that:

*The lease cannot be for longer than one year and should state both the market rent for their unit and the RGI rent as well as other charges that the tenants must pay.*

The County of Dufferin directly owns and manages 225 units formerly owned by Ontario Housing Corporation (OHC) and 30 units constructed under the Canada Ontario Affordable Housing Program. The County will also operate 24 new units in the spring of 2014.

The Ontario government is capping rent increases for 2014 at 0.8 per cent for the province's one million tenant households.

The cap, also known as the Rent Increase Guideline, is the maximum amount a landlord can increase a tenants' rent without seeking the approval of the Landlord and Tenant Board.

The following tables show the current (2013) Market Rents at County of Dufferin owned units.

Municipality	Unit Size – 2013 – 2.5% increase over 2012				
County Owned Units	Bachelor	1-Bedroom	2-Bedroom	3-Bedroom	4-Bedroom
Orangeville	\$729	\$875	\$979	\$1,134	\$1,248
Shelburne		\$743			
Grand Valley		\$768			

Municipality	Unit Size – 2013 – 2.5% increase over 2012			
40 Lawrence Avenue	1-Bedroom Affordable	1-Bedroom Market	2-Bedroom Affordable	2-Bedroom Market
Orangeville	\$694	\$867	\$800	\$1,000

The following tables show 2014 Market Rents with a possible 0.8% increase applied.

Municipality	Unit Size – 2014 - 0.8% increase over 2013				
County Owned Units	Bachelor	1-Bedroom	2-Bedroom	3-Bedroom	4-Bedroom
Orangeville	\$735	\$882	\$987	\$1,143	\$1,258
Shelburne		\$749			
Grand Valley		\$774			

Municipality	Unit Size – 2014 – 0.8% increase over 2013			
40 Lawrence Avenue	1-Bedroom Affordable	1-Bedroom Market	2-Bedroom Affordable	2-Bedroom Market
Orangeville	\$700	\$874	\$806	\$1,008

Services Included with all rental units in all Municipalities (Market and RGI)

Unit Style	Services Included – most locations
Apartment	Heat, Hot Water, Water, Fridge, Stove, Hydro, Microwave (Lawrence Avenue)
Semi-Detached	Heat, Hot Water, Water

Potential Units Impacted ( as of 2013)

Municipality	# Of Households Paying Market Rent
Orangeville	3
Shelburne	6
Grand Valley	0

*Increase Over Previous Year - Historic Trends*

Year	Location		
	Orangeville	Shelburne	Grand Valley
2004	2.9%	0%	0%
2005	0%	0%	0%
2006	2.1%	2.1%	2.1%
2007	2.6%	2.6%	2.6%
2008	1.4%	1.4%	1.4%
2009	0%	0%	0%
2010	2.1%	2.1%	2.1%
2011	0.7%	0.7%	0.7%
2012	3.1%	3.1%	3.1%
2013	2.5%	2.5%	2.5%
2014	0.8%	0.8%	0.8%

Currently, in all three (3) municipalities, the County of Dufferin owned units are “priced competitively” within each local market and offer “good value” based on the services (utilities) included.

**Financial Impact:**

With the intention of social housing being to provide support to those individuals and families in need of affordable accommodation, the County of Dufferin has very few tenants paying the maximum rent and therefore rental increases will be minimal.

Financial impacts are based on the current tenant complement and there are no assurances financial gains or losses will be realized in 2014, due to unknown tenant turnover.

**Local Municipal Impact:**

No local municipal impact is anticipated as a result of this action.

**Recommendation(s):**

**THAT** the report of Keith Palmer, Director of Community Services, dated 22, August 2013 regarding 2014 rent increases be received;

**AND THAT** the 2014 market rents of Dufferin owned social housing locations be increased by the maximum level of 0.8% over the previous year.

Respectfully submitted,

Keith Palmer  
Director, Community Services

# THE CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO DUFFERIN OAKS COMMITTEE OF MANAGEMENT



**To:** Chair Crewson and Members of the Dufferin Oaks Committee of Management

**From:** Valerie Quarrie, Administrator

**Date:** August 22, 2013

**Subject:** DCCSS 2012/13 Annual Report

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### **Purpose**

The purpose of this report is to present the 2012/13 Annual Report for Dufferin County Community Support Services.

### **Background & Discussion**

Dufferin Community Support Services Staff prepare an annual report to summarize service levels, accomplishments and program directions. A copy of the 2012/13 Annual Report is attached as Appendix A to this report.

### **Financial Impact**

None

### **Local Municipal Impact**

None

### **Recommendations**

**THAT** the report of the Administrator dated August 22, 2013 with regard to the DCCSS 2012/13 Annual Report, be received.

Respectfully submitted,

Valerie Quarrie  
Administrator

***DUFFERIN COUNTY  
COMMUNITY SUPPORT SERVICES***

**ANNUAL REPORT  
2012/13**



**August 12, 2013**

*Respectfully submitted by:*

*Patti Tardif  
Manager*

**DUFFERIN COUNTY**  
**COMMUNITY SUPPORT SERVICES**  
**2012/13 ANNUAL REPORT**

**MISSION STATEMENT**

Dufferin County Community Support Services is a non-profit, fee-for-service agency, operated by the Corporation of the County of Dufferin, dedicated to providing a continuum of highest quality care and services for clients, in partnership with care providers, volunteers, and the community.

**SUMMARY**

Dufferin County Community Support Services (DCCSS) has been providing services in the County of Dufferin since 1985. By providing a range of support services to clients, we are able to assist seniors and physically disabled adults to remain in the comfort of their home for as long as possible. DCCSS staff are responsible for: assessing client needs; planning, coordinating and developing client service plans; matching care providers and volunteers to clients; recruiting volunteers; creating linkages and partnerships with community agencies; supporting caregivers and volunteers; promoting services and ongoing service enhancement.

DCCSS plans and develops its services in conjunction with the Ministry of Health and Long-Term Care-Central West LHIN (Local Health Integration Network) and the County of Dufferin, to ensure that the goals of DCCSS are heard and supported by the appropriate decision-making groups. The annual growth of our client base is evidence of the escalating need and demand for community-based services in Dufferin County. This growth challenges staff to maintain a high quality of service delivery through recruiting, training and retaining care providers and volunteers. Over the years, DCCSS has earned a reputation for quality services, continued advancement, dedicated and capable staff, and are respected by key stakeholders in our community with whom we work and partner to provide a harmonious continuum of care.

**DCCSS SERVICE DEFINITIONS - see Appendix A**

**COMMUNITY PARTNERSHIPS**

**STUDENT PLACEMENT**

DCCSS continues to host a number of student placements from local high schools and Georgian College. Although it requires considerable staff time to supervise, teach, and evaluate the students, we have found such arrangements to be mutually beneficial. Students are involved in planning and supporting programs, implementing projects as assigned, providing feedback and communicating effectively with staff and clients. We were joined in 2012/13 by 7 different students.



## **SENIORS AT RISK SYSTEM COORDINATOR (SARSC)**

Effective January 1, 2013, DCCSS assumed responsible for the reporting of this County funded position; activities were previously reported by Community Services. The County provides funding (\$47,000 annually) to CMHA to support a part time SARSC.

During the first quarter of 2013 the SARSC:

- worked 276 hours
- received referrals for 5 new clients, resulting in 21 contacts to local providers
- organized 10 educational sessions for local groups including Humber College, Georgian College, Dufferin Area Family Health Team, Shelburne Residence Resident's Council, Alzheimer Society, Headwaters Hospital, Dufferin County staff, Community Care Access Centre and Dufferin Caledon Victim Services
- participated in community activities including the Dufferin Network for the Prevention of Elder Abuse, chairing the Seniors Response Team, attending a "meet and greet" at Dufferin OPP headquarters, participating in the Homelessness Task Force at the County of Dufferin, and collaborating with the Waterloo Region Elder Abuse Response Team

## **DCCSS COMMUNITY REPRESENTATION**

Community Support Services staff had representation on the following Committees in the year 2012/13:

- ❖ Central West Local Health Integration Network (LHIN) Senior Core Action Group
- ❖ Central West LHIN CSS CAP (Community Assessment Project) Advisory Committee
- ❖ Central West LHIN Adult Day Services Committee
- ❖ Central West LHIN Assisted Living Committee
- ❖ Shelburne Health and Care Centre
- ❖ Volunteer Dufferin Partners Group
- ❖ Health Links
- ❖ Dufferin County Alternative Transportation Learning Group
- ❖ Community Services Provider Portal
- ❖ Falls Prevention Committee – Safe Communities of the Hill Country
- ❖ Dufferin Volunteer Managers Group
- ❖ Dufferin Elder Abuse Network
- ❖ Dufferin Seniors Services Network
- ❖ Dufferin Oaks Management Team
- ❖ Dufferin Oaks Permanent Coordinating Committee
- ❖ Dufferin Oaks Health and Safety Committee
- ❖ Dufferin Oaks Quality Management Committee

## **MEMBERSHIPS**

Dufferin County Community Support Services continues to be a full member of the Ontario Community Support Association, and participates in their networking events and in their work to advocate for the Community Support Sector throughout Ontario.

DCCSS is also a member of Volunteer Dufferin. Volunteer Dufferin hosts a volunteer matching website and was spearheaded by a collaborative of Dufferin-serving organizations. Volunteer recruitment continues to be a challenge for many local organizations. This exciting new initiative will provide a vehicle for local organizations to post their volunteer opportunities, and make it easier for Dufferin residents to locate suitable positions.

## **STATISTICS**

Dufferin County Community Support Services served 648 clients in 2012/13. Care providers provided Home Help, Respite and Home Maintenance services. As well, volunteers provided support to the following programs: Meals on Wheels, Transportation, Adult Day Program, and Friendly Visiting. Over 14,000 hours of volunteer work was provided for these programs by our dedicated volunteer team. See Appendix B for the 2012/13 summary of Units of Service and Clients Served per program. Current staff includes 2 full-time and 9 part-time staff.

## **SERVICE STATISTICS 2012/13 – REVIEW OF OUR PERFORMANCE – APPENDIX B**

### **CHALLENGES EXPERIENCED IN 2012/13**

- ❖ Recruitment of volunteers remains a challenge, as volunteers in Dufferin are a scarce resource that we share with numerous other organizations. Of particular note is the challenge to recruit sufficient numbers of suitable transportation and friendly visitor volunteers to meet the number of requests we receive.
- ❖ DCCSS operates a transportation service for seniors and disabled adults. This service focuses on medical appointments, but rides are also available for shopping and various social engagements. It has been difficult to accommodate all of the ride requests, many shopping and social appointments have had to be bumped to facilitate medical appointments.
- ❖ During the last year, DCCSS staff experienced an escalation in the complexity of clients. These clients require additional support time from staff to not only develop appropriate service plans, but encourage clients to access services from our community partners.
- ❖ The last base funding increase approved by the Central West LHIN was 1.5% for the 2011/12 fiscal year. There was no base funding increase for 2012/13; it is anticipated that there will be no increase for the current 2013/14 fiscal year.

## **ACCOMPLISHMENTS IN 2012/13 – THE HIGHLIGHTS**

- ❖ Assisted in the development of Elder Abuse Workshops held in Dufferin County in June, 2012. These workshops provided valuable information for Dufferin residents and included presentations made by a local lawyer, law enforcement official and bank representative.
- ❖ Assisted with the organization of Dufferin Area Community Flu Clinics, Canadian Hearing Society Hearing Clinics, and the Elder Abuse Tea to commemorate World Elder Abuse Day.
- ❖ To facilitate public awareness of our programs, staff has participated in a number of local initiatives to “spread the word”, including meeting with local Family Health Teams and the CCAC, presenting quarterly to the Orangeville Walk and Talk Series for Seniors, attending the annual Senior’s Forum held at Lord Dufferin Centre in Orangeville, and attending DCAFS’s Community Outreach Event.
- ❖ Another successful Volunteer Appreciation dinner was held jointly with DCCSS and Dufferin Oaks in June, 2013 to highlight our volunteers’ accomplishments from the previous year. Over 130 volunteers attended, and were received by staff and Committee of Management members. A very successful event and a wonderful collaboration between the staff and volunteers.
- ❖ The Central West LHIN introduced a new screener tool to community support agencies in March 2013. Last year, DCCSS participated in the testing of this new tool to evaluate its effectiveness and make recommendations. This assessment tool will be used by community support agencies throughout the province. It will facilitate inter-agency communication and be used to identify individuals who may be at risk and who would benefit from a more comprehensive assessment.
- ❖ A number of training and educational opportunities were offered to DCCSS staff. One staff member attended the OCSA annual conference. Two staff members attended Campana’s annual Goldcare Users Conference. Two staff members completed Basic Health and Safety Training and Sector Specific Certification for Long-Term Care. One staff member participated in Smart Risk training for falls prevention.
- ❖ During 2012, DCCSS participated in an eleven week project to review the three transportation providers funded by the Central West LHIN. This review included data gathering, site visits and meetings with customer focus groups. Overall, the review team found that the transportation programs provide good value for money. Of the three transportation providers, DCCSS had the lowest cost per client trip. Review recommendations focused on four main themes: mitigating the challenges for fleet replacement and cost escalation, achieving higher levels of efficiency (particularly for the southern provider), manage demand by re-directing ride requests to municipal transit, and introducing auxiliary services such as volunteer drivers and contracted taxis at peak hours.
- ❖ During the 2012/13 fiscal year, DCCSS was successful in securing an additional \$109,506.74 in one-time funding through the Central West LHIN. This funding allowed us to replace two of the vans used in our transportation program, update our transportation scheduling software, and replace outdated equipment used in our Adult Day Program, Congregate Dining and Frozen Meals Program.
- ❖ Continued to act as manager, on behalf of Dufferin Oaks, for the 22 apartments at McKelvie Burnside Village providing senior housing and assisted living to the physically disabled through the Ontario March of Dimes.

## APPENDIX A

### SERVICE DESCRIPTIONS

*Home Help:* a service provided by contracted care providers to assist with routine household activities, such as light housekeeping, shopping, meal preparation and laundry. The client is assessed for eligibility and is matched with an appropriate care provider. The client pays the care provider at a rate of \$12.50 per hour.

*Transportation:* provided by volunteers or staff drivers, who drive both locally and long-distance (i.e., to Toronto, Barrie), to escort and assist clients to medical appointments, shopping and various social activities. Drivers remain with the client throughout the journey and return them home. The cost to the client is \$0.41 per kilometer out of town or a flat rate of \$7.00 round trip in town. There is no charge to the client for waiting time. Clients are responsible for any parking fees. Clients pay volunteer drivers directly or are billed when using DCCSS vans.

*Respite:* a support service provided in a client's home to enable family and friends to have relief from their caregiving role and to help relieve stress placed on family relationships. The service provided may include supervision, light housekeeping and meal preparation. The fee for this service is \$12.50 per hour. Fees are paid directly to the contracted care provider.

*Home Maintenance:* a service that arranges for an individual worker or group of workers to undertake a home maintenance or repair job. Generally, the job is beyond the client's capability to undertake or arrange on his or her own. For example, snow removal, yard maintenance, washing outdoor windows, etc. can be arranged for the client. A worker is matched with the client and is paid directly by the client based on a negotiated fee.

*Meals on Wheels:* a service that provides meals to individuals in order to ensure nutritional needs are met. A hot meal program is offered in Shelburne three days per week and in Orangeville two days per week. A frozen meal program is available to all eligible clients in Dufferin County. Members of local service clubs, churches and many other volunteers deliver the meals, while providing regular social contact and some monitoring for potential crisis situations. Special diets can be accommodated. Hot meals are \$5.50 each. Frozen meals are \$29.00 for a package of seven entrees or five entrees with five soups or desserts.

*Friendly Visiting:* a service that matches a volunteer with an isolated senior or physically disabled adult to visit on a one-to-one basis. The visits will generally be in the client's home, but the volunteer can also take the client out for shopping, banking or to a social or cultural event. This is a free service, and the visits usually occur at a minimum of once per week for one hour.

*The Adult Day Program* is a support service that provides supervised, therapeutic activities in a group setting for frail or disabled adults to assist them to achieve and maintain their maximum level of functioning, to prevent premature and inappropriate institutionalization, and to provide respite and support for caregivers. Service components include transportation, meals, supervision, activation and minor health care (for example: blood pressure checks, foot care). The program fee is \$15.00 per day, plus \$6.00 for transportation, if required by the client.

*Congregate Dining* is a program that brings clients together for a meal program in the Mel Lloyd Centre which is followed by a group program or activity. This program not only supports the nutritional needs of the clients but promotes social interaction and reduces isolation and loneliness. The cost to the client is \$7.00 per meal and the program runs every Tuesday night.

*The PSW Transportation Escort* program provides a personal support worker to travel with an individual who requires transportation to a medical appointment but cannot manage independently and needs assistance beyond what a driver can provide i.e. toileting or transferring. There is no cost to the client for this service.

*The Community Bathing Program* provides a therapeutic whirlpool bath for individuals who cannot manage a bath in their own homes or would benefit from a whirlpool bath in cases such as arthritis. The whirlpool bath tub is located in the McKelvie Burnside Village and the bathing assistance is provided by the Ontario March of Dimes' staff. The cost to the client is \$10 per bath.

*Bridging You Home Program* provides assistance to seniors to make the successful transition from the acute care setting in hospital to their own homes. This program is offered in partnership with the Lord Dufferin Centre in Orangeville and provides accommodation for up to 21 days to address the client's care and mobility needs. The cost to the client is \$25.00 per day.

**APPENDIX B****SERVICE ACTUALS**  
**FOR 2012/13**

<b><u>SERVICE (units)</u></b>	<b><u>UNITS of</u></b> <b><u>Service</u></b>	<b><u>CLIENTS</u></b> <b><u>Served</u></b>
Transportation (one way trip)	8172	300
Home Help (caregiver visits to clients' homes)	3562	153
Home Maintenance (jobs arranged)	243	28
Respite (caregiver visits to clients' homes)	209	11
MOW – Shelburne (meal)	1861	37
MOW – Orangeville (meal)	2107	42
MOW – Frozen (meal)	2989	49
<i>(Total Meals)</i>	<i>(6957)</i>	<i>(128)</i>
Friendly Visiting (visits)	301	8
Congregate Dining(attendances)	1387	107
Adult Day Program	2581	65
PSW Transportation Escort	488	36
Bathing	308	14
Bridging You Home (hours)	3182	38



## REPORT TO DUFFERIN OAKS COMMITTEE

**To:** Chair Crewson and Members of the Dufferin Oaks Committee  
**From:** Valerie Quarrie, Administrator  
**Date:** August 22, 2013  
**Subject:** Ministry of Health and Long Term Care Funding Announcement

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### Purpose

The purpose of this report is to inform committee members of Ministry of Health and Long Term Care 2013 funding announcement.

### Background & Discussion

In July, Dufferin Oaks received notice from the Ministry of Health and Long Term Care of long term care home funding envelope increases. The Nursing and Personal Care Envelope and the Program and Support Services Envelope were increased retroactively to April 1, 2013. The Raw Food Envelope and the Other Accommodation Envelope was increased effective July 1, 2013.

<b>Funding Envelope</b>	<b>Increase Effective Date</b>	<b>Increase Per Resident Day</b>	<b>New Per Diem</b> <small>(*based on CMI of 100)</small>	<b>2013 Impact</b>
Nursing and Personal Care	April 1, 2013	\$1.74	\$88.93*	\$47,928
Program and Support Services	April 1, 2013	\$0.17	\$8.60	\$3,709
Accommodation	July 1, 2013	\$0.59	\$52.76	\$1,130
Raw Food	July 1, 2013	\$0.12	\$7.80	\$2,011
<b>Total</b>		<b>\$2.62</b>	<b>\$158.09</b>	<b>\$54,779</b>

### Financial Impact

The 2013 Funding Announcement by the Ministry of Health will bring in \$54,779 more than anticipated. This will offset the CMI funding shortfall of \$137,042 as per the February 28<sup>th</sup>, 2013-Funding Adjustment Report, down to \$82,263.

**Local Municipal Impact**

None at this time.

**Recommendations**

**THAT** the report from the Administrator, dated August 22<sup>nd</sup> , 2013, summarizing the Ministry of Health and Long Term Care 2013 Funding Announcement be received.

Respectfully submitted,

Valerie Quarrie  
Administrator





## REPORT TO DUFFERIN OAKS COMMITTEE

**To:** Chair Crewson and Members of the Dufferin Oaks Committee  
**From:** Valerie Quarrie, Administrator  
**Date:** August 22, 2013  
**Subject:** Ministry of Health Physiotherapy Funding Change Update

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### **Purpose:**

To update committee members on the developments that have occurred regarding the Ministry of Health's announcement regarding changes to funding for physiotherapy services.

### **Background & Discussion**

In a report to committee dated June 27<sup>th</sup>, the committee was informed about the Ministry of Health and Long-Term Care (MOHLTC) announced changes to the funding models used for physiotherapy services in long term care homes.

The new model was to result in the delisting of DPCs from OHIP. Dufferin Oaks, like the majority of homes, uses the DPC funding model. The new funding model was to take effect August 1, 2013.

On July 26<sup>th</sup>, DPCs launched a legal challenge against the Ministry's proposed changes. The Divisional Court declared the suspending of the proposed changes until a hearing of the judicial review by a panel of three judges of the Divisional Court could be held on August 21<sup>st</sup>. As a result of the July 26<sup>th</sup> court ruling, DPCs in the province can continue to bill OHIP, as they had before, until the August 21<sup>st</sup> hearing.

### **Impact on Dufferin Oaks:**

As Dufferin Oaks receives services from a DPC, services have carried on as before, resulting in no changes for our residents until August 21<sup>st</sup>. At the time of the writing of this report, we await the August 21<sup>st</sup> ruling. For the immediate future, we are preparing with our current physiotherapy provider to continue services that will minimize the impact on our residents whichever way the court decides. If significant changes do occur to the funding model, we will be re-issuing a Physiotherapy RFP to maximize services to our residents.

### **Local Municipal Impact**

There will be no impact on local municipalities.

**Financial Impact**

None at this time.

**Recommendation**

**THAT** the report of the Administrator, dated August 22, 2013, with respect to Ministry of Health Physiotherapy Funding Changes Update, be received.

Respectfully submitted,

Valerie Quarrie  
Administrator



## **REPORT TO DUFFERIN OAKS COMMITTEE**

**To:** Chair Crewson and Members of the Dufferin Oaks Committee  
**From:** Valerie Quarrie, Administrator  
**Date:** August 22, 2013  
**Subject:** Request for Proposal – Pharmacy Services

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### **Purpose**

The purpose of this report is to inform Committee of the outcome of the request for proposal process for Pharmacy Services at Dufferin Oaks.

### **Background & Discussion**

A Request for Proposal for the provision of Pharmacy Services for Dufferin Oaks was issued on July 10th, 2013 and closed August 1<sup>st</sup>, 2013.

Submissions were received from the following providers:

Classic Care Pharmacy, Burlington  
GAAD Pharmacy Inc., Toronto  
Innovation Pharmacare, Vaughn  
Jeffer's Pharmacy, Orangeville  
Medical Pharmacies, Pickering  
MediSystem Pharmacy, Toronto  
National Pharmacy, Scarborough  
Pulse Rx Pharmacy, Woodbridge  
Remedy Holdings Inc., Markham

Innovation Pharmacare was disqualified as they failed to provide the mandatory copies.

The selection committee, comprised of Valerie Quarrie, Administrator, Jenny Power, Director of Care, Rhonda White, Assistant Director of Care, Sheila Rintoul, Registered Nurse, and Kendal Neilly, Registered Practical Nurse, reviewed the submissions. The proposals were evaluated using a pre-

established set of criteria based on the submission, service, experience, and financial implications.

	<b>Evaluation Criteria</b>	<b>Weight Factor</b>
A	Service Requirements	35
B	Submission	10
C	Financial	20
D	Experience	25
E	Other	10
	<b>Total</b>	<b>100</b>

The committee then interviewed the representatives from the three companies that received the highest scores.

Based on this process the Committee is recommending that the contract for Pharmacy Services be awarded to Classic Care Pharmacy. Their service will include:

- The provision of all equipment required for the dispensing of a strip multi-dose medication system, e-pen ordering system and electronic medication administration system.
- The provision of computer hardware for all nursing stations (5)
- The provision of drug destruction and sharps disposal services.
- Daily delivery of medications
- Weekly on-site clinical pharmacist services
- 24 hours on call clinical support services
- Use of a local in town pharmacy for emergency supplies
- The waiving of the resident co-payment fee (\$2.00 per prescription)
- Direct billing to residents for services not covered by the Ontario Drug Benefit Program

Classic Care Pharmacy is a current provider to another long term care home in Dufferin County in addition to over 250 other Long Term Care and Retirement Homes in the province. We have received excellent references from other homes. They have many years of experience with E-mar (electronic medication administration record) and Point Click Care, our nursing documentation software, and have skilled specialized staff to support the home with E-mar integrating with Point Click Care.

### **Financial Impact**

There is no cost to Dufferin Oaks for the provision of pharmacy services as the cost of medications is covered through the Ontario Drug Benefit Program. The computer software and miscellaneous equipment provided has a value of

approximately \$30,000 over the life of the contract. In addition, the cost of implementing electronic medication administration records which is approximately \$75,000 will be covered. The Pharmacy will also provide the home with over \$60,000 annually in support for equipment and education.

Residents will continue to benefit from the waiving of the \$2.00 co-payment fee.

### **Local Municipal Impact**

None

### **Recommendations**

**THAT** the report of the Administrator regarding Request for Proposal for Pharmacy Services dated August 22, 2013 be received,

**AND THAT** a contract for the provision of Pharmacy Services for Dufferin Oaks be awarded to Classic Care Pharmacy

**AND THAT** County Council authorize the execution of the necessary by-law.

Respectfully submitted,

Original signed by:  
Valerie Quarrie  
Administrator