



COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA

Thursday, June 26, 2014 – 1:00 p.m.
Mel Lloyd Centre, 167 Centre Street, Entrance C
Emergency Operations Centre, Shelburne

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 – June 26, 2014 - ITEM #1
Seniors Housing Update Report

A report from the Director of Community Services and the Dufferin Oaks Administrator dated June 26, 2014 to provide updated information to the Committee regarding future considerations around housing for seniors.

Recommendation:

THAT the report of the Director of Community Services and the Dufferin Oaks Administrator dated June 26th, 2014 with respect to Seniors Housing Update, be received.

2. COMMUNITY SERVICES/DUFFERIN OAKS – June 26, 2014 - ITEM #2
Local Social Services Attitudinal Survey

A report from the Director of Community Services dated June 26, 2014, to share with the Committee the opinions on local social services and resident attitudes specific to community issues.

Recommendation:

THAT the report of the Director, Community Services dated June 26th, 2014 with respect to Local Social Services Attitudinal Survey, be received.

3. COMMUNITY SERVICES/DUFFERIN OAKS – June 26, 2014 - ITEM #3
Building Condition Assessment

A report from the Director of Community Services dated June 26, 2014 to advise the Committee of a required Building Condition Assessment necessary for its directly operated social housing buildings and buildings operated by social housing providers that fall under operating agreements with the County of Dufferin.

Recommendation:

THAT the report of the Director, Community Services dated June 26, 2014 with respect to Building Condition Assessment be received;

AND THAT staff be given directed to issue an RFP to conduct Building Condition Assessments for the housing providers and the County housing stock;

AND THAT the associated costs will be funded by the Non Public Housing Reserve Fund and Public Housing Capital Reserve Fund respectively.

4. COMMUNITY SERVICES/DUFFERIN OAKS – June 26, 2014 - ITEM #4
Accessibility Advisory Committee Minutes – April 28, 2014

Minutes from the Accessibility Advisory Committee meeting held on April 28, 2014.

Recommendation:

THAT the minutes of the Accessibility Advisory Committee meeting for April 28, 2014 be received.

DUFFERIN OAKS

5. COMMUNITY SERVICES/DUFFERIN OAKS – June 26, 2014 - ITEM #5
Lease Agreements – Shelburne Centre for Health

A report from the Dufferin Oaks Administrator dated June 26, 2014 with respect to the lease of space at the Mel Lloyd Centre with the Shelburne Centre for Health.

Recommendation:

THAT the report of the Administrator regarding the Lease Agreements for the Shelburne Centre For Health, dated June 26, 2014, be received;

AND THAT the County amend the lease agreement with The Dufferin Area Family Health Team and enter into a new lease agreement with the Shelburne Centre for Health Inc. for space at the Mel Lloyd Centre ;

AND THAT the necessary By-Laws be enacted.

- 6.** COMMUNITY SERVICES/DUFFERIN OAKS – June 26, 2014 - ITEM #6
Permanent Coordinating Minutes

Permanent Coordinating Minutes from the meeting on May 5 and June 16, 2014.

Recommendation:

THAT the minutes of the Permanent Coordinating meeting for May 5 and June 16, 2014 be received.

NEXT MEETING: August 28, 2014 – 1:00pm
E.O.C., Mel Lloyd Centre, Shelburne



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

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

From: Keith Palmer, Director of Community Services
Valerie Quarrie, Administrator Dufferin Oaks

Date: June 26, 2014

Subject: **Seniors Housing Update report**

PURPOSE:

As requested by Council, the purpose of this report is to provide updated information regarding future considerations around housing for seniors.

BACKGROUND & DISCUSSION:

Since the report provided to the Community Services Committee on October 24, 2013, there have been no significant changes in the availability of senior's long-term care and/or alternate seniors assisted living options in Dufferin County.

Two projects that were underway at the time of the previous report were the Montgomery Village Seniors Community and the Dynes Grey Apartments, which, combined, are bringing 159 new housing units to Dufferin County.

Montgomery Village Seniors Community held their anticipated opening on October 1, 2013. As indicated in the October 2013 report, this new development has provided 135 units to house seniors in Dufferin County. The Dynes Grey Apartments in Shelburne is scheduled for occupancy in July 2014. This conversion project will create 24 new housing units, which will complement the current housing portfolio of the Community Services Department. The Dynes Grey Apartments will bring the total of County managed units to 279.

The continual increase of the aging population in Dufferin County, currently estimated at 18.6% (as indicated in the 2011 census results), demonstrates the need to explore further housing options to accommodate this demographic. The majority of new developments have focussed on the housing needs of seniors in a higher earnings bracket, leaving a gap in the provision of accommodations for those who are in a less advantageous financial position.

Establishing programs within Dufferin County that provide a multitude of housing options is important to ensuring that seniors in the County are able to secure housing that meets their

needs on an individual basis, whether that be in their own home or in a supportive living environment.

The Central West LHIN (Local Health Integration Network) began funding assistive living services for seniors in Dufferin County in late 2013. This was a new program for seniors in Dufferin. Seniors accessing these services are supported to age-in-place, and extend the amount of time that they can remain living in their own home. The Shelburne Assistive Living Hub, operating out of the McKelvie Burnside Village, and the Assisted Living Hub in Orangeville, operating out of the 40 Lawrence Avenue housing complex, are now each assisting up to 15 seniors living within a 2 km radius of their respective locations. In this short time, the Shelburne program is at capacity and the Orangeville program is almost full. Seniors living in the new Dynes Grey Apartments will be eligible to apply for assistive living services.

The Central West LHIN is also concerned about capacity to accommodate the growing seniors' population. The Central West LHIN, in partnership with the Mississauga Halton LHIN, are currently conducting a Community Capacity Planning Study to assess and identify needs and services for our seniors in the next 5 to 15 years. The goal of this study is to provide direction to the LHINs on how to best direct their resources to support seniors. This study began in December 2013 and should be concluded by summer/fall of this year. Dufferin County staff continue to participate in the work of the steering committee in order to represent the County and its interests in meeting the future needs of its senior citizens.

The County of Dufferin continues to seek out opportunities to further invest in the betterment of seniors who currently reside, or plan to reside, within the County during the latter years of their lives. Being able to meet the needs of these individuals allows for access to a multitude of services, and decreases the number of barriers that seniors face in trying to meet their housing and care needs.

Financial Impact:

None

Local Municipal Impact:

There will be no local impact as a result of this report.

Recommendation:

THAT the report of the Director of Community Services and the Dufferin Oaks Administrator dated June 26, 2014 with respect to a Senior's Housing update, be received.

Respectfully submitted

Keith Palmer
Director, Community Services.

Valerie Quarrie
Administrator, Dufferin Oaks



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

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

From: Keith Palmer, Director of Community Services

Date: June 26, 2014

Subject: **Local Social Services Attitudinal Survey**

PURPOSE:

The purpose of this report is to share with council opinions on local social services and resident attitudes specific to community issues. A summary of the survey is being provided in this report as provided to the County by Forum Research and the Ontario Municipal Social Services Association.

BACKGROUND & DISCUSSION:

It is clear that as municipalities of all sizes across the province struggle with fiscal restraints, public sector leaders are increasingly being forced to do more with less. In addition, populations are still increasing and the demand for social services is higher than ever before.

This is why the County as a service manager for several provincial programs and the people who support them are working harder than ever to understand Ontarians' social, and economic priorities. Insight on these priorities inform strategic plans that target increased awareness, efficient resource allocation, and provide the foundation for the best possible policy decisions. Today, more than ever, the value that public opinion polling data provides to municipal governments is plainly evident. With this in mind, the Ontario Municipal Social Services Association worked with Forum Research, a leading public opinion polling and market research firm, to design the Ontario Municipal Social Services Benchmark Poll.

This poll asks about local services offered by municipalities in efforts to gauge public opinion. Topics of concern to municipality range from Poverty reduction to Employment Programming.

The County of Dufferin and other Service Managers across the province also conducted local surveys to gauge local attitudes. Survey questions were designed to explore usage, services meeting needs or expectations, and reasons for not using services. The poll included a series of attitudinal questions that explored residents' opinions surrounding social services in order to determine if attitudes are shifting over time, and what may be influencing those shifts. The County of Dufferin Poll was conducted via IVR Telephone methodology from June 7-9, 2014. N=421 interviews were conducted.

The data collected from this poll provide a detailed snapshot of residents' service interactions during the past two years on a County level. The Ontario-wide survey provided a benchmark for the comparison of results.

Included in this report is the executive Summary of the County's Survey.

COUNTY OF DUFFERIN SURVEY ON LOCAL COMMUNITY SERVICES

Key Findings

Social Service Usage Findings

- On the whole, 42% of residents in the County of Dufferin service area indicated they or a member of their family has used social services. This is significantly lower than the average Ontarian (42%, compared to 51%).

Responsibility Attitudes

- Just over 4 in 10 of local residents polled think the government should take full responsibility to ensure the population is provided for (43%, significantly lower than the Ontario average), while just under a third think people should take full responsibility and provide for themselves (31%, significantly higher than the Ontario average of 24%). Fully one quarter indicated they don't know (25%).

Most Serious Community Issues

- The most serious community issues according to respondents were 'affordable housing' (27%), 'youth unemployment' (23%), and 'people living in poverty' (22%, significantly lower than the province-wide average of 28%).
- It should be noted that those who indicated they or someone else in their family have used social services were significantly more likely than those who have not to think affordable housing is the most serious issue in their community (38%, compared to 19%).

Economic Development Priorities

- When it came to priorities surrounding economic development, nearly 6 out of 10 local residents ranked the government increasing job opportunities by encouraging the development of existing businesses and labour markets as a 'high priority' (57%). These findings are in line with the province-wide benchmark scores.
- Overall, just under half of local residents ranked the government encouraging the development of new industries for youth employment as a 'high priority' (48%). Aside from a slight but significant increase in the number of residents ranking this item as a medium priority (36%, compared to 31% province-wide) these findings are in keeping with the province-wide benchmark scores.

- The government involving more citizens in planning for the local community's economic future was ranked as a 'high priority' by over 4 in 10 of local residents (44%). Aside from a slight but significant increase in the number of residents ranking this item as a medium priority (41%, compared to 35% province-wide) and a drop in those ranking it as a low priority (6%, compared to 12%) these findings are in keeping with the province-wide benchmark scores.

Social Assistance Statement Agreement

- Respondents were asked about their agreement levels with a series of statements regarding Social Assistance. It was found that agreement was highest for the statement 'housing subsidies help people in difficult times' (76% top 2 box), followed somewhat distantly by 'social assistance enables low income parents to stay home and be available to meet their children's needs' (60%), and 'housing subsidies create dependency' (55%). Agreement levels were considerably lower for the statement 'single parent households are a direct result of the way Social Assistance is set up' (30%).
- When comparing opinions regarding the statement 'social assistance enables low income single parents to stay at home and be available to meet their children's needs' between the average Ontarian and County of Dufferin residents, it was found that while the top 2 box score was essentially the same there was a significantly larger portion agreeing somewhat when compared to the average (43%, compared to 36%). It was also found that those who think the government should take full responsibility to ensure the population is provided for were significantly more likely to agree when compared to those who think people should provide for themselves (70% top 2 box, compared to 52%).
- When comparing opinions regarding the statement 'single parent households are a direct result of the way social assistance is set up' between County of Dufferin residents and the average Ontarian, it was found that residents were significantly less likely than the average Ontarian to agree (30% top 2 box, compared to 34%). It should be noted that a significantly larger portion of the local population indicated they don't know when compared to the province-wide benchmark (20%, compared to 15%) indicating there is higher unawareness levels regarding this statement.
- When comparing opinions regarding the statement 'housing subsidies help people in difficult times' between the average Ontarian and residents in the County of Dufferin service area, it was found that opinion was nearly identical with a strong majority, nearly 8 in 10, agreeing with the statement (77% top 2 box). Those who have used social services in the past were significantly more likely to agree with this statement when compared to those who have not (88%, compared to 70%), and the same was true of those who feel the government should ensure the population is provided for when compared to those who feel people should provide for themselves (86%, compared to 67%).
- When comparing opinions regarding the statement 'housing subsidies create dependency' between the average Ontarian and residents of the County of Dufferin, it

was found that residents were significantly more likely than the average Ontarian to agree (55% top box, compared to 51%). While top 2 box scores varied significantly there was no significant difference when comparing individual agreement scale items. To note, significantly more local residents who indicated people should provide for themselves agreed strongly with this statement when compared to those who feel the government should take full responsibility for making sure the population is provided for (65%, compared to 43%).

Social Service Funding

- When asked which statement was closest to their opinion regarding Social Service Funding, the majority of County of Dufferin residents selected 'believe people should receive social services if they are having difficult times through no fault of their own' (57%), followed by 'believe social services should be paid for by everyone through taxes' (25%, this sentiment was significantly strong among those who think the government should take full responsibility to ensure the population is provided for, 33%). Less chose 'believe those who use social services should pay for them through user fees' (12%, this sentiment was significantly strong among those who think that people should provide for themselves, 19%). These findings are not significantly different than the province-wide benchmark responses for this question.

Government Handling of Community Issues

Government on Right Track

- When asked which track County of Dufferin residents felt the government was on regarding community issues, few overall said the government was on the 'right track'. The issues that residents were most likely to indicate were on the 'right track' were needs of seniors (29%), child care (22%), and social assistance or welfare (17%). It should be noted that residents were significantly less likely to think the government is on the right track with all aspects aside from needs for seniors, employment, and homelessness prevention when compared to the average Ontarian. It should also be noted that these items also have the highest unawareness levels among local residents.

Government on Wrong Track

- The core community issues that were seen as being on the 'wrong track' in the County of Dufferin service area were employment (54%), affordable housing (51%), and social assistance or welfare (47%). Opinion was close to the Ontario average for all issues aside from the needs of aboriginal communities (33%, compared to 45%), the needs of seniors (40%, compared to 47%), and homelessness prevention (38%, compared to 48%) where a significantly higher number of local residents indicated the issues were on the wrong track.

Unsure whether on Right or Wrong Track

- Important to note is the very high level of unawareness of local residents regarding which track the government is on with all community issues. The number of local residents indicating they did not know how the government was performing on community issues was significantly higher than the province-wide benchmark for all issues aside from employment.
- Of particular note was the high number of local residents indicating they did not know enough to have an opinion regarding the needs of aboriginal communities (57%), settlement services for newcomers (51%), and homelessness prevention (46%).

Level of Quality of Services in Community

- Overall, relatively few local residents rated the level of quality of services in their community as 'excellent' or 'good'. The highest rated services were those for people with disabilities (26% top 2 box), services for seniors (27%), and child care (23%). It should be noted that a significant number indicated they 'don't know' enough to rate the services. This was especially true of aboriginal services (61%), services for immigrants (56%), and addiction services (38%).
- Relative to Ontario province-wide averages, local residents were significantly less likely to rate the level of quality of service in their community as 'excellent' or 'good'. Ratings were significantly lower than the province-wide benchmark for all aspects aside from services for seniors, social assistance or welfare, mental health services, and homeless shelters.

Quality of Services Movement (Past 2 Years)

- Overall, only 6% of local residents think the quality of services has improved in the past two years.
- When compared to the province-wide benchmark it was found that significantly more local residents were unsure (40%, compared to 29%), and slightly less – but a significant number, felt it had worsened (14%, compared to 20%).

Poll Methodology:

The estimated margin of error (MoE) for this sample size is +/- 4.78% at a confidence interval of 95%. The MoE for subsamples is larger than the main sample. Surveys were conducted in the Dufferin County Service Area at a sample level, with residents confirming their place of residence. Those indicating they did not live in a Service Area region were removed from the dataset.

Financial Impact:

None

Local Municipal Impact:

There will be no local impact as a result of this report.

Recommendation:

THAT the report of the Director, Community Services dated June 26, 2014 with respect to Local Social Services Attitudinal Survey be received.

Respectfully submitted

Keith Palmer
Director, Community Services.



FORUM
RESEARCH INC.

County of Dufferin Municipal Social Services Attitudinal Benchmark Poll: Key Findings

June, 2014

Agenda

| Topic | Slide |
|--------------|-------|
| Methodology | 3 |
| Key Findings | 5 |
| Demographics | 24 |





FORUM
RESEARCH INC.

Methodology

Methodology

- The County of Dufferin Municipal Social Services Attitudinal Benchmark Poll was conducted via IVR Telephone methodology from June 7-9, 2014.
- N=421 interviews were conducted.
- The estimated margin of error (MoE) for this sample size is +/- 4.78% at a confidence interval of 95%. The MoE for subsamples is larger than the main sample. Surveys were conducted in the County of Dufferin Service Area at a sample level, with respondents confirming their place of residence via two poll questions. Those indicating they did not live in a Service Area region were removed from the dataset.
- This report highlights the aggregate (total) findings along with subgroup items that tested as significant using a standard significance testing methodology. The green arrow below is used to demark items that are significantly higher than others, while the red arrow denotes items that are significantly lower.



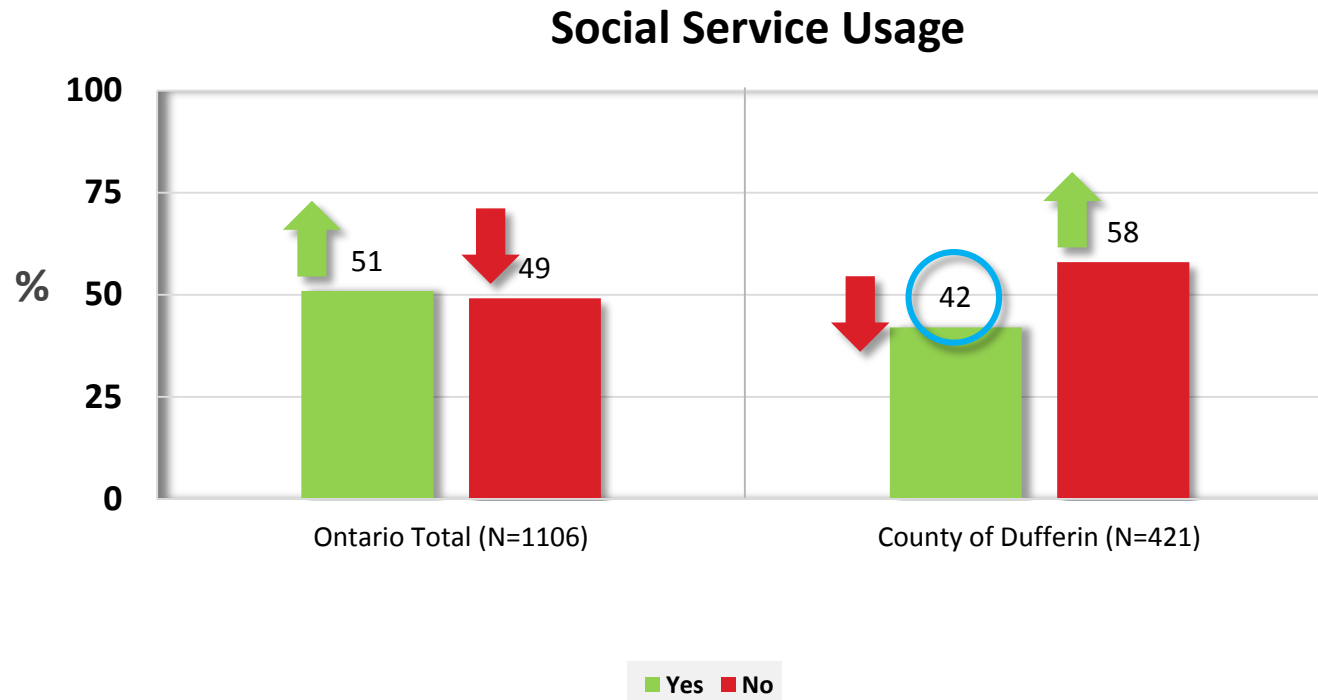


FORUM
RESEARCH INC.

Key Findings

1. Social Service Usage Findings

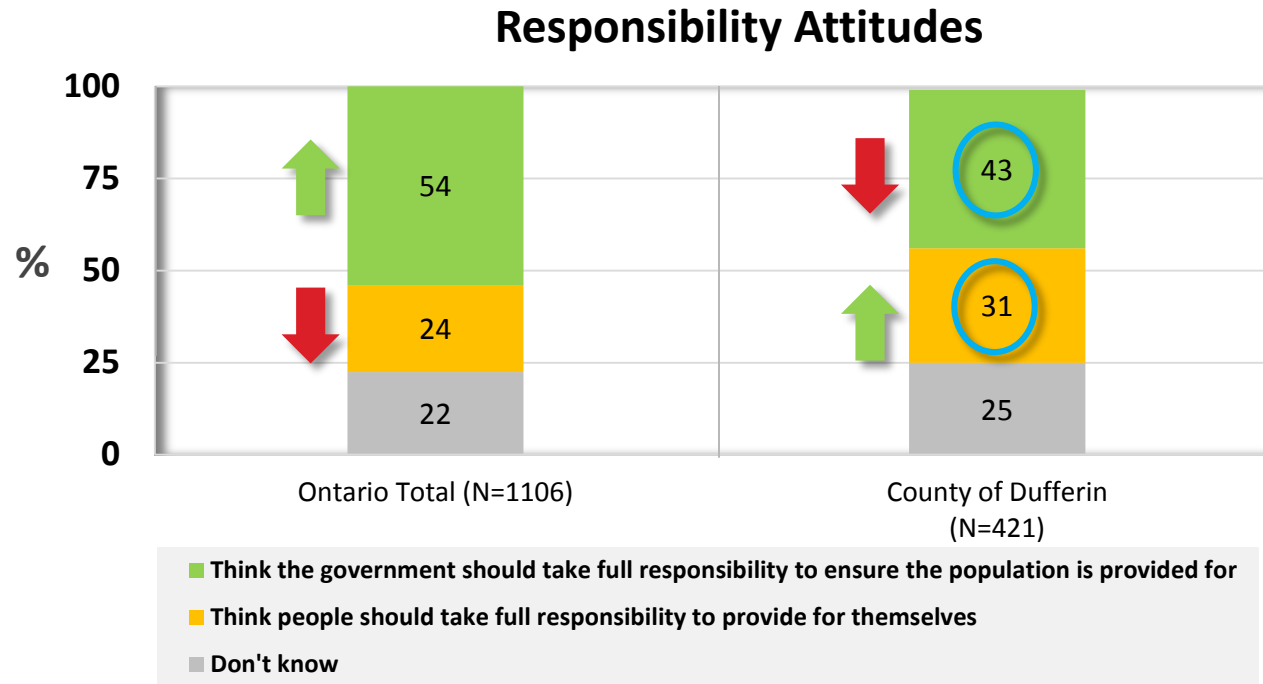
On the whole, 42% of residents in the County of Dufferin service area indicated they or a member of their family has used social services. This is significantly lower than the average Ontarian (42%, compared to 51%).



1. I'd like to ask you some questions about social services. Social services refer to government programs that support people in time of need. Examples of social services would be welfare, childcare fee subsidies, housing subsidies, long term care/seniors residents, or homeless shelters. First of all, have you or any member of your family ever used social services?

2. Responsibility Attitudes

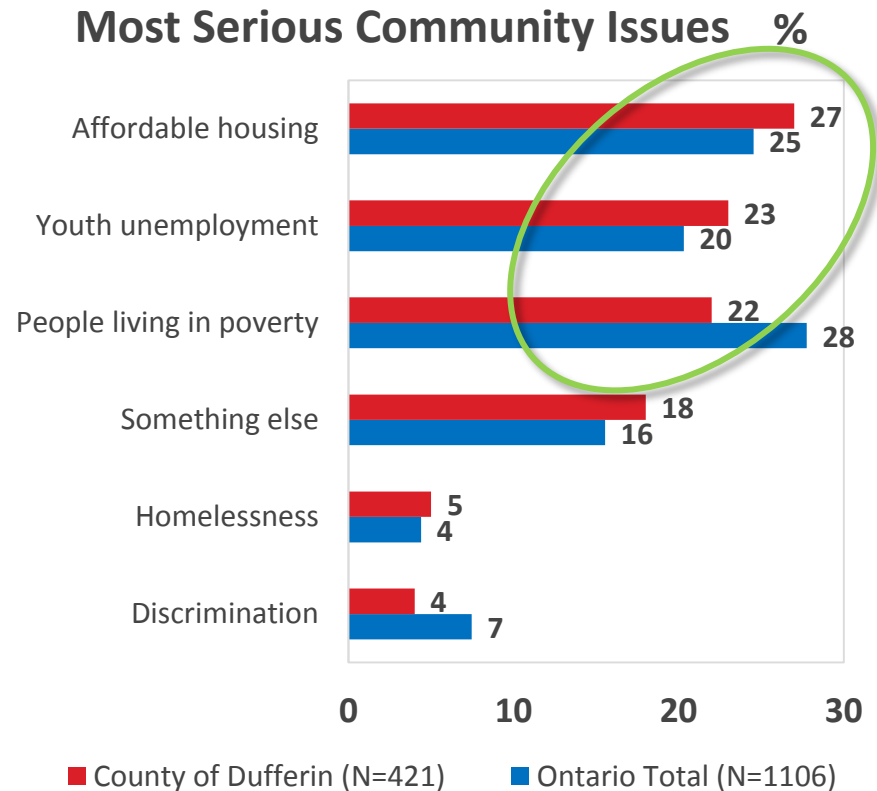
Just over 4 in 10 of local residents polled think the government should take full responsibility to ensure the population is provided for (43%, significantly lower than the Ontario average), while just under a third think people should take full responsibility and provide for themselves (31%, significantly higher than the Ontario average of 24%). Fully one quarter indicated they don't know (25%).



3. Most Serious Community Issues

The most serious community issues according to respondents were 'affordable housing' (27%), 'youth unemployment' (23%), and 'people living in poverty' (22%, significantly lower than the province-wide average of 28%).

It should be noted that those who indicated they or someone else in their family have used social services were significantly more likely than those who have not to think affordable housing is the most serious issue in their community (38%, compared to 19%).

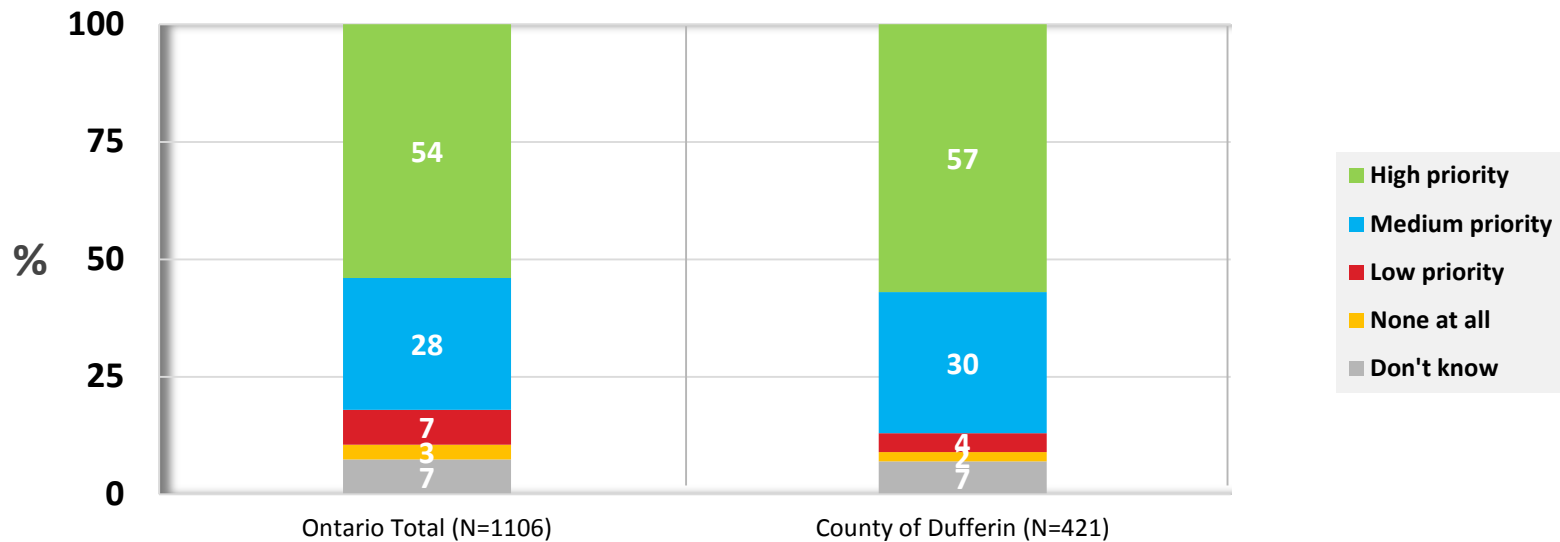


*3. Which of the following do you consider to be the most serious issue for your community?
Please listen to all options before making a selection.*

4. Economic Development Priorities

When it came to priorities surrounding economic development, nearly 6 out of 10 local residents ranked the government increasing job opportunities by encouraging the development of existing businesses and labour markets as a ‘high priority’ (57%). These findings are in line with the province-wide benchmark scores.

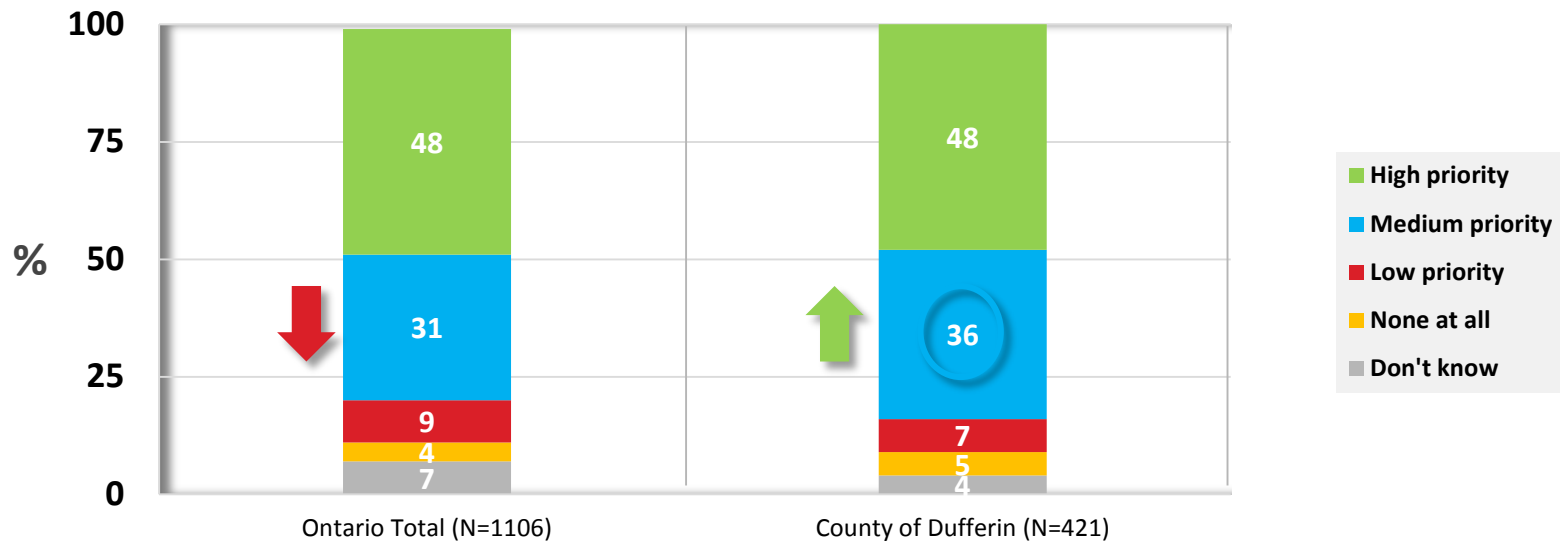
Economic Development Priorities



4. Economic Development Priorities

Overall, just under half of local residents ranked the government encouraging the development of new industries for youth employment as a 'high priority' (48%). Aside from a slight but significant increase in the number of residents ranking this item as a medium priority (36%, compared to 31% province-wide) these findings are in keeping with the province-wide benchmark scores.

Economic Development Priorities

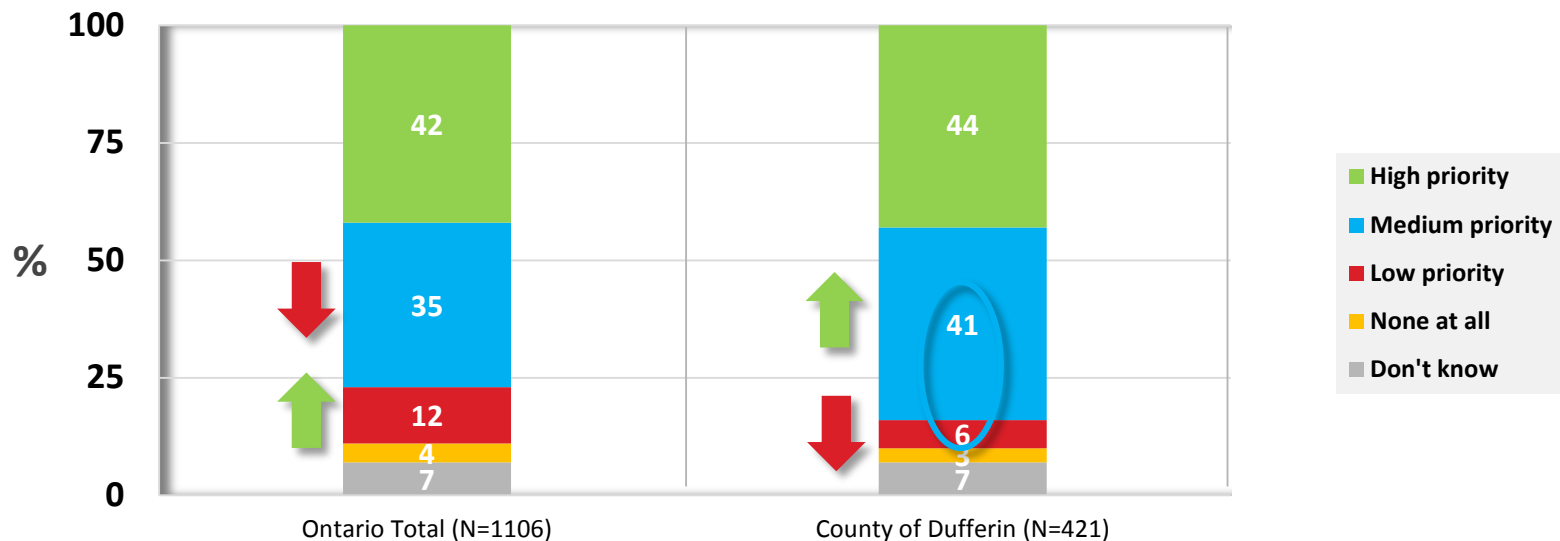


4b. How much of a priority should the government give to encouraging the development of new industries for youth employment?

4. Economic Development Priorities

The government involving more citizens in planning for the local community’s economic future was ranked as a ‘high priority’ by over 4 in 10 of local residents (44%). Aside from a slight but significant increase in the number of residents ranking this item as a medium priority (41%, compared to 35% province-wide) and a drop in those ranking it as a low priority (6%, compared to 12%) these findings are in keeping with the province-wide benchmark scores.

Economic Development Priorities



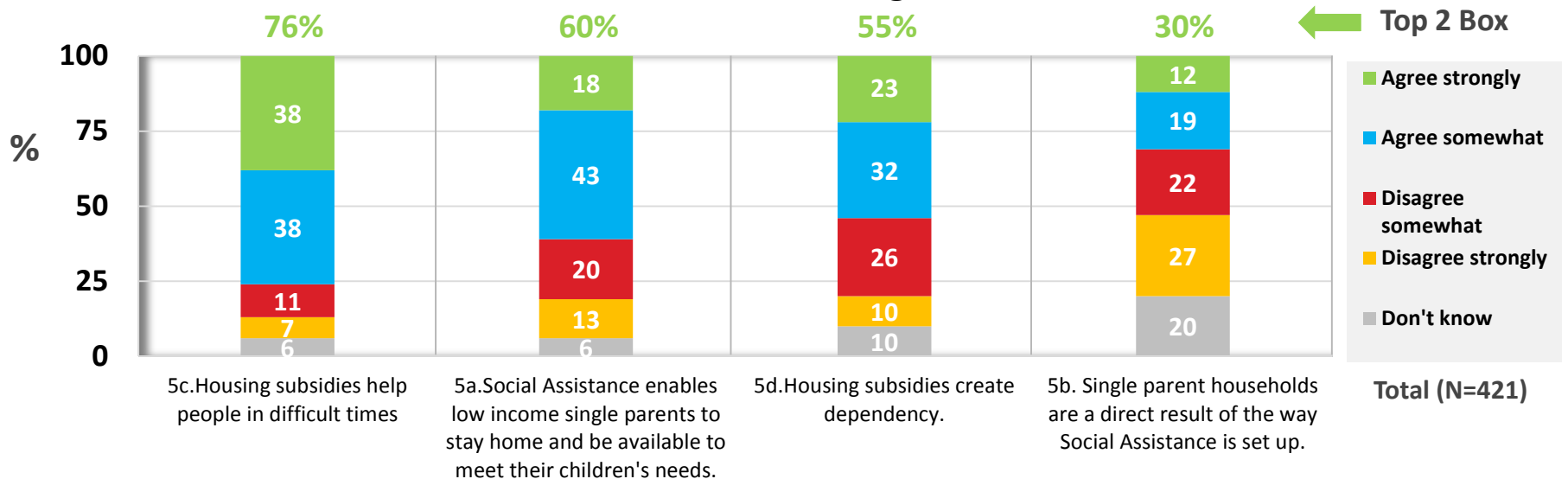
4c. How much of a priority should the government give to involving more citizens in planning for your local community's economic future?

5. Social Assistance Statement Agreement



Respondents were asked about their agreement levels with a series of statements regarding Social Assistance. It was found that agreement was highest for the statement 'housing subsidies help people in difficult times' (76% top 2 box), followed somewhat distantly by 'social assistance enables low income parents to stay home and be available to meet their children's needs' (60%), and 'housing subsidies create dependency' (55%). Agreement levels were considerably lower for the statement 'single parent households are a direct result of the way Social Assistance is set up' (30%).

Social Assistance Statement Agreement



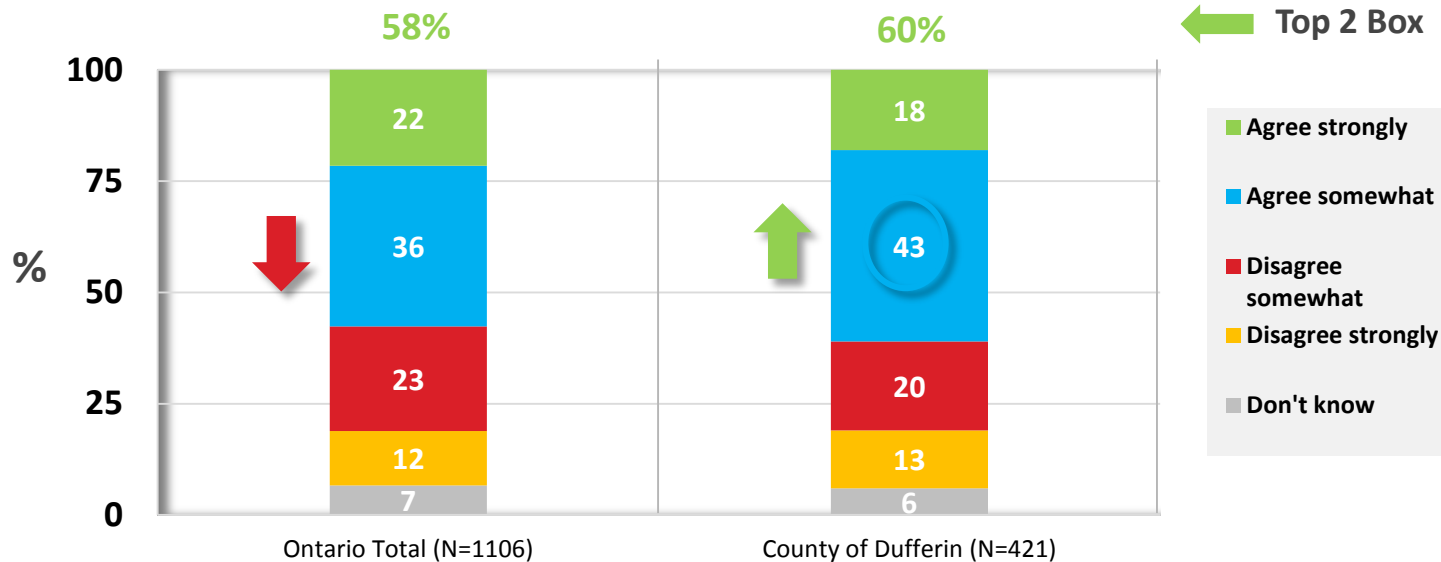
5. Please tell me whether you agree or disagree with each of the following statements: 5a. Social Assistance enables low income single parents to stay home and be available to meet their children's needs. / 5b. Single parent households are a direct result of the way Social Assistance is set up. / 5c. Housing subsidies help people in difficult times / 5d. Housing subsidies create dependency.

5. Social Assistance Statement Agreement



When comparing opinions regarding the statement ‘social assistance enables low income single parents to stay at home and be available to meet their children’s needs’ between the average Ontarian and local residents, it was found that while the top 2 box score was essentially the same there was a significantly larger portion agreeing somewhat when compared to the benchmark (43%, compared to 36%). It was also found that those who think the government should take full responsibility to ensure the population is provided for were significantly more likely to agree when compared to those who think people should provide for themselves (70% top 2 box, compared to 52%).

Social Assistance Statement Agreement



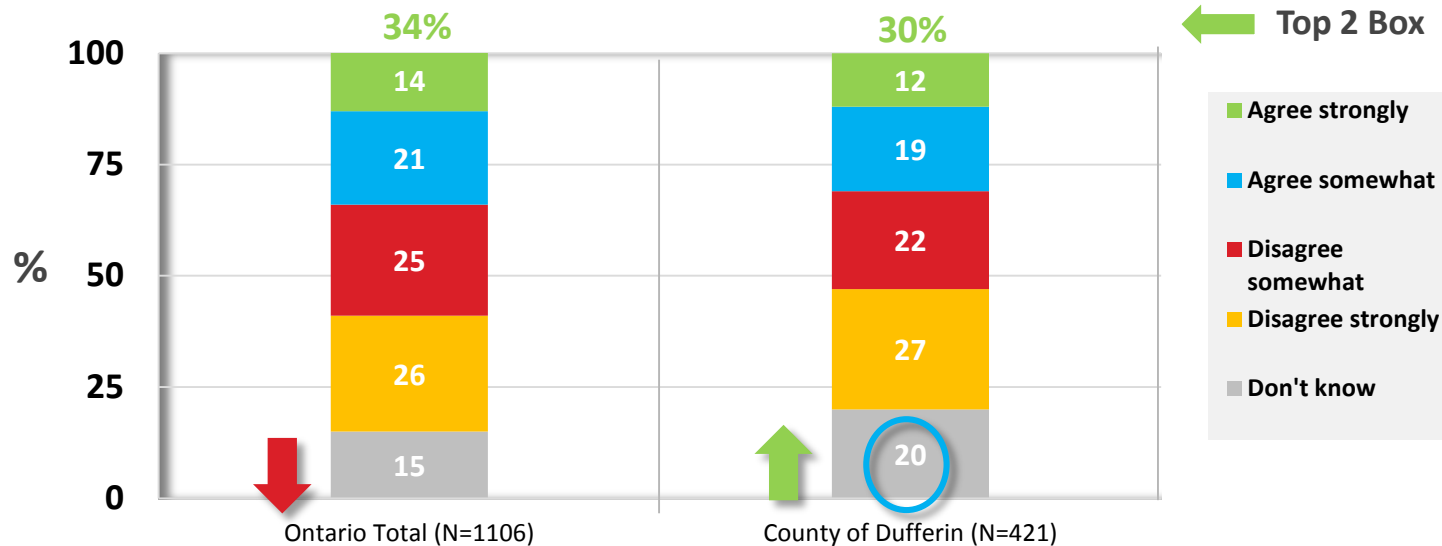
5a. Social Assistance enables low income single parents to stay home and be available to meet their children's needs.

5. Social Assistance Statement Agreement



When comparing opinions regarding the statement ‘single parent households are a direct result of the way social assistance is set up’ between local residents and the average Ontarian, it was found that residents were significantly less likely than the average Ontarian to agree (30% top 2 box, compared to 34%). It should be noted that a significantly larger portion of the local population indicated they don’t know when compared to the province-wide benchmark (20%, compared to 15%) indicating there is higher unawareness levels regarding this statement.

Social Assistance Statement Agreement



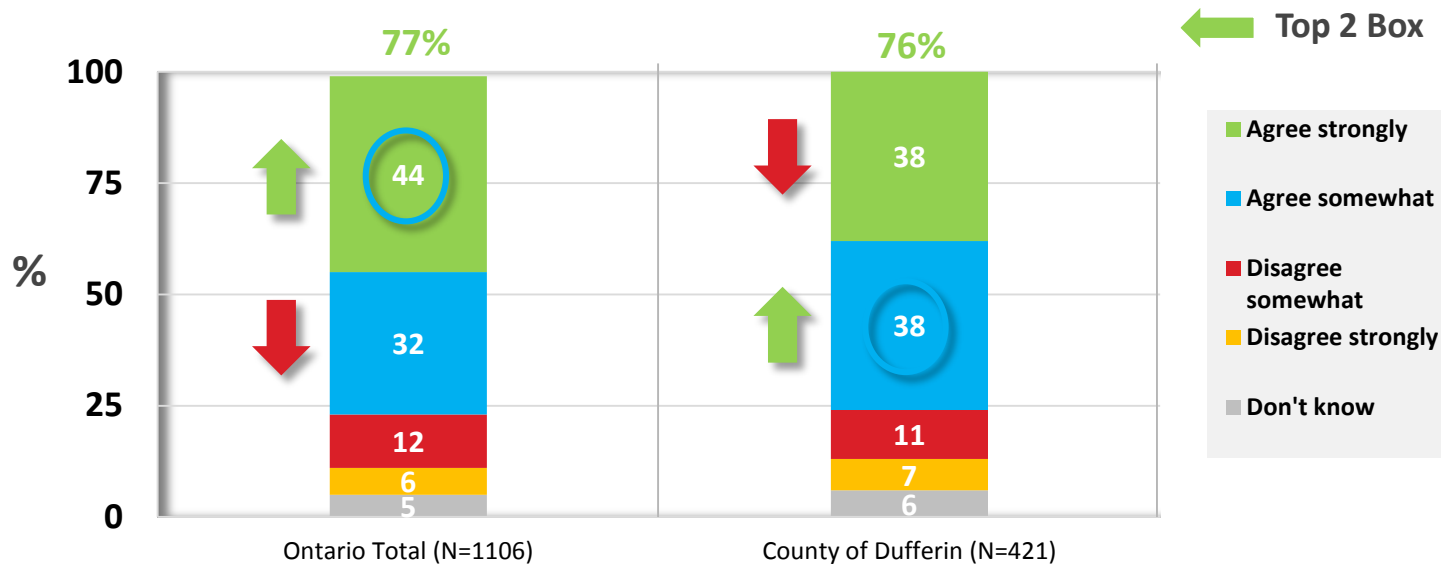
5b. Single parent households are a direct result of the way Social Assistance is set up.

5. Social Assistance Statement Agreement



When comparing opinions regarding the statement 'housing subsidies help people in difficult times' between the average Ontarian and residents of the County of Dufferin service area, it was found that opinion was nearly identical with a strong majority, roughly 3 in 4, agreeing with the statement (76% top 2 box). While top 2 box scores were nearly the same it was found there were significantly more local residents indicating they agreed somewhat rather than strongly when compared to the province-wide benchmark (38%, compared to 32% somewhat; 38%, compared to 44% strongly). Those who feel the government should ensure the population is provided for were significantly more likely to agree with this statement when compared to those who feel people should provide for themselves (89%, compared to 67%).

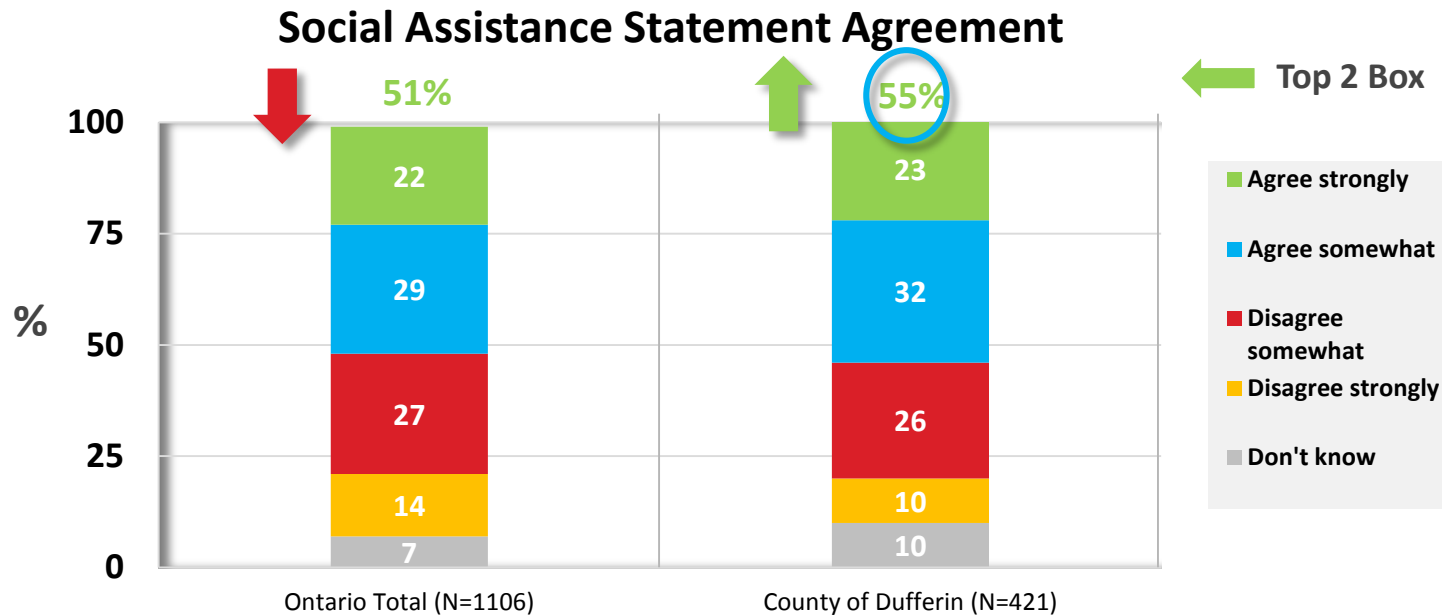
Social Assistance Statement Agreement



5. Social Assistance Statement Agreement

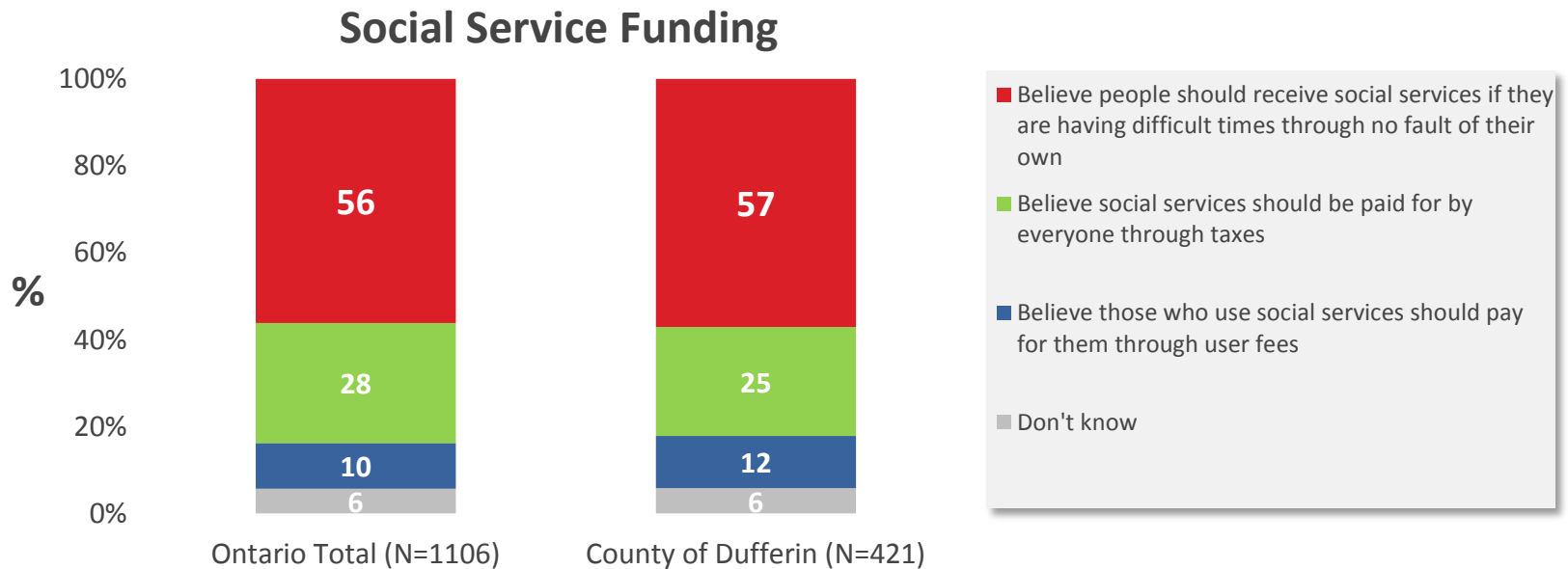


When comparing opinions regarding the statement 'housing subsidies create dependency' between the average Ontarian and residents of the County of Dufferin service area, it was found that they were significantly more likely than the average Ontarian to agree (55% top box, compared to 51%). While top 2 box scores varied significantly there was no significant difference when comparing individual agreement scale items. To note, significantly more local residents who indicated people should provide for themselves agreed strongly with this statement when compared to those who feel the government should take full responsibility for making sure the population is provided for (65%, compared to 43%).



6. Social Service Funding

When asked which statement was closest to their opinion regarding Social Service Funding, the majority of County of Dufferin service area residents selected ‘believe people should receive social services if they are having difficult times through no fault of their own’ (57%), followed by ‘believe social services should be paid for by everyone through taxes’ (25%, this sentiment was significantly stronger among those who think the government should take full responsibility to ensure the population is provided for at 33%). Less chose ‘believe those who use social services should pay for them through user fees’ (12%, this sentiment was significantly stronger among those who think that people should provide for themselves, 19%). These findings are not significantly different from the province-wide benchmark responses for this question.



6. Which of the following statements is closest to your opinion? Please listen to all options before making a selection.

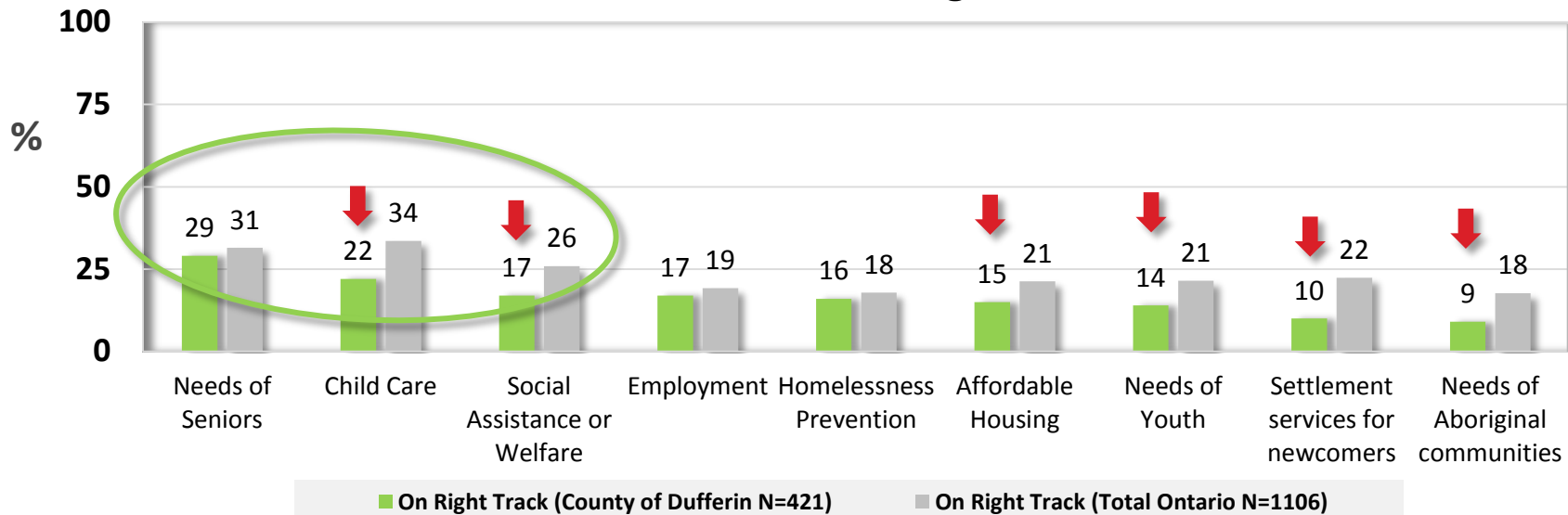
7. Government Handling of Community Issues

Government on Right Track



When asked which track County of Dufferin residents felt the government was on regarding community issues, few overall said the government was on the 'right track'. The issues that residents were most likely to indicate were on the 'right track' were needs of seniors (29%), child care (22%), and social assistance or welfare (17%). It should be noted that residents were significantly less likely to think the government is on the right track with all aspects aside from needs for seniors, employment, and homelessness prevention when compared to the average Ontarian. It should also be noted that these items also have the highest unawareness levels among local residents.

Government on Right Track



7. Would you say government is on the right on track or on the wrong track in addressing each of the following issues in your community?: 7a. Needs of Youth / 7b. Needs of Seniors / 7c. Affordable Housing / 7d. Homelessness Prevention / 7e. Social Assistance or Welfare / 7f. Needs of Aboriginal communities / 7g. Child Care / 7h. Employment / 7i. Settlement services for newcomers

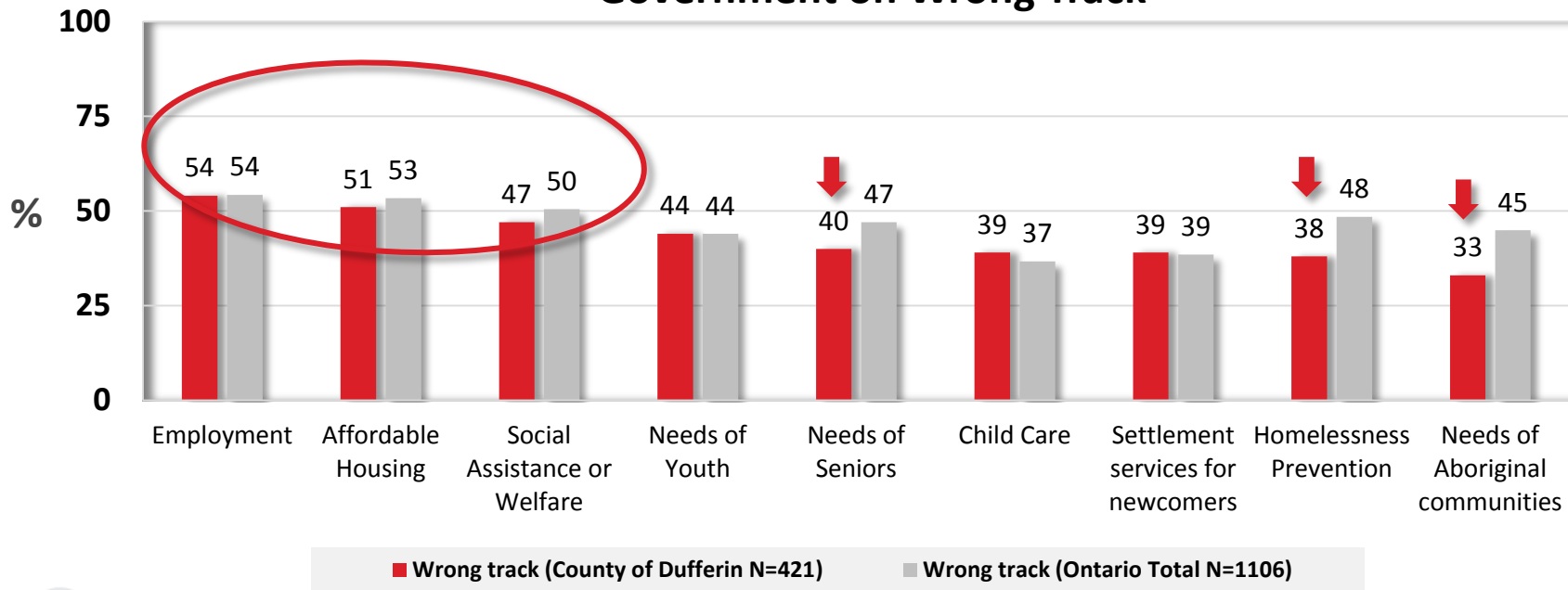
7. Government Handling of Community Issues

Government on Wrong Track



The core community issues that were seen as being on the ‘wrong track’ in the County of Dufferin service area were employment (54%), affordable housing (51%), and social assistance or welfare (47%). Opinion was close to the Ontario average for all issues aside from the needs of Aboriginal communities (33%, compared to 45%), the needs of seniors (40%, compared to 47%), and homelessness prevention (38%, compared to 48%) where a significantly higher number of local residents indicated the issues were on the wrong track.

Government on Wrong Track



FORUM RESEARCH INC.

7. Would you say government is on the right on track or on the wrong track in addressing each of the following issues in your community?: 7a. Needs of Youth / 7b. Needs of Seniors / 7c. Affordable Housing / 7d. Homelessness Prevention / 7e. Social Assistance or Welfare / 7f. Needs of Aboriginal communities / 7g. Child Care / 7h. Employment / 7i. Settlement services for newcomers

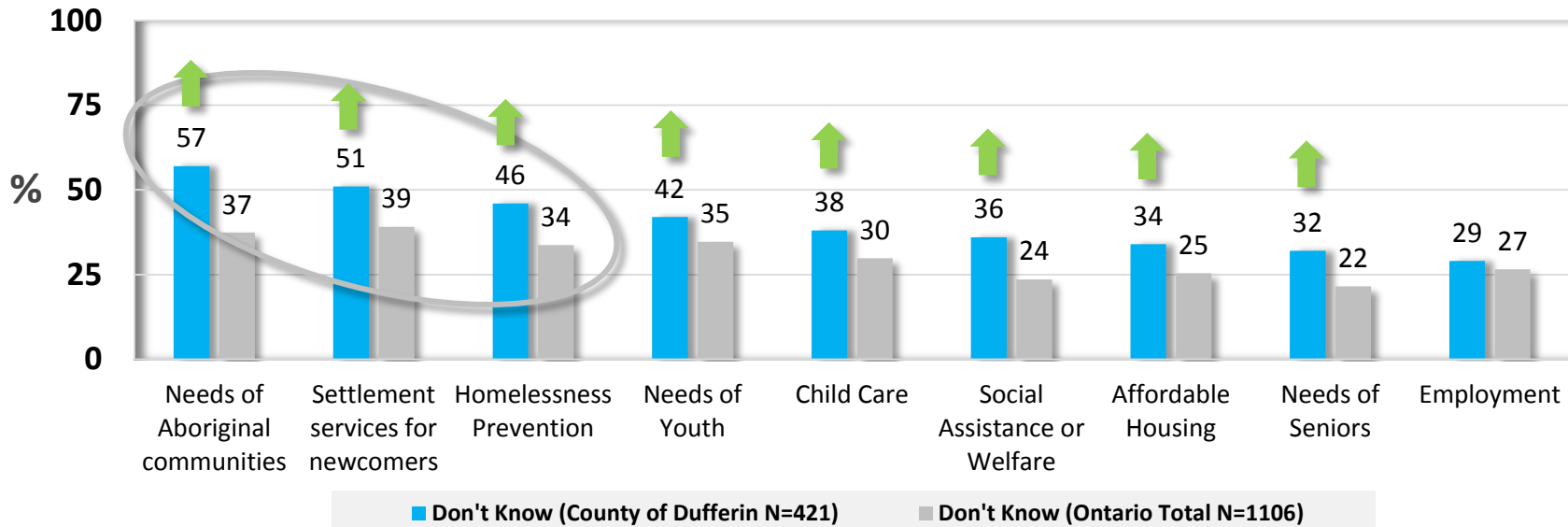
7. Government Handling of Community Issues

Unsure whether on Right or Wrong Track



Important to note is the very high level of unawareness of local residents regarding which track the government is on with all community issues. The number of local residents indicating they did not know how the government was performing on community issues was significantly higher than the province-wide benchmark for all issues aside from employment. Of particular note was the high number of local residents indicating they did not know enough to have an opinion regarding the needs of Aboriginal communities (57%), settlement services for newcomers (51%), and homelessness prevention (46%).

Unsure



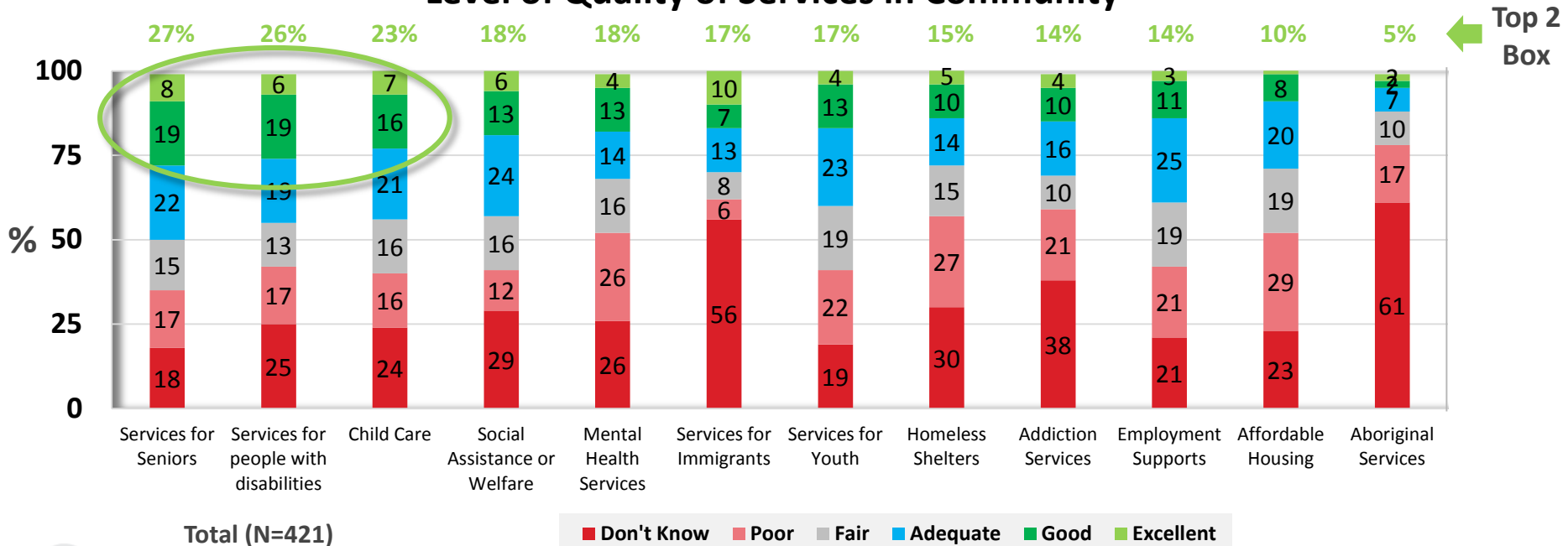
7. Would you say government is on the right on track or on the wrong track in addressing each of the following issues in your community?: 7a. Needs of Youth / 7b. Needs of Seniors / 7c. Affordable Housing / 7d. Homelessness Prevention / 7e. Social Assistance or Welfare / 7f. Needs of Aboriginal communities / 7g. Child Care / 7h. Employment / 7i. Settlement services for newcomers

8. Level of Quality of Services in Community



Overall, relatively few local residents rated the level of quality of services in their community as 'excellent' or 'good'. The highest rated services were those for seniors (27%), people with disabilities (26% top 2 box), and child care (23%). It should be noted that a significant number indicated they 'don't know' enough to rate the services. This was especially true for Aboriginal services (61%), services for immigrants (56%), and addiction services (38%).

Level of Quality of Services in Community



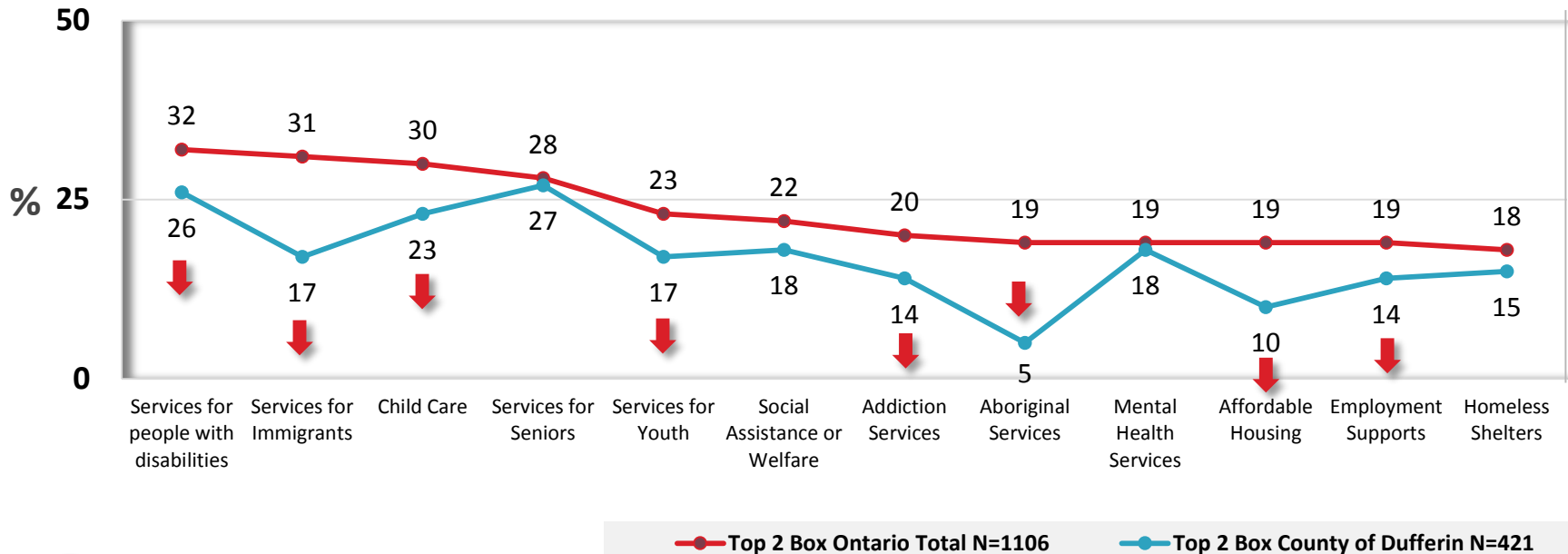
8. Please tell me the level of quality the following services have in your community: 8a. Child Care / 8b. Employment Supports / 8c. Services for Immigrants / 8d. Services for people with disabilities / 8e. Affordable Housing / 8f. Homeless Shelters / 8g. Social Assistance or Welfare / 8h. Mental Health Services / 8i. Services for Seniors / 8j. Services for Youth / 8k. Addiction Services / 8l. Aboriginal Services

8. Level of Quality of Services in Community



Relative to Ontario province-wide averages, local residents were significantly less likely to rate the level of quality of service in their community as ‘excellent’ or ‘good’. Ratings were significantly lower than the province-wide benchmark for all aspects aside from services for seniors, social assistance or welfare, mental health services, and homeless shelters.

Level of Quality of Services in Community Top 2 Box Benchmark Comparison to Ontario Total



8. Please tell me the level of quality the following services have in your community: 8a. Child Care / 8b. Employment Supports / 8c. Services for Immigrants / 8d. Services for people with disabilities / 8e. Affordable Housing / 8f. Homeless Shelters / 8g. Social Assistance or Welfare / 8h. Mental Health Services / 8i. Services for Seniors / 8j. Services for Youth / 8k. Addiction Services / 8l. Aboriginal Services

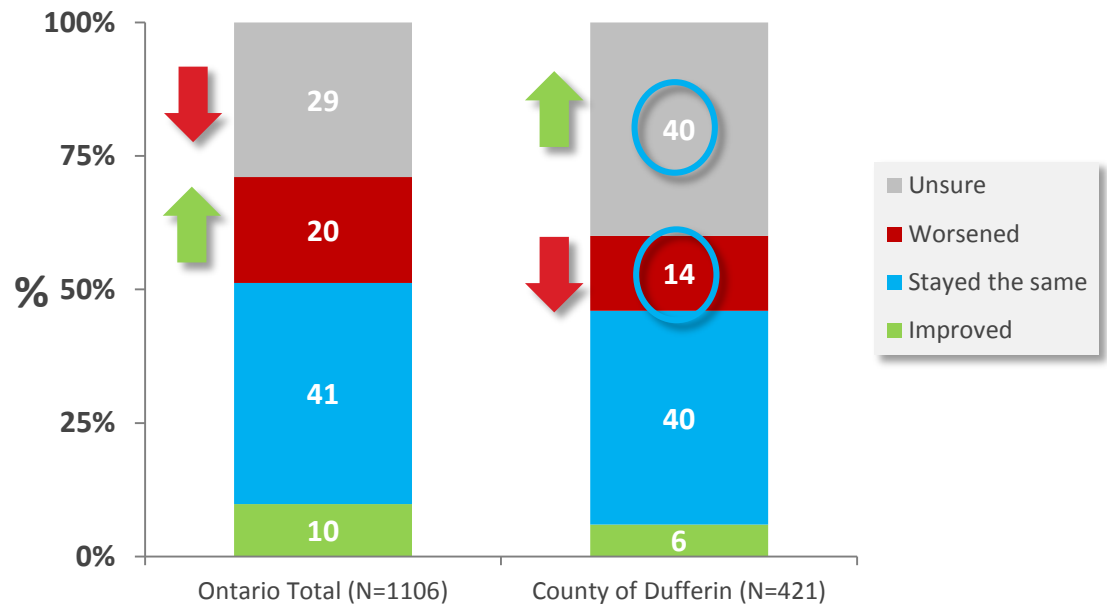
9. Quality of Services Movement (Past 2 Years)



Overall, only 6% of local residents think the quality of services has improved in the past two years.

When compared to the province-wide benchmark it was found that significantly more local residents were unsure (40%, compared to 29%), and a slightly less but still significant number felt it had worsened (14%, compared to 20%).

Quality of Services Movement

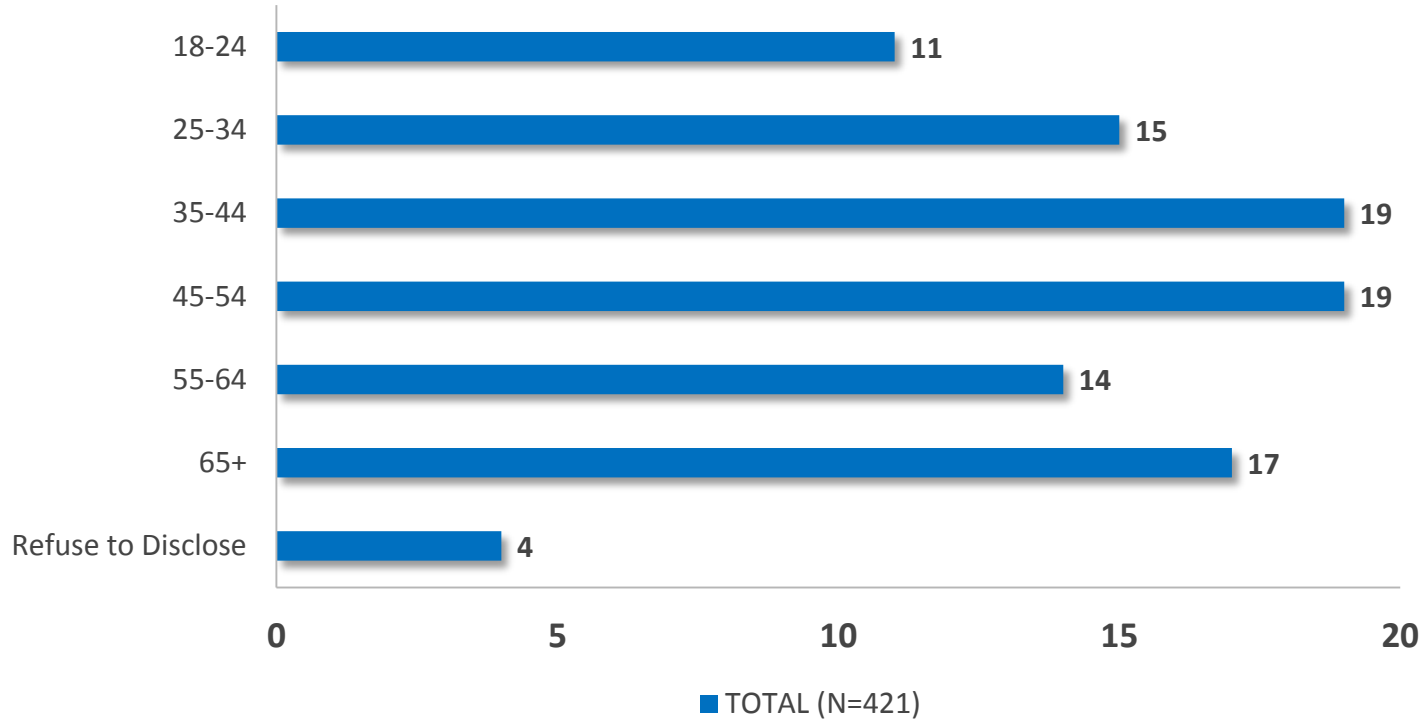




FORUM
RESEARCH INC.

Demographics

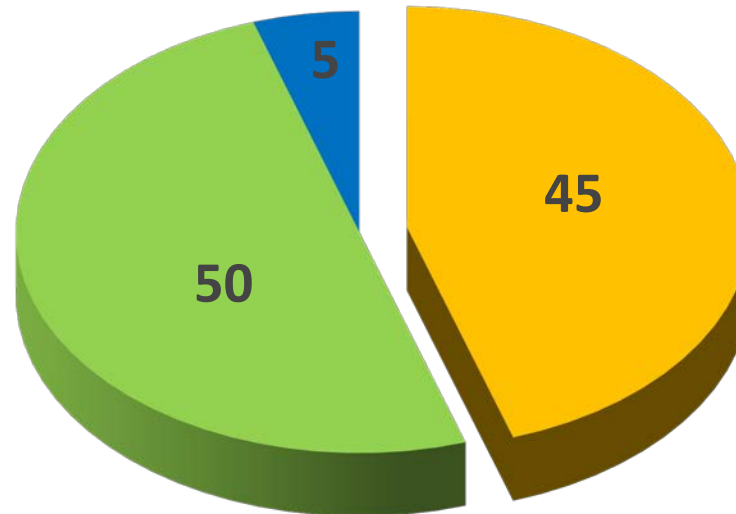
Respondent Age



Mean Age: 46



Respondent Gender



%

Male Female Refuse

N=421





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

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

From: Keith Palmer, Director of Community Services

Date: June 26, 2014

Subject: **Building Condition Assessment**

PURPOSE:

The purpose of this report is to advise Council of a required Building Condition Assessment necessary for its directly operated social housing buildings and buildings operated by social housing providers that fall under operating agreements with the County of Dufferin.

BACKGROUND & DISCUSSION:

The County of Dufferin is currently responsible for the delivery of Social Housing and is considered the Service Systems Manager by the Ministry of Municipal Affairs and Housing and the Social Housing Act 2011. As such, the County on a regular basis conducts both financial and operational reviews of its current housing stock and stock operated by local organizations known as Providers. As a part of the reviews, County staff examine financial positions and operating practices of its providers in efforts to strengthen overall governance and financial sustainability.

At the August 22, 2013 Community Services /Dufferin Oaks committee of management meeting, staff presented a report titled "End of Operating Agreements" in efforts to alert Council of the potential impacts of reductions in provincial/federal subsidies as a result of the end of mortgages for local providers. As established in the 2001 devolution of social housing projects to the County and the subsequent provincial agreements that were created, Service Managers are obligated to continue supporting local housing providers where the provider demonstrates their willingness to continue providing social housing under agreement with the County.

With this service system requirement, staff feel that closely examining the operational practices and the financial positions of its providers is extremely important. Staff have determined that should a provider be in financial difficulty it could adversely affect the social housing tenants of that provider and current wait lists. In extreme circumstances it can also impact the County in

the event a provider were to become what the Act describes as a Project in Difficulty (PID). The responsibility for ensuring the providers continue to operate according to HSA rules remains with the County, as such, it will become critical for the County to work with the providers to ensure their long term sustainability.

Staff have determined as a result of reviewing both financial statements and operational reviews, that a building conditions assessment is required. Building condition assessments were conducted for all social housing projects in Dufferin around the time of devolution through funding provided by MMAH. A new building condition assessment will provide both the County and its provider's information that is needed to accurately determine the level of capital reserves each provider should have, how reserves should be used and how project priority is determined. Currently providers address and pay for capital projects using their established capital reserves where they exist. In a preliminary review, County staff have concluded it is a priority to address capital replacement reserves and capital projects, in order to establish an appropriate level of reserves and the priority of projects. This exercise requires a building condition assessment be completed.

A building condition assessment will provide the local housing providers current information on the state of their buildings thus allowing them to better prioritize needed repairs and maintenance and develop a long term capital plan. By the County knowing a proper assessment was conducted approval for capital expenditure requests are easily managed.

Community Services Staff in collaboration with the Treasury Department and the Building Department recommend issuing a Request for Proposal to engage a consultant to perform building condition assessments for all County social housing buildings and buildings operated by its 7 local housing providers who are under agreement with the County.

Financial Impact:

The last known building condition assessment conducted for the Housing Providers was at the time of devolution using transitional dollars provided by the MMAH. Each year through the year end reconciliation process with the providers a BCA is requested. Further analysis of each of the providers' financial statements shows that the costs associated with such an undertaking is prohibitive for the majority. There are monies within the Non Public Housing Reserve Fund which can be used to fund this project, in cooperation with the providers.

The actual costs associated will not be known until the RFP process is completed. Industry standards estimate that such an undertaking is on average \$0.10 per square foot. There is sufficient money within the reserve fund to conduct a building condition assessment. Assessments will also be conducted on the County's own housing buildings and can be funded through the Public Housing Capital Reserve Fund.

Local Municipal Impact:

There will be no local impact.

Recommendation:

THAT the report of the Director, Community Services dated June 26, 2014 with respect to Building Condition Assessment be received;

AND THAT staff be given directed to issue an RFP to conduct Building Condition Assessments for the housing providers and the County housing stock.

AND THAT the associated costs will be funded by the Non Public Housing Reserve Fund and Public Housing Capital Reserve Fund respectively.

Respectfully submitted

Keith Palmer
Director, Community Services.



ACCESSIBILITY ADVISORY COMMITTEE MINUTES

Monday, April 28, 2014, 1:00 p.m.

55 Zina Street, Orangeville – Sutton Room

The Committee met at 1:00 p.m. in the Sutton Room, 55 Zina Street, Orangeville

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

Members Absent: Taryn Henry

Staff: Steve Murphy, CEMC/Accessibility Coordinator
Michelle Dunne, Deputy Clerk

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

Declarations of Pecuniary Interest by Members – None

1. **ACCESSIBILITY ADVISORY – April 28, 2014– ITEM #1**
Review of Minutes – December 2, 2013

The Committee reviewed the minutes of the December 2, 2013 meeting.

2. **ACCESSIBILITY ADVISORY – April 28, 2014– ITEM #2**
Accessible Customer Service Standard - Amendment

Steve Murphy provided an update on changes coming to the Accessibility for Ontarians with Disabilities Act (AODA) -Customer Standards to the Committee.

He provided an overview of the following changes:

- Standardized definitions between all standards within the Act.
- Simplification of class structure – there will be two classes, over 50 employees and under 50 employees
- Service Animal definition – there will be a set definition to what a service animal is, which will include certification of training.

- Support Persons – clarification on when a support person can be required by another agency
- Staff training – clarification within the definition of who must be trained
- Feedback process – there will be one process for feedback regardless of which stand
- Notice of availabilities of alternative formats – clarification on signage and notices that document are available in alternate formats.

Mr. Murphy noted that all comments are due back to the Ministry by May 22, 2014. He did meet with all member municipalities and they do not have any concerns.

OTHER BUSINESS

Ms. Anne Jordan attended a meeting that Access ON was in attendance and distributed some of their promotional items to the Committee.

Mr. Steve Murphy informed the Committee that he is attending a workshop that will focus on the AODA Employment Standard, and will report back.

Ms. Krissa Liatopoulos let the Committee know that she and Donna Reid have been asked to sit on the newly established Community Living Accessibility Advisory Committee. The first meeting will be held on Thursday, May 1, 2014.

The Committee discussed follow up from the Making Your Business Barrier free. Mr. Murphy contacted anyone who requested further information on the feedback survey. There is an interest in learning more about the Built Environment Standard and the Committee discussed working on a proposal to provide an education session to alleviate fears about the legislation once it comes into effect.

The Chair called a recess until the 2 p.m. delegation arrived (1:50 p.m.).

3. ACCESSIBILITY ADVISORY – April 28, 2014– ITEM #3 Orangeville Accessibility Advisory Committee Delegation

Councillor Gail Campbell, Chair of the Orangeville Accessibility Advisory Committee, provided the Committee an update on their initiatives and accomplishments. Councillor Campbell added that Orangeville's 150th anniversary, their committee purchased a universal playground apparatus that will be installed at Fendley Park.

The Committee discussed potential initiatives that both committees could jointly participate in. A meeting with the Orangeville and the Dufferin Committees will be held in September. Staff was directed to organize and coordinate an agenda for the meeting.

4. AJOURNMENT

Moved by Donna Reid, seconded by Richard Carrera

THAT the meeting adjourn.

-Carried-

There being no further business, the meeting adjourned at 2:55 p.m.

Next Meeting: Tuesday, September 9, 2014, 10:30 a.m.
55 Zina Street, Orangeville – Sutton Room

Respectfully submitted

Councillor John Oosterhof, Chair
Accessibility Advisory Committee



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

From: Valerie Quarrie, Administrator

Date: June 26, 2014

Subject: Lease Agreements for the Shelburne Centre For Health

Purpose

The purpose of this report is to inform the committee of changes to the Shelburne Centre for Health and to get approval to amend the lease with the Dufferin Area Family Health Team and enter into a new lease agreement with the Shelburne Centre for Health Inc. for space in the Mel Lloyd Centre.

Background & Discussion

The Dufferin Area Family Health Team (DAFHT) has been renting space for the Shelburne Centre for Health in the Mel Lloyd Centre since April 2013. The Shelburne Centre for Health is restructuring its organization. The DAFHT will continue to operate the support services i.e. Dietitian, Diabetes Education, Mental Health, Foot Care etc. while the doctors will operate under a new FHO (Family Health Organization) model. The new FHO is its own legal entity called the "Shelburne Centre for Health Inc."

As a result of this restructuring, it has been requested that there be separate rental agreements for each organization. The DAFHT will be occupying 2712 sq. feet and their current lease has been amended to reflect this change in square footage. The FHO will be occupying the remaining 5687 sq. feet. As the County does not have a lease agreement with the new FHO, it is necessary to enter into a lease agreement with the "Shelburne Centre for Health Inc."

Financial, Staffing, Legal or IT Considerations:

There is no financial impact as the rent will now be paid by the two organizations instead of one.

Local Municipal Impact

None

Recommendations

THAT the report of the Administrator regarding the Lease Agreements for the Shelburne Centre For Health, dated June 26, 2014, be received;

AND THAT the County amend the lease agreement with The Dufferin Area Family Health Team and enter into a new lease agreement with the Shelburne Centre for Health Inc. for space at the Mel Lloyd Centre ;

AND THAT the necessary By-Laws be enacted.

Respectfully submitted,

Valerie Quarrie
Administrator

PERMANENT CO-ORDINATING MEETING

May 5, 2014

PRESENT: Kevin Norris - Facilities Manager, Ashley Lush – FHT, Patti Tardif – DCCSS, Shelley Doney – Early Years, Valerie Quarrie - Dufferin Oaks Administrator, Ann Abbot- MOD

Regrets: Tom Craig – WDGPH, David Egbert – Shelburne Family Physiotherapy
Bruce Horsley– New Horizons, Tammy Conley - MODC

Items Discussed:

1. **New Horizons:**

- No report.

2. **March of Dimes Canada:**

- The Shelburne Assisted living Program had one discharge but they have a waiting list so will be filled to capacity shortly.
- On May 14th, MOD will be doing a 3 hour dementia training for their staff. Potential conflict of space with County training. Mary Teeter will follow up.
- MOD had a very successful fundraiser Roast Beef Dinner on March 22nd with \$1300 raised

3. **Family Health Team (FHT):**

- The FHT is still accepting new patients. They have seen an increase in enrollment with the recent awareness blitz.
- Three doctors at the FHT have taken on attending physician role at the Oaks with the retirement of Dr. Pudden.
- They are in the process of making arrangements with Mark Hicks to make improvements for the specialist office.

4. **Dufferin Oaks/DCCSS:**

- David Tilson, MP held his Seniors Forum on April 24th. Patti was one of the guest speakers. In addition to speaking about DCCSS programs, she also highlighted that the Shelburne Centre for Health is still able to accept new patients.
- On May 12th, The Alzheimer's Society in partnership with the Shelburne Chaplaincy Network is hold a Caring and Coping Education Workshop for caregivers including professionals and families on how to cope with the caregiving role. To be held in the auditorium from 2 -4 pm. All are welcome. No need to pre-register. Flyers have been circulated in the Mel Lloyd Centre.
- On June 19th, Dufferin Oaks / DCCSS will be having their annual Volunteer Appreciation Dinner in Crewson Court and New Horizons.

5. **Facility Issues:**

- Welcome to Kevin Norris and his first Permanent Co-ordinating meeting. If anyone has any facility issues, please contact him @ ext. 5263 or Maintenance Shop @ ext. 5247.
- Tenant door and south end door in the Village needs to be fixed. Maintenance to follow up.
- More sound panels are to be installed in the Meeting Room.
- The Mel Lloyd Centre roof project has not gone out to tender yet as roof engineering company has to draw up the specs. Once we know when roof replacement will be starting, we will be letting everyone know.
- The repair to the drywall from the roof flooding at Door B will be fixed after the roof is fixed.

6. **WDGPH:**

- No report.

7. **Ontario Early Years:**

- Breast Feeding Clinics on the same floor as Early Years continues to be successful for both agencies. They are cross-referring clients.
- Lorie Leduc is their new supervisor as Kurtis Kreps has accepted a new position.
- They have implemented a new procedure for locking up at night. Maintenance and housekeeping are aware.

Next Meeting: June 16, 2014 @ 11:30 am at DCCSS office

PERMANENT CO-ORDINATING MEETING

June 16, 2014

PRESENT: Kevin Norris - Facilities Manager, Ashley Lush – FHT, Patti Tardif – DCCSS, Shelley Doney – Early Years, Valerie Quarrie - Dufferin Oaks Administrator, Tammy Conley – MOD, Pat Batchelor – New Horizons

Regrets: Tom Craig – WDGPH, David Egbert – Shelburne Family Physiotherapy
Bruce Horsley– New Horizons, Ann Abbot- MOD

Items Discussed:

1. **New Horizons:**

- Bruce is away on a trip and Pat Bachelor, Vice President was filling in for him at today's meeting. Welcome Pat.
- New Horizons has been busy with many activities such as Bingo and Senior Games. No large events upcoming in the New Horizons' rooms.
- They will shut down for the summer months.

2. **March of Dimes Canada:**

- March of Dimes programs are at capacity.
- March of Dimes has started BBQs for the tenants every other Saturday this summer. Cost is \$5. All welcome to attend.
- Tammy asked if Maintenance could look at the keying of the MOD offices separate from the staff areas. Kevin will come and look.

3. **Family Health Team (FHT):**

- The recent recruitment awareness blitz has seen a great improvement in the number of new patients enrolling– up to 30 new patients per week. However, 3 doctors are still accepting new patients. If you know of someone who is needing a doctor, please refer them to the clinic.
- They will be making improvements for the specialist office once cabinets arrive.

4. **Dufferin Oaks/DCCSS:**

- On June 19th, Dufferin Oaks / DCCSS will be having their annual Volunteer Appreciation Dinner in Crewson Court and New Horizons. There are 150 volunteers being honoured so the MLC will be very busy that night.
- The Rural Ontario Institute has completed a study of transportation in Dufferin and they are sharing their results on June 20th from 8:30 – 12:00 at the Best Western. All interested parties welcome to attend. Patti will be attending on behalf of DCCSS.

5. **Facility Issues:**

- More sound panels for Meeting Room have been made.
- The engineer for the Mel Lloyd Centre roof project believes that some of the roof is still in good condition and replacement for those parts can be postponed. The Engineer is to come up and meet with Mike Giles, County Building Official and Kevin to discuss. Once we know more details, we will share with the group.
- Maintenance is planning on doing some painting this summer in the MLC to spruce some areas that have suffered due to wear and tear.
- As we do not have summer meetings, if anyone has any facility issues, please contact Kevin @ ext. 5263 or Maintenance Shop @ ext. 5247

6. **WDGPH:**

- No report.

7. **Ontario Early Years:**

- Breast Feeding Clinics continues to be a good fit with Early Years. Positive for both organizations.
- Early Years is seeing a lot of new families.
- They have two new staff in Ontario Early Years.
- New cleaning staff and all is going well.

Next Meeting: September 8, 2014 @ 11:30 am at DCCSS office