



COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA

Tuesday, February 26, 2015 – 7:00 p.m.
55 Zina Street, Orangeville – Sutton Room (2nd Floor)

Declarations of Pecuniary Interests

DUFFERIN OAKS

1. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #1
Seniors at Risk System Coordinator One Time Funding Surplus Request

A report from the Administrator dated February 26, 2015 with respect to the request from the Community Mental Health Association –Waterloo Wellington Dufferin to provide one time funding for the Seniors Safe Bed program.

Recommendation:

THAT the report of the Administrator dated February 26, 2014 regarding the Seniors at Risk Coordinator one time funding surplus request be received

AND THAT the committee approve the request to use the one-time surplus from the Seniors at Risk System Coordinator position for one-time funding of the Seniors Safe Bed for Dufferin County.

2. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #2
2014 Resident and Family Satisfaction Survey

A report from the Administrator dated February 26, 2015 to provide information of the result of the Resident and Family Satisfaction Survey distributed in November 2014. Accountability Agreement.

Recommendation:

THAT the report of the Administrator regarding the 2014 Resident and Family Satisfaction Survey, dated February 26, 2015, be received.

3. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #3
Permanent Coordinating Minutes

Permanent Coordinating Minutes from the meeting held on January 19, 2015.

Recommendation:

THAT the minutes of the Permanent Coordinating meeting held on January 19, 2015, be received.

COMMUNITY SERVICES

4. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #4
Orangeville 911 Service and Upcoming Contract Negotiations

A report from the Director of Community Services dated February 26, 2015 with respect to the current 911 contract and preparation for upcoming 911 negotiation in the 4th quarter of this year.

Recommendation:

THAT the report of the Director, Community Services dated February 26th, 2015 – Orangeville 911 Service and Upcoming Contract Negotiations be received;

AND THAT staff be directed to proceed with a procurement process for 911 services in the 4th Quarter of 2015.

5. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #5
Disaster Relief Reserve

A report from the Director of Community Services with respect to the Disaster Relief reserve and recommend criteria for accessing these funds.

Recommendation:

THAT the report of the Director, Community Services dated February 26th, 2015 - Disaster Relief Reserve be received;

AND THAT Option _____ be approved;

AND THAT staff increase the contribution to the reserve to \$30,000 per year from the current \$20,000 effective 2016 should options 1 or 2 be selected.

AND THAT staff be directed to establish the application process consistent with the option chosen by Council.

6. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #6
Investment in Affordable Housing (Extension) Program (IAH-E) Allocation

A report from the Director of Community Services with respect to the Investment in Affordable Housing (Extension) Program Allocation.

Recommendation:

THAT the report of the Director, Community Services, Investment in Affordable Housing (Extension) Program (IAH-E) Allocation and Recommendation, dated February 26th 2015 be received;

AND THAT the recommendations to deliver the components of the IAH program as listed be approved;

AND THAT the County share of \$108,000 for the construction of the final 3 units at 301 First Ave in Shelburne be funded from the Public Housing Capital Reserve Fund.

AND THAT the submission of the Program Delivery and Fiscal Plan (PDFP) to the Ministry of Municipal Affairs and Housing be forwarded to MMAH as recommended.

7. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #7 Mental Health Service in Dufferin County

A report from the Director of Community Services dated February 26, 2015 to provide information about some of the mental health services provided to the residents of Dufferin County.

Recommendation:

THAT the report of the Director, Community Services dated February 26th, 2015 – Mental Health Service in Dufferin County be received.

8. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #8 Accessibility Advisory Committee Member Appointments

A report from the Director of Corporate Services dated February 26, 2015 with respect to the selection of public members to the Accessibility Advisory Committee.

Recommendation:

For Consideration of the Committee.

MUSEUM

9. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #9 Dufferin County Forest Committee

A report from the General Manager dated February 26, 2015 with respect to the Dufferin County Forest.

Recommendation:

THAT the report of the General Manager dated February 26, 2015 re: Dufferin County Forest be received;

THAT an ad hoc committee to review the County Forest operation and properties be established consisting of three Councillors and five public members;

THAT the following Councillors be appointed to sit on the ad hoc committee: _____;

AND THAT advertisements be placed seeking five public members to sit on the ad hoc committee.

**10. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #10
Dufferin County Forest Committee**

Correspondence from Mr. Don MacFarlane, Mono Mulmur Citizens Coalition dated January 12, 2015 asking that a member of MC2 be appointed to the Committee dealing the County Forest.

Recommendation:

THAT the correspondence from Mr. Don MacFarlane, Mono Mulmur Citizens Coalition dated January 12, 2015 asking that a member of MC2 be appointed to the County Forest Committee, be received.

BUDGET

**11. COMMUNITY SERVICES/DUFFERIN OAKS – February 26, 2015 - ITEM #11
Draft 2015 Budget**

Review and discussion of the Draft 2015 Operating and Capital Budget for Community Services, Dufferin Oaks and Dufferin County Museum and Archives if necessary.

NEXT MEETING: Tuesday, March 24, 2015 – 7 p.m.
55 Zina Street, Orangeville – Sutton Room



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE

To: Chair White and Members of Community Services Dufferin Oaks Committee

From: Valerie Quarrie, Administrator

Date: February 26, 2015

Subject: **Seniors at Risk System Co-ordinator One Time Funding Surplus Request**

Purpose:

The purpose of this report is to review the request from Community Mental Health Association-Waterloo Wellington Dufferin that the current surplus from the Seniors at Risk Co-ordinator position be used to provide one-time funding for the Seniors Safe Bed program in Dufferin County.

Background & Discussion

The County of Dufferin funds through the Community Mental Health Association-Waterloo Wellington Dufferin (CMHA-WWD), a part-time Seniors at Risk System Co-ordinator (SARSC) position. The SARSC role provides support and education to individuals and agencies in addressing the complex needs of the very vulnerable older adult. The County approved an annual amount of \$47,000 for this position in 2014. In 2014, due to a maternity leave, the position was vacant for a short time and the entire \$47,000 funding was not spent. As a result, CMHA-WWD has made a one-time request for the remaining \$1,500 to be used to create an emergency fund to pay for a Seniors Safe Bed in Dufferin County.

In Dufferin, there is a Seniors Response Team (SRT) which is a cross representation of services including the OPP, Headwaters Hospital, CMHA-WWD, Alzheimer Society, and the CCAC. This team provides a timely and co-ordinated response to seniors living at high risk in the community. Sometimes, the seniors encountered are at very high risk and are unable to safely return home and need to be placed in a "safe bed." The Seniors Response Team have a working agreement with the Avalon Lodge to have access to a bed for \$90.00 per night. The team has experienced some situations where the senior accessing the bed was being financially abused and the family refused to pay for the stay. This has put the Safe Bed provider, Avalon Lodge in a position of not getting paid for providing this valuable service. The team does not currently have funding for this program,

just access to a resource. An emergency fund of this size would pay for 16 days of Safe Bed use, should individuals not have the ability to cover the costs. Having an emergency fund to assist vulnerable seniors is a significant benefit to the individuals and the community. This would be a one-time ask, as the SRT continues to look at funding options and proposals.

Financial, Staffing, Legal or IT Considerations

The County had approved \$47,000 to fund the Seniors at Risk position and this request is to use the unspent one-time surplus of \$1,500 from this approved funding towards the Seniors Safe Bed. If this request is not approved, the \$1,500 will be returned to the County.

Recommendation

THAT the report of the Administrator dated February 26, 2014 regarding the Seniors at Risk Co-ordinator one time funding surplus request be received;

AND THAT the request to use the current surplus from the Seniors at Risk System Co-ordinator position for one-time funding of the Seniors Safe Bed for Dufferin County be approved.

Respectfully submitted,

Valerie Quarrie
Administrator



Canadian Mental
Health Association
Waterloo Wellington Dufferin

Association canadienne
pour la santé mentale
Waterloo Wellington Dufferin

February 18, 2015

Valerie Quarry, Administrator of Dufferin Oaks
151 Centre Street
Shelburne, ON
L9V 3R7

Dear Ms. Quarry,

I have been informed by our finance department that we are underspent on our SARSC budget line. I am wondering if we could use \$1500.00, of the unspent budget, to create an emergency fund to pay for Seniors Safe Bed use.

The Seniors Safe Bed program was developed by the Seniors Response Team, to fill a need identified in our community. We have had situations where a vulnerable/at risk senior had no place to go while a care plan was being developed.

We have run into a couple of situations with the Safe Bed program where a senior accessing the bed was being financially abused and the family refused to pay for the stay. This has put our Safe Bed provider, Avalon Lodge in a predicament of not getting paid for providing this valuable service. We have a working agreement with the Avalon Lodge to have access to a bed for \$90.00 per night. An emergency fund of this size would allow us 16 days in the Safe Bed, should someone not have the ability to cover the costs. The hope of the Seniors Response Team is to find permanent funding to allow this vital service to be provided at no charge to the senior at risk. Where appropriate there is a partnership in place with Family Transition Place for seniors that do not need the level of medical supervision/support that is available at the Avalon Lodge.

Current procedures state that the bed should not be utilized beyond 96 hours if funding is not arranged. The Seniors Response Team would be involved at the start of use of the Safe Bed and would support the Lead agency to come up with a plan should there be a funding issue. Having an emergency fund in case a vulnerable senior does not have access to funds to keep them safe would be of huge benefit to our community. This would be a one-time ask, as the SRT continues to look at funding options and proposals.

Thank you for your consideration, I would be happy to discuss this request at your convenience.

Sincerely,

Tim R Smith, MACP, Team Lead Dufferin, on behalf of the Seniors Response Team



To: Chair White and Members of Dufferin Oaks Committee of Management
From: Valerie Quarrie, Administrator
Date: February 26, 2015
Subject: 2014 Resident and Family Satisfaction Survey

Purpose:

To inform committee members of the results of the Resident and Family Satisfaction Survey distributed in November 2014.

Background and Discussion:

As part of the Quality Services program at Dufferin Oaks, residents and families are surveyed to evaluate their satisfaction with care and services provided. This survey is conducted annually.

Surveys were distributed in November 2014 and the results are included as an attachment to this report. The response rate was 33% or 54 surveys were returned which is approximately the same return rate as last year.

Average satisfaction rating scores received on the entire survey was 96%. Of note is that of those responding in the section "Your Overall Satisfaction" an average score of 99% was received.

Financial Impact:

There are no financial implications to this report.

Local Municipal Impact:

None

Recommendation:

THAT the report of the Administrator regarding the 2014 Resident and Family Satisfaction Survey, dated February 26, 2015, be received.

Respectfully submitted,

Valerie Quarrie
Administrator

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: *Resident Family Opinion Survey 2014*

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: *Leadership*

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: *February, 2015*

| STANDARD | RESULTS OF MONITORING | ACTIONS |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>Ratings of Agree/Not Applicable will be achieved for 85% of surveys returned.</i></p> | <p><i>2014 survey questions were reviewed by Family Council and Residents Council prior to distribution. Surveys were mailed out in November and we again provided a link to Survey Monkey so those who wished could fill out the survey on line in addition to mail, fax or hand delivering.</i></p> <p><i>Overall Response Rate was 53 surveys or 33% were completed. (2013-54 surveys completed)</i></p> <p><i>88% of surveys were completed by Family Member(s)/Friend, 10% by Resident, and 2% with input from both.</i></p> <p><i>Average Satisfaction score on all survey questions =96%</i></p> | <p><i>Concerns expressed on individual surveys were forwarded to applicable managers and have been or are being addressed as able.</i></p> <p><i>Comments related to improving services at Dufferin Oaks were reviewed by the Senior management team members</i></p> <p><i>Some of the suggestions we are investigating are:</i></p> <ul style="list-style-type: none"> <i>-communication with staff difficult as staff hard to find at times (busy with care and not usually sitting at desk). Nursing staff all carry portable phones but cannot answer phones during care. Will encourage families to leave messages at family meeting April 2015 and redistribute phone directory with Spring 2015 newsletter.</i> <i>-Menus and menu items are planned with residents input and approval and feedback reviewed with residents at monthly meetings. Food temperatures now taken mid meal service and deeper food pans being used to improve food temperatures. Will review process with families at Spring 2015 Family meeting.</i> <i>-Concern over ants outside. Will refer to Orkin in spring/summer 2015.</i> <i>-Staff will be participating in dental care education to improve best practice knowledge - Feb–April 2015</i> |

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: Resident Family Opinion Survey 2014

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: Leadership

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: February, 2015

| STANDARD | RESULTS OF MONITORING | ACTIONS |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p><u>1. Personal Care and Service:</u> Standard exceeded for all questions.</p> <p><u>2. Communication/ Advocacy:</u> Standard exceeded for all questions.</p> <p><u>3. Living Environment:</u> Standard exceeded for all questions.</p> <p><u>4. Participation:</u> Standard exceeded for all questions.</p> <p><u>5. Quality of Life:</u> Standard exceeded for all questions except the question “There are opportunities for my family member to express his/her spiritual and cultural preference” which was rated at 82% but this question had No Opinion at 18% indicating this was not of relevance for them. Standard exceeded for all other questions</p> <p><u>Overall Satisfaction:</u> 99% Satisfaction Rate.</p> | <p>-Computer access for residents is available in 1st and 3rd floor dens</p> <p>-More tables in front lounge is difficult due to limited space while still leaving room for library access.</p> <p>-For communication of activities -activity calendars are posted in residents’ rooms. Daily activities are posted outside the dining room and on the board outside the Activation room. In addition, Activation staff go door to door to encourage involvement. Monthly calendars posted on the DC website and at the Family Info board. Families with questions about this in survey were contacted Jan/ Feb 2015</p> <p>-trial of soft classical music during meal times on 2nd floor added confusion and was not successful - Feb 2015</p> <p>-resident’s request for education of fire drills to be given to Resident’s Council on Feb 17/2015</p> |
| <p>ASSESSED BY: V. Quarrie</p> | | <p>PRESENTED TO Q.S. TEAM ON: Feb 20, 2015</p> |
| <p>DATE ASSESSED: February, 2015</p> | | <p>PRESENTED TO C.O.M. ON: Feb 26, 2015</p> |



County of Dufferin

Dufferin Oaks Home For Senior Citizens

Completed by: 88% Family Member(s)/Friend, 10% Resident, 2% Both

A. Your Satisfaction with our Care and Services

These questions are based on your experiences at Dufferin Oaks within the last 6 months. Please rate each statement by checking the appropriate column.

| 1. | Personal Care and Service | Agree | Disagree | No Opinion | Comments |
|----|-------------------------------------------------------------------------------------|-------|----------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) | Staff respect my family member's personal and physical privacy. | 98% | | 2% | -I am amazed at the kindness and respect you give to Mom -When present, we feel that this is done. |
| b) | My family member is well cared for. | 98% | 2% | | -had discussions about care, it is improving -outstanding |
| c) | Care is provided in a kind, friendly, and gentle manner. | 100% | | | -outstanding |
| | My family member is given the help that he/she requires to do the following: | | | | |
| d) | - eating | 96% | | 4% | -getting better |
| e) | - bathing | 98% | | 2% | |
| f) | - dressing | 98% | | 2% | -needs change of clothes when soiled i.e. undershirt -understand mom helps in evening -He is not consistently receptive to assistance with dressing and sometimes has not been wearing socks which appears to aggravate his swollen foot/ankle/leg. |
| g) | - going to the bathroom | 96% | 2% | 2% | -She has bladder retention and requires routine scheduling. Don't ask just explain you are taking her to the washroom. Do not face her towards the toilet on the commode. -still having issues in getting changed |
| h) | -daily dental and oral care | 86% | 6% | 8% | -required improvement. Assistance is required. -hope it gets better. |

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| | | | | | -resident need reminder all the time to do this – don't feel that this is being done. -based on the report form the hygienist. |
| i) | If your loved one wears an incontinent product, is it appropriate? | 90% | | 10% | -don't know -as far as I can tell! -your staff have to determine this |
| j) | Consideration is given to my family member's food preferences. | 90% | 2% | 8% | -don't know -Since mum cannot speak, it is difficult for staff to know her preference. -recent menu choices have not been as well received as prior choices -Mom never complains about food but needs a soft diet due to false teeth -feel he needs his food cut up to make it easier for him to eat. -depends on what is available -Variety and choices seem to be good |
| k) | Consideration is given to my family member's other personal preferences. | 94% | | 6% | -don't know -Since mum cannot speak, it is difficult for staff to know her preference. -I don't really know. |
| l) | Staff work as a team to support my family member. | 98% | 2% | | -A continuous concern is care and changing of batteries in hearing aids. It always seems when even visiting, the family is having to change batteries. Staff should be aware that he is not hearing and should check hearing aids. -Outstanding -the staff truly seem to like and enjoy their jobs and the environment that they work. |
| m) | Staff provide consistency in delivery of care | 100% | | | -Usually. Gets upset when she realizes she doesn't have a bra on. -dependent on consistency of staff delivering services – how familiar with resident preferences -I appreciate the phone calls about even small issues. |

| 2. | Communication/Advocacy | Agree | Disagree | No Opinion | Comments |
|-----------|----------------------------------------------------------------------------------------------|--------------|-----------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) | Staff are readily available to answer questions and to discuss the care of my family member. | 100% | | | -sometimes we have a question or query, staff are not available or to be found so leave without any answers. Could have a family book to write any question in that could be answered by staff and read by family on next visit. Also leave a paper trail and family can look back to answer again if needed. -not usually a problem but there have been several occasions when it has been difficult to find staff when RPN is busy and PSW's are tending to residents (baths etc.) or they are on their break. Bell doesn't appear to work. |
| b) | I feel comfortable approaching staff about any issue or question. | 98% | | 2% | -In general, we have found staff to be very approachable and helpful. |
| c) | Staff are friendly, courteous, and helpful | 100% | | | |

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| | to me. | | | | |
| d) | The Home keeps me informed about changes in my family member's status. | 100% | | | -very appreciated. |
| e) | When I have concerns about resident care issues, I know who to communicate these concerns to. | 98% | | 2% | -With daily rotation of staff I am never too sure who is in charge |
| f) | I have confidence that issues raised will be dealt with in a fair and timely manner. | 98% | | 2% | I have never had an issue, so it is hard to judge or comment. |

| 3. | Living Environment | Agree | Disagree | No Opinion | Comments |
|-----------|------------------------------------------------------------------|--------------|-----------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) | The Home provides a homelike environment. | 100% | | | -wonderful atmosphere - it's a bonus if the residents forget what home is really like! |
| b) | There is space to sit and visit privately with my family member. | 100% | | | -have lately noted that the lobby sitting area on weekend is getting crowded: may need a few more tables for tea! It would also be nice if there were a computer with access in the lobby area so I can show Mom pictures of Facebook etc. or Wi-Fi access so that I can bring in my laptop. -I especially like the private dining capability. |
| c) | I am encouraged to personalize my family member's room. | 96% | | 4% | -mom is definitely personalizing her room. |
| d) | The Home provides a safe environment for my family member. | 100% | | | |
| e) | The outside grounds are easily accessible and stimulating. | 96% | 2% | 2% | -Enjoyed sitting outside on ground level during the summer. Could not enjoy the patio area due to ant problem. -Because an emergency call bell is not easily accessed by my mother who is in a wheelchair and unable to move herself she is unable to sit outside on the balcony unless accompanied by someone. If she was able to ring for assistance she could be left safely outside and so would be able to enjoy the balcony more frequently. -And beautiful. -Better to judge this in the summer months |
| f) | Personal laundry services meet my family member's needs. | 90% | 6% | 4% | -She prefers we take her laundry home and look after it. -There are times when dark clothing gets into the Javex. Should be more careful about that – clothing is expensive. -has lost articles of clothing but they do a good job of cleaning/washing. -Laundry is taken home. When items have been laundered at Dufferin Oaks they were returned clean and folded or hung appropriately. - I know laundry is a nightmare! |
| g) | My family member's personal | 96% | 4% | | -A couple of times clothing I have brought in has disappeared and she has |

| | | | | | |
|----|-----------------------------------------------------------------------------------------------------------------------------|-----|--|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | clothing is correctly labelled on a timely basis. | | | | clothing with her name on that isn't hers. |
| h) | The Home provides an enjoyable dining experience (ie. pleasant environment, service, quality of food) for my family member. | 96% | | 4% | <p>-I have been informed that the 3rd floor is the last to be served by more than one person. The food is cold and that's not right.</p> <p>-food is sometimes still served cold. It has improved over the last 6 months.</p> <p>-change of food service did not improve food quality in my opinion. It was fine before.</p> <p>- wondering if staff have ever considered playing soft classical music or dinner music (e.g. Frank Sinatra, Bing Crosby, Johnny Mathis) during meals especially on second floor? Concerned about the nutritional value /health and choking hazard of hotdogs. While we know residents are provided a choice and residents' council may have requested this time, it may be better as a choices during BBQ's rather than on the regular menu.</p> <p>-Questions have developed as of late regarding quality of food. Further discussion would be useful to understand /learn about the dietary process and procedures.</p> <p>-I am not sure that the choice of residents at my mother's table is conducive to interaction or conversation. Being seated with her immediate room neighbours would be better.</p> |

| 4. | Participation | Agree | Disagree | No Opinion | Comments |
|-----------|-------------------------------------------------------------------------------------------------------------------|--------------|-----------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) | The Home provides sufficient opportunities for me to be involved in decisions related to my family member's care. | 100% | | | -My mom is capable of making decision about her own care, but I appreciate that staff still like one of her P.A.s to agree |
| b) | I know whom to approach when I have a concern or problem about activities. | 96% | | 4% | -won't participate in many activities. |
| c) | I am encouraged and/or asked to participate in in-Home activities. | 86% | 4% | 10% | <p>-No one has asked for family to participate. Find out by reading calendar or talking to other resident family members or postings in the elevators. Family needs to be assertive to be included.</p> <p>-We would like her to be taken to the in-home activities. If asked she would reply "No"</p> <p>-mom doesn't participate in any activities.</p> <p>-I wish we lived closer so we could attend more often</p> |
| d) | I am sufficiently informed regarding the range of activities available in the | 94% | 4% | 2% | -Never sure how involved my family member gets. |

| | | | | | |
|----|---------------------------------------------------------------------------------------------|------|----|----|--------------------------|
| | Home so that I can support my family member's involvement. | | | | |
| e) | I feel comfortable expressing my opinions and feelings about my family member's care. | 100% | | | |
| f) | Information and questions regarding my family member's finances are dealt with efficiently. | 90% | 2% | 8% | -We control her finances |

| 5. | Quality of Life | Agree | Disagree | No Opinion | Comments |
|-----------|-----------------------------------------------------------------------------------------------------|--------------|-----------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) | A community feeling exists at Dufferin Oaks. | 100% | | | -Mom's comment: it's like living in a big family but you have your own room. |
| b) | Staff, volunteers and others demonstrate a genuine concern about my family member's well-being. | 100% | | | -these people are excellent -however more attention should be paid to oral hygiene and hearing aids. -many staff go above and beyond "the call of duty" all the time. So noted and appreciated. -outstanding |
| c) | My family member is encouraged and assisted to maintain or improve his/her level of independence. | 86% | 4% | 10% | -yes -where possible -I feel that my mother has become much more unable to move at all by herself because the staff were too willing to have her move from slowly walking herself to being pushed by staff to eventually ending up totally unable to move in a wheelchair. I think the staff were acting out of kindness and time constraints because she moved very slowly however the end result has been that in six months she has gone from walking with a walker to totally wheelchair bound. |
| d) | There are opportunities for my family member to express his/her spiritual and cultural preferences. | 82% | | 18% | -she is not religious -Where possible |
| e) | Staff treat my family member with respect. | 100% | | | -great staff -outstanding |
| f) | I would recommend the Home to others requiring long-term care. | 98% | | 2% | -I would recommend the Home. Would it do any good?-waiting list/CCAC/Crisis Community. -we have recommended Dufferin Oaks on several occasions. - I do regularly |

| B | <u>Your Overall Satisfaction</u> | Agree | Disagree | No Opinion | Comments |
|----------|--------------------------------------------------------------------------|--------------|-----------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) | Overall, I am satisfied with the quality of the care and service. | 98% | 2% | | <p>-more than pleased</p> <p>-Mom is very happy and frequently confirms that she does not want to go anywhere else. Most importantly, she trusts and likes her caregivers, so we would never want to take that away from her. She likes her room overlooking the front door and neighborhood and finds lots to watch from that window.</p> <p>-In general I have found that staff have exceeded my expectation in relation to care for my mother. If I even make a casual comment, I have found that someone will act on it.</p> |
| b) | Overall, I am satisfied that Dufferin Oaks is clean and well-maintained. | 100% | | | <p>-This facility is a showcase for how a long term care facility should be maintained.</p> <p>-Overall. Would like the Amaranth side to be as clean as the Melanchthon side. Maybe a rotation of staff housekeepers. Seems to be improving the housekeeper is excellent with the residents.</p> <p>-so appreciate care, time and attention given by housekeeping staff on Melanchthon wing.</p> <p>-of all the facilities I reviewed, Dufferin Oaks is by far and away the best facility in Dufferin/Wellington</p> |

Please advise where we exceeded your expectations:

- The home exceeded our expectations in all different areas. : Care and service, the home is just beautiful and kept very clean. A wonderful place for mom to live.
- Staff are saints!
- everyone is amazing in the care they give my mom.
- well organized and well run
- staff seem to be so kind and patient. Keep up the good work!
- Sheila is very considerate and took time to spend with the family describing option when our mother had to move floors.
- I am very pleased with everything that you provide my brother. I am confident that he feels safe in you care and his environment. Please keep up the good work. It is much appreciated because I cannot visit as often as I would like, I do feel comforted in the knowledge that he is being well cared for and loved.
- all the extra care when my mother was sick for so long greatly appreciated.
- calls to let me know how I can improve my mother's quality of life and care. Taking her to meet others visiting from the country she was born in. putting her in the lounge chair for her comfort.
- keeping Mom clean. Being patient with mom when she can be rude with them. Trying to make her understand when she can't hear. Assisting her with special things or foods she would like. They all need a big hug for all the things they do for her.
- In my opinion the Home, staff and management far exceed expectations.
- It is a welcoming home and smells clean upon entering
- Live entertainment
- listen to our concerns
- clothes are always clean

- friendly caring staff always willing to change or improve things for dad. It is much appreciated.
- friendly staff, always helpful and caring.
- staff is very prompt in informing family of any situation that may have occurred (fall for example) and any change in medication and why.
- In all areas!
- Staff have developed wonderful relationship with my Mom. She loves hearing about their families, their travels etc. It makes her feel like part of the family and it also distracts her.
- We visit often and are pleased with the kind, friendly and helpful nature of the majority of staff. We are consistently impressed with Tara's (activation) level of dedication and patience with the second floor residents.
- High level of success in having the whole building and grounds maintained exceedingly well!
- You exceed my expectation with contact and information about mom. She is so happy at Dufferin Oaks and we are so grateful!
- And the quick act of the staff to deal with shingles esp. Brenda made all the difference. Thank you. And great support from Beth and Kimberly
- The kindness of all the staff towards my mom and the extra lengths they go to make her feel valued. Brings tears to my eyes. Thank you.
- co-ordination and involvement with outside care professionals for dental, food care etc.
- The intuitive approach by the nursing staff to know what remedy or medication is need to enhance the quality of life.

Please advise where we did not meet your expectations:

- No where
- Because my mother is blind, her activities are limited but staff seems to take that all in stride. Thank you!
- so far I am pleased with Dufferin Oaks, just sorry he has to be in any facility. I miss him terribly.
- I think we need more information about fire drill. We do not know what is expected of us at these times. Someone in authority should tell us what to do.
- when my mother went there the meals were great. The meal today are not very good and like I said before they are cold. I don't really thing that is necessary. I have had more than one person tell me that the best meal is breakfast.
- bathroom cleaning and care.
- sometimes the food is cold
- bath days he is confused on the days?
- helping my dad with dressing. He is almost totally blind and can't find his clothes or how to put them on. He also needs to be encouraged to use walker more. He is so unsteady and weak.
- Encourage her more to join in activities and meet people. She could visit another resident that she used to work with. She never thinks to go visit. She gets tired of only my dad for company.
- Improvement in food presentation (small pieces) sized required needs help! Improvement required more attention in toileting and changes.
- care of hearing aids making sure new batteries are put in (only last 7-10 Days). Making sure of more constant dental cleaning.
- Just the clothing issue but it was minor.
- just lately there seems to be a shift in the quality of the meals. They don't seem (for some menu choices) to be of the same high standard as previously experienced

What would you like to see done at Dufferin Oaks to improve residents' quality of life?

- Nothing I can think of at this time.
- cannot think of a thing right now.
- Nothing
- None
- better meals. I know you can't be right for everybody.
- staff to be more informed about dementia care. Oral care – top plate-brushing of bottom teeth.
- nothing that we can think of at this time.
- more evening activities.
- get couples together as soon as possible, living together for so long its hard on them to be separated. I do not agree with way this is handled.

There should be a room(s) set aside for couples in every nursing home.

-I know my Mom would love to be more busy with doing things as she was accustomed to always be cleaning, organizing, crafting etc. Her ability to do many of those things is greatly decreased. I have tried to find things that would help meet that gap, but cannot think of anything. If you can think of anything like that, it might be amusing for her.

-We would like to see more activities available throughout the evening for second floor residents who are unable to settle/sleep at night, however we recognize that funding for staff/activities is an issue.

-See comment r/t balcony

-Satisfied
-Continue with a variety of entertainers. The “new” gentleman entertainer earlier in the fall was so well received – something new and different. Ms. Gogo is also great.

-I’m interested that you’ve brought in the music program. Good idea.

Compared to other facilities, I think Dufferin Oaks is a model for others (particularly private care) to follow.

Is there anything we did not ask you about in this survey that you want to tell us about?

-nothing

-no (x3)

-None

-A family book for family & staff to write back and forth my questions they may have. If more detail is required then a checkbox can be added that says. See staff for addition information. Also when food brought in i.e. Fish and Chips, resident is charged full price- reduction of lunch /dinner should be reduced by amount of cost for their regular dinner i.e. is cost \$12 for fish& chips – resident should pay \$5 for the meal if their regular meal is \$7.

-the activity directors are great. We would like to see her at all the group exercise possible. Thanks for your TLC.

-not at this time

-we would appreciate if a sign could be posted by the door of the second floor to encourage visiting family/friends to check their loved ones’ rooms/wardrobe for clothing that belongs to other residents. Because so many items “go walking” we feel that we are constantly bothering staff to find clothing that is missing and usually found in someone else’s room.

-Not

-A great team is the sign of a great leader! You have a great team.

-I would specifically comment about the variety of activities and mon’s participation in them. We’re delighted to bring two of her great grand- daughters to the Christmas tea. Thank you for that.

-Nope! You covered it all. PS. All the backup staff in laundry and maintenance and housekeeping and kitchen are included in my praise. Lenore is a gem! And everyone obviously feels part of the team.

-No. A very thorough survey

PERMANENT CO-ORDINATING MEETING

January 19, 2015

PRESENT: Kevin Norris - Facilities Manager, Valerie Quarrie - Dufferin Oaks Administrator, Tammy Conley – MOD, Bruce Horsley– New Horizons, Patti Tardif – DCCSS

Items Discussed:

1. **New Horizons:**

- New Horizons has elected a new president – Pat Bachelor. Pat will continue to remain the contact for bookings but Bruce will remain the representative on this committee.
- New Horizons is concerned about tenant from Simon Street who is parking half on the walkway. Valerie has notified County housing who stated they would follow up with the tenant. New Horizons will let us know if there are further concerns.

2. **March of Dimes Canada:**

- March of Dimes programs are full at present.
- March of Dimes has officially changed their name to March of Dimes Canada and they have been given stickers to put up. Kevin will have a look to see where they want to put the stickers as we do not want damage to doors or walls.
- Patti and Kevin held a meeting with Village tenants to go over the fire plan. Tenants said it was helpful
- MOD's large fundraising occurs in March and they are just beginning planning.

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

- No report

4. **Dufferin Oaks/DCCSS:**

- Two programs are expanding with funding from the LHIN. Transportation received funding for another w/c van, driver and co-ordinator hours. DCCSS now has 5 funded vans on the road (3 w/c and 2 regular). Bridging You Home program with the Lord Dufferin Centre received an additional ½ bed to the 2 beds they already have.
- DCCSS is going to provide transportation for seniors in 4 senior buildings to go to No Frills once a month for the next 6 months.
- DCCSS is planning to participate in the “March for Meals” awareness program about Meals on Wheels. They will be looking for a local champion to participate.

5. **Facility Issues:**

- Mel Lloyd Centre roof work has been completed. Improvements have been noted in the reduction of large icicles at entrances. Further phases of roof repair to be completed in 2018 – 2020.
- Snow has built up again in parking lot taking up a dozen parking spots and Kevin will contact the County to get it removed.
- Book Exchange at entrance “F” became a dumping ground for books so we have ended the trial.
- If anyone has any facility issues between meetings, please contact Kevin @ ext. 5263 or Maintenance Shop @ ext. 5247

6. **WDG Public Health:**

- No report.

7. **Ontario Early Years:**

- Shelley unable to attend but did send along her thanks to Maintenance for the work they have completed for them.

Next Meeting: February 23, 2015 @ 11:30 am at DCCSS office



REPORT TO COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE

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

From: Keith Palmer, Director of Community Services

Date: February 26th, 2015

Subject: **Orangeville 911 Service and Upcoming Contract Negotiations**

PURPOSE:

The purpose of this report is to provide council with information about the current 911 contract and preparation for upcoming 911 negotiations in the 4th quarter of this year.

BACKGROUND & DISCUSSION:

For well over 15 years the Orangeville Police Services (OPS) have been providing the County of Dufferin with 911 emergency services. The County and the Town of Orangeville have been able to establish ongoing agreements for 911 answering services and 911 service enhancements locally. In 2000 there was a thorough review of the 911 services with information obtained and subsequent reports indicating the OPS were the preferred method of providing the County's 911 services.

Prior to the 2006 service negotiations, service costs were based on a fee per capita, per annum charge. This approach identified weaknesses in determining the value of the contract because "per capita" figures that were being used tended to be inconsistent and dated. In June of 2008 a more suitable method of payment for the services was negotiated to multiply the population of the County by a per person cost (\$1.68). The new contract included an additional 4% per annum to account for inflation and growth. It was highlighted at that time the strengths of the services provided by the OPS was local in nature and the service provider offered a high degree of knowledge of county roads, conditions, and mapping. The contract was awarded to the OPS under section 11.2.a. (sole sourcing) of the Procurement By-law.

A verbal update on the 911 service agreement was provided in March of 2011 with staff updating Council on the potential renewal of the 911 Agreement with the Orangeville Police Service and additional information about 911 services provided by the Ontario Provincial Police (OPP). The Information shared indicated the OPP service cost was considerably less; however, there was some concern about the loss of local knowledge that would result. A letter from the Town of Orangeville Council requesting the County keep the 9-1-1 Service with OPS was circulated. After

discussion and review of the information staff was directed to enter into negotiation with the OPS for 9-1-1 service.

A verbal report from staff with respect to the 9-1-1 Service Agreement with the Orangeville Police Service subsequently followed. Staff reported that Orangeville Police Services Board proposed flat rate of \$100,000 per for five years. As part of the new agreement, the equipment originally purchased by the County of Dufferin for 911 purposes was given to the OPS. A by-law to approve the agreement was adopted by County Council on April 14, 2011, awarding 911 services to the OPS for 5 years to expire July 1st 2016.

With the current agreement with OPS set to expire next year, it will be necessary to move forward with the procurement process to secure a new contract in the fourth quarter of this year. As per the current contract agreements with the OPS a six month notification must be provided prior to the end of the current contract.

Financial Impact:

None at this time.

Local Municipal Impact:

None at this time.

Recommendation:

THAT the report of the Director, Community Services dated February 26th, 2015 – Orangeville 911 Service and Upcoming Contract Negotiations be received;

AND THAT staff be directed to proceed with a procurement process for 911 services in the 4th Quarter of 2015.

Respectfully submitted

Keith Palmer
Director, Community Services.



REPORT TO COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE

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

From: Keith Palmer, Director of Community Services

Date: February 26th, 2015

Subject: **Disaster Relief Reserve**

PURPOSE:

The purpose of this report is to provide information to Council on the Disaster Relief reserve and recommend how and when the County and member Municipalities should access these funds.

BACKGROUND & DISCUSSION:

The cost of mitigating against, preparing for, responding to or recovering from a large scale emergency can be daunting for any municipality. At the direction of Council the Disaster Relief Reserve was established in 2009 to provide funds to assist with cost associated with large scale emergencies within Dufferin County. This reserve has not been accessed by the County since its creation and currently sits at \$150,000. When this reserve was created, details were not designed that would help council decide how member municipalities would access the funds or determine an assistance amount. As such staff is forwarding three options that could assist council with making decisions for the use of this reserve.

Option 1 – Use reserve only for prevention, mitigation or preparedness.

The first three of five pillars of Emergency Management are prevention, mitigation and preparedness and this option builds upon these readiness pillars. Until 2012 Ontario's municipalities relied upon federal funding to assist with capital readiness activities such as constructing EOCs or installing generators. Currently there is no federal or provincial funding available to assist municipalities with emergency preparedness projects. Municipalities are expected to take on emergency preparedness initiatives at the local level.

Under option 1 member municipalities would have the ability to access assistance to offset cost associated with emergency prevention, mitigation or preparedness. The funds would not be available for emergency recovery events. The reserve would be structured to enhance emergency management capabilities across Dufferin County. The type of projects eligible for funding would align with identified emergency risks found in the Hazard Identification and Risk Assessment (HIRA) assessed and reviewed by Dufferin County's Emergency Management Coordinator in collaboration with member municipality emergency leads.

This option, if set criteria is met, would allow for member municipalities to receive from the reserve 50% of an approved project cost up to a maximum of \$10,000. Prior to any request for assistance being brought forward for consideration, an application for assistance must have been received by the County Clerk and approved by County Council. This option would not preclude Council from approving funds from the reserve for other County initiatives and projects.

Projects seeking assistance must meet the following criteria in order for their request to be considered:

- Request for funding must be accompanied by an approved application for assistance
- Projects must align with the County-wide emergency management program and which will enhance the resilience of the community.
- Work on the project must not have started or been completed without an approved application
- Projects must have an agreed to with an identifiable beginning and end date.
- Projects must be completed and accompanied by invoices
- Request must be within the project year
- All costs being claimed must be documented including all invoices and proof of payment

Approved Projects

- Emergency Ops Centre - Includes construction/renovation, mapping, communications, furnishings, displays screens, etc.
- Generators - A fixed generator used to power an EOC, Back-up EOC, shelter or municipally owned critical infrastructure.
- Public Alerting System - Includes an automated system designed to alert members of a community to the presence of a hazard through telephone, email, SMS or other electronic means.
- Specialized Training - Includes training that is directly related to Emergency Management but is not available locally.
- Telecommunications - Includes radios, telephones and satellite communications equipment.

The following list of items are not eligible for funding under the conditions of this option:

- 911 system/reverse 911 system
- Administration costs – including in-kind contribution; hospitality; miscellaneous and overhead
- Brochures and pamphlets or Training aids
- Cardiopulmonary training (CPR) or First aid training
- Cellular phone or Telephone access fee / monthly fees
- Construction / renovation for shower facilities for EOC
- Consultant fees
- Firefighter training and equipment
- Generator review / feasibility study
- Wages, In-house labour or Overtime
- Ongoing operations and management funding
- Purchase or lease of computer equipment
- Real estate cost or Rental cost for office space and furniture
- Routine maintenance cost
- Siren system
- Site survey cost
- Vehicles including police cars, fire trucks, ambulances, cranes, tank trucks and catering vehicles
- Warranties and licence fees

Application Process

Municipalities wishing to apply for financial assistance will submit the application to the Dufferin County Clerk's Office. The application will be presented to the Community Services Committee followed by County Council for consideration.

Option 2 – Use reserve for Emergency Response and Recovery

Under option two member municipalities could apply to County Council for financial assistance to help offset extraordinary expenses incurred while responding to or recovering from an emergency. Eligibility criteria and eligible expenses must be met with funds determined using an established funding formula. Funding would cover 50% of the eligible costs to a maximum of \$20,000. Approval would be required by County Council for each submission made.

Eligibility Criteria

- The municipality must have applied for assistance through the Ontario Disaster Relief Assistance Program and was denied.

- The municipality must have sustained unexpected expenses in response to a man-made, technological or natural hazard as identified in the Province of Ontario's Hazard Identification and Risk Assessment.
- The municipality's Emergency Control Group must have assembled to coordinate the response to and/or recovery from the emergency and provide administrative oversight.
- The cost of the response and/or recovery presents a financial hardship for the municipality.
- The municipality's insurance policy includes coverage for all reasonable perils.
- The costs included in the funding request cannot be recovered through the municipality's insurance program.
- Supporting documentation must be provided for all expenses included in the application.

Eligible Expenses for Option 2

Costs directly associated to the emergency including;

- Clean-up necessary to ensure public safety;
- Repair or replacement of municipal equipment damaged during the response or recovery efforts;
- Costs associated with debris removal to ensure public safety or clearing debris from a waterway, sewers, storm drains or water supply reservoirs;
- Emergency response costs including communications, damage assessments, rescue, transport, emergency health care, hazardous materials response, protection of municipal infrastructure;
- Costs incurred to protect potable water supplies, essential public lands and air quality;
- Rentals of equipment and material used during the response or recovery to protect public safety;
- Additional firefighting costs related to use of Mutual Aid Agreements;
- Costs associated with hiring temporary workers directly related to the response or recovery;
- Expenses incurred to provide transportation, temporary lodging and meals for contractors, staff, out-of-town responders or volunteers;
- Expenses related to emergency repairs to municipally owned critical infrastructure;

Application Process

Municipalities wishing to apply for financial assistance will submit the application to the Dufferin County Clerk's Office within 60 days of the letter of ineligibility or denial from ODRAP. The application will be presented to County Council for consideration within 60 days of receipt.

Option 3 – Use reserve for County Assets and Infrastructure related to Emergencies

This option allows the reserve to be used for County assets and infrastructure. Council would have the ability to utilize the reserve for all matters specific to County emergency management needs including preparation, response and recovery from an emergency.

Financial Impact:

Because any of these options could deplete the balance of the reserve and to ensure its sustainability, staff recommend increasing the annual contribution to the reserve by \$10,000 to a total of 30,000 per year.

Local Municipal Impact:

This reserve may provide an additional source of funding to member municipalities. None of the three options would preclude Council from using the reserve for other County initiatives and projects.

Recommendation:

THAT the report of the Director, Community Services dated February 26th, 2015 - Disaster Relief Reserve be received;

AND THAT Option _____ be approved;

AND THAT staff increase the contribution to the reserve to \$30,000 per year from the current \$20,000 effective 2016 should options 1 or 2 be selected.

AND THAT staff be directed to establish the application process consistent with the option chosen by Council.

Respectfully submitted

Keith Palmer
Director, Community Services.



REPORT TO COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE

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

From: Keith Palmer, Director of Community Services

Date: February 26th, 2015

Subject: **Investment in Affordable Housing (Extension) Program (IAH-E) Allocation and Recommendation**

PURPOSE:

The purpose of this report is to provide council with information on the IAH program and seek approval to deliver 4 components from the Investment in Affordable Housing program (IAH).

BACKGROUND & DISCUSSION:

The Investment in Affordable Housing program (IAH) will provide \$2.76 million in federal and provincial funding to address affordable housing over 6 years in the County of Dufferin. The IAH program will conclude in March 2020.

The IAH offers 5 program components to municipalities to deliver over the life of the program:

- Rental Housing component;
- Homeownership component;
- Rent Supplement component;
- Housing Allowance component; and
- Ontario Renovates component.

Municipal Service Managers must develop and submit a Program Delivery and Fiscal Plan (PDFP) that will outline how annual funding allocations will be used over the term of the program.

Service Managers may select which components they will deliver using their annual allocations. A Service Manager's planned commitments and projected take-up for selected program components must also be identified in their plan. Plans are Council-approved then submitted and approved by the ministry. The plan will confirm the municipalities' commitment to using their total notional funding allocation over the life of the program.

Municipalities are required to update their plans on a quarterly basis. Updates will include progress against annual funding allocation and planned commitments including targets announced by the Service Manager. There is no possibility of re-allocating funding between years (it is use it or lose it). If municipalities need to re-allocate their funds to another component they must request approval from the ministry. Funding that is not committed by December of a program year may be re-allocated to another municipality. Dufferin County is also able to apply a maximum of \$138,000 of the full ministry commitment as an administration subsidy. This amount will be used as such and spread over the term of the agreement and will be applied to social housing staffing costs.

Investment in Affordable Housing Components

Component # 1 - Rental Housing Component

The Rental Housing component offers funds for the creation of affordable rental housing units. Affordability is defined as having rents that are at or below 80% of CMHC Average Market Rent (AMR) at the time of occupancy. Projects approved under the Rental Housing component must remain affordable for a minimum period of 20 years, similar to the 13 units located in the 301 First Ave (Dynes Grey) apartment building.

Objective

- Increase the supply of rental housing for households on, or eligible to be on, social housing waiting lists; and ensure that safe, adequate and affordable rental housing is available to Ontario households.

Business Practice

Municipalities will select rental housing projects and submit a recommendation to the ministry for funding approval using the PDFP.

Funding for the Rental Housing component is provided as a forgivable capital loan that is available during the development and construction phase of the project. The IAH Rental Housing component will fund up to 75% of the total capital cost per unit or \$150,000 per unit, whichever is less. Total capital costs include land, financing, hard (construction) and soft costs.

Target Client Groups

The Rental Housing component aims to create affordable rental housing for households that are on, or eligible to be on, social housing waitlists. This includes, but is not limited to:

- seniors;
- persons with disabilities;
- recent immigrants;
- Aboriginal people;
- victims of family violence;
- working poor;
- singles and families; and
- Income Verification.

Dufferin County Rental Housing Component Recommendation

In order to be able to provide funds for affordable housing and still be able to provide funds for other program components; it is recommended that \$326,375 of the year two allocation be made available for Rental Housing. This amount will be used to create the last three units at the 301 First Ave apartment.

Rental Housing component for years 3, 4, 5 and 6 which combined equals approximately 1 million dollars should also be made available for the development of affordable housing units in 2017/18.

The County of Dufferin after an in-depth review of its current stock in 2017 could leverage these funds to create new social housing units including the possibility of replacing current stock.

Staff also recommend working with the local Habitat for Humanity and providing them with \$50,000 towards the creation of two Affordable Homes in 2016/17 (year three).

Component # 2 - Home Ownership

This program assists low-to-moderate-income renter households purchase affordable homes by providing down payment assistance in the form of a forgivable loan and has been run in Dufferin County in the past.

Objective

The program aims to:

- Ease the demand for rental housing by assisting renter households purchase affordable homes;
- Provide renter households with an opportunity to move to homeownership; and
- Encourage developers to build affordable housing by fostering demand.

Business Practice

- Total funding advanced by each municipality must not exceed 10% of the sum of purchase prices for all units acquired by eligible purchasers.
- The purchase price of a home must not exceed average resale price in municipality's area;
- Assistance is forgivable after 20 years (or more), which is the affordability period for the Homeownership component; and the County will maintain a dedicated account/revolving fund for at least a 20-year period with the option of phasing out after 15 years.

Eligibility Criteria

To be eligible for down payment assistance, prospective purchasers must:

- Be a renter household buying a sole and principal residence;
- Meet any criteria as established and communicated by the municipal service manager;
- Homes must be modest in size, relative to community norms, in terms of floor area and amenities, as determined by the province and/or municipality.

Target Client Groups

The program is aimed at low to moderate income households, first-time home buyers, new immigrants, single parent households, households with dependent(s), and recent graduates.

Dufferin County Home Ownership Component Recommendation

The County of Dufferin operates a very successful Home Ownership program. To date the County has provided more than 50 Home Ownership Loans. This funding will allow the program to continue. It is recommended that \$150,000 be allocated for year 2 to 5 and then \$132,755 for the final year when the IAH funding level decreases. This would mean \$732,755 of the total allocation would go to the Home Ownership component.

Component # 3 - Rent Supplement

Rent Supplement is a subsidy paid to the landlord on behalf of a household in need of rental assistance. It is meant to help bridge the difference between the rent that a household can afford to pay and the actual market rent of a modest unit.

Objective

The Rent Supplement Component has been designed to help address affordability issues of households in modest rental units across the province. Municipal service managers can choose to deliver the component for 4 years, or extend it for up to 10 years, but no later than 31 March 2023.

This program will no longer be provided in Dufferin County. Instead the Housing Allowance program in collaboration with the Ministry of Finance will be made available.

Component # 4 - Housing Allowance (Shared Delivery Stream)

This program makes payments on a monthly basis directly to client households to help offset rental costs.

Objective

It is designed to help address affordability issues of renter households.

Business Practice

Municipalities must determine benefit amounts to be paid to households. Ministry of Finance (MOF) administers the Shared Delivery stream on behalf of Service Managers, and pays eligible households directly. Payment Periods run from July to June. No funds are transferred to Service Managers. Rather, the Ministry holds back funds from their IAH (2014 Extension) allocation as per the PDFP, Housing Allowance Shared Delivery stream, for use by MOF to pay clients.

Municipalities must conduct annual/or more frequent income testing of households to ensure continued eligibility for the IAH Housing Allowance, but may exempt specific types of households (e.g., seniors with fixed incomes). Municipalities are responsible for establishing the necessary rules, forms and procedures.

Eligibility Criteria

To be eligible for Operating component funding, households must be on, or be eligible to be on, social housing waiting lists and have household incomes that do not exceed the applicable Household Income Limits (HILs) in the annually amended Ontario Regulation 370/11 under the Housing Services Act, 2011.

Only self-contained units, that is, units with their own kitchen and bathroom facilities, are eligible for funding.

Dufferin County Housing Allowance Recommendation

It is recommended that \$136,800 be allocated to this component over the 5 years which would allow 15 agreements to run each year at \$190 per month. (MOF Year commences in July. Year 2 will fund for 9 months and year 5 will fund 3 months.)

Component # 5 - Ontario Renovates

Ontario Renovates is designed to allow municipal service managers throughout Ontario the flexibility to target renovation and rehabilitation projects to address local needs.

The Ontario Renovates component consists of two sub-components:

a) Home Repair to assist low to moderate income home owner households:

- Repair their home to bring to acceptable standards while improving the energy-efficiency of the unit; and
- Increase accessibility of their unit through modifications and adaptations.

b) Multi-Unit Rehabilitation to assist:

- Landlords of eligible affordable rental projects to rehabilitate units that require essential repairs and/or modify units to increase accessibility;
- Low to moderate income home owners to create a new affordable rental unit in an existing single family home; and
- Existing shelters repair, rehabilitate and improve units that assist victims of family violence.

Objective

- To improve the living conditions of households in need through financial assistance to repair deficiencies in affordable ownership and rental properties;
- To foster independent living of seniors and persons with disabilities by providing financial assistance to support modifications and renovations to increase accessibility of affordable rental and ownership properties;
- To increase the supply of affordable rental housing by providing assistance to create secondary suites in existing single family homes; and
- To respect the environment and to realize savings that will improve housing affordability over the long term through the use of energy-savings products or systems.

Eligibility Criteria

Eligible repairs for Ontario Renovates may include the following activities:

- Major repairs and rehabilitation required to make a house safe while improving energy efficiency;
- Remediation for an overcrowded dwelling through the addition of habitable living space;
- Modifications to increase accessibility related to housing and reasonably related to the occupant's disability; and
- Creation of self-contained secondary suites for affordable rental purposes and garden suites for seniors and/or persons with disabilities.

Target Client Groups

Target client groups for Ontario Renovates include, but are not limited to:

- seniors;
- persons with disabilities;
- victims of family violence;
- Aboriginal people living off-reserve;

- low to moderate income singles and families; and
- residents of remote communities.

Dufferin County Ontario Renovates Component Recommendation

It is recommended \$100,000 over the term of the program be applied; \$20,000 per year which would allow for four grants per year at a maximum of \$5,000 per request. This program was recently offered with minimal uptake. With a higher amount being made available to residents staff anticipate greater uptake. If the program uptake is not high, funds can be moved to the other Capital stream, i.e. Homeownership.

Financial Impact:

The financial impact to Dufferin County in years 2, 3, and 6 for the IAH extension is nil. There is no matching requirement for the IAH program. Year 1 rental housing funds were previously approved by Council to be applied to 3 of the existing 301 First Ave apartments as an extension to the original program. That initiative is been completed. That increased the total IAH subsidised units in that building to 13 from its original 10.

The County will bear costs where IAH funds are recommended for the Rental Housing Component. In discussions with the Director of Facilities it is estimated that costs to create the final three rental units at the Dynes Grey apartment (**year 2**) will not preclude \$430,000 (including contingency) with the County having to bear 25% of the total cost or \$108,000. In discussions with the treasury department staff recommend the \$108,000 be taken from the Public Housing Social Housing Reserves Fund and used as the required municipal contribution to finance the final three units in Dynes Grey. This will complete all renovations in that building. This will bring the total units in that building to 27 of which 16 will be IAH funded.

Funds allocated to future rental housing would also have the County responsible for 25% of total costs. The decision to use IAH funds for new construction can be reviewed at a later date but captured in the budget for 2018 are cost associated with new social housing development. It would be anticipated that 1 million dollars of these IAH funds would be applied to those costs.

It must be noted that all recommended components mentioned in this report will be reviewed by the Ministry. Should the ministry choose not to approve a component; staff will alter its PDFP and make further recommendations to council and to the ministry. The table below will summarize the planned allocation of IAH funds in the County:

| Program Component | Year 1 2014/2015 | Year 2 2015/2016 | Year 3 2016/2017 | Year 4 2017/2018 | Year 5 2018/2019 | Year 6 2019/2020 | Total |
|-----------------------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|------------------|
| Rental Housing | 276,165 | 326,375 | 50,000 | 0 | 1,000,000 | 0 | 1,652,540 |
| Homeownership | 0 | 150,000 | 150,000 | 150,000 | 150,000 | 132,755 | 732,755 |
| Rent Supplement | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Housing Allowance | 0 | 25,650 | 34,200 | 34,200 | 34,200 | 8,550 | 136,800 |
| Ontario Renovates | 0 | 20,000 | 20,000 | 20,000 | 20,000 | 20,000 | 100,000 |
| SM Administration | 14,535 | 27,625 | 27,610 | 27,590 | 27,525 | 13,120 | 138,005 |
| TOTAL | 290,700 | 549,650 | 281,810 | 231,790 | 1,231,725 | 174,425 | 2,760,100 |
| MMAH Allocation | 290,700 | 552,500 | 552,200 | 551,800 | 550,500 | 262,400 | 2,760,100 |
| To be transferred to different year(s) | 0 | 2,850 | 270,390 | 320,010 | -681,225 | 87,975 | 0 |

Local Municipal Impact:

The continuation of IAH will mean continued flexibility of housing service in Dufferin County. It will mean an enhancement to housing programs and make available financial supports to residents who require assistance to address housings needs. IAH funds will also provide a subsidy for the creation of social housing in Dufferin County. As the housing purchase prices and rental cost increase, utilizing IAH funds as recommend above will assist families with different needs as they experience the realities of the social housing continuum.

Recommendation:

THAT the report of the Director, Community Services, Investment in Affordable Housing (Extension) Program (IAH-E) Allocation and Recommendation, dated February 26th 2015 be received;

AND THAT the recommendations to deliver the components of the IAH program as listed be approved;

AND THAT the County share of \$108,000 for the construction of the final 3 units at 301 First Ave in Shelburne be funded from the Public Housing Capital Reserve Fund.

AND THAT the submission of the Program Delivery and Fiscal Plan (PDFP) to the Ministry of Municipal Affairs and Housing be forwarded to MMAH as recommended.

Respectfully submitted

Keith Palmer
Director, Community Services.



REPORT TO COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE

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

From: Keith Palmer, Director of Community Services

Date: February 26th, 2015

Subject: **Mental Health Service in Dufferin County**

PURPOSE:

The purpose of this report is to provide council with information about some of the mental health services provided to the residents of Dufferin County.

BACKGROUND & DISCUSSION:

Mental health plays an important part in our overall good health. It can be negatively impacted by factors such as poverty, the death of a loved one, or unemployment. Mental illness refers to a medical diagnosis that results in some level of psychological distress that can result in a change in mood, behaviour or cognitive function. One in five Canadians will deal with a mental health concern during the course of their life. According to the Canadian Mental Health Association Ontario's website and within their paper titled "Looking Back: Reflections on Community Mental Health in Ontario", they state the following:

"Mental health policy in Ontario has moved from an emphasis on institutionalization of people with mental illness to a system that depends on effective and accessible services delivered in the community. This redirection in policy is frequently referred to as mental health reform. Many reports concerning mental health reform have been published in Ontario in the last 30 years. All reports have strongly endorsed the principle of moving mental health care from psychiatric hospitals into the community, where people with mental illness can receive the services they need when they need them."

With this in mind this report will provide council with information on some of the services located in Dufferin County who are providing community mental health interventions. Although individuals with mental health issues can be found in every community, Dufferin County has a limited number of mental health service providers locally. After canvassing the community regarding "in patient" mental health facilities, staff have

determined that these types of facilities are not located in Dufferin County. The more “outpatient” or community based services do exist in Dufferin County but are few.

Although Dufferin County Community Services and Dufferin County Community Support Services does not have a mandate to provide mental health services, referrals and “warm transfers” are made on behalf of clients to service providers inside and outside of Dufferin County when required. The following list and brief description of services will enlighten Council on the services currently being provided. It must be stated that there may be other mental health providers locally but collected in this report are those who are better known to community services. This report does not include private mental health practitioners in Dufferin County.

1. On April 1, 2014 a new system was created by the Canadian Mental Health Association Waterloo-Wellington-Dufferin Division to streamline access to vital addictions, mental health and crisis supports. They developed a single gateway into the entire addictions, mental health and crisis sector across this region for programs that are housed in Waterloo, Wellington or Dufferin. The system is called HERE24/7 and Service Coordinators receive calls on a 24/7 access line. These coordinators conduct assessments with the caller before directing them to the most beneficial service provider for their need.
2. The Dufferin Area Family Health Team offers several programs and groups to patients of which mental health care is one of them. The DAFHT’s mental health therapists supports patients to identify goals and take actions to enhance their coping, increase problem-solving skills and improve daily functioning. Assistance with referral to community or regional resources, when appropriate, is also provided. Therapy groups, such as Cognitive Behavioral Therapy, as well as other support groups or workshops, are offered throughout the year for patients who are interested and would benefit from a group experience. This service is funded by the Ministry of Health and Long-Term Care and is provided at no cost. The service is provided to individuals who are aged 16 or older, who are dealing with various life issues and are rostered patients of the DAFHT. Patients with mild to moderate mental health concerns are referred to the DAFHT mental health team by the physician, nurse practitioner or physician assistant. The physician continues to support patients throughout the course of counselling, or group involvement.
3. Canadian Mental Health Association (CMHA) Waterloo Wellington Dufferin provide a broad range of mental health services for children, adolescents, adults, and seniors in Wellington County, and for adults and seniors in Dufferin County. Programs are designed to support those people that have more significant or complex needs. Services include mobile and site-based crisis assessment and intervention, psychiatric assessment and treatment, outreach and case management, individual and group therapy, consultation to primary care and community providers, seniors assessment and support regarding mental health and cognitive decline, and family support and education. Dufferin residents who are eligible may also access regional programs for Eating Disorders and Early Psychosis programs. CMHA WWD also houses the Seniors at Risk System

Coordinator (a partnership with Dufferin County), who provides information and facilitation of services for vulnerable seniors in Dufferin County.

4. Family Transition Place provides counselling and support to people who are struggling with unhealthy relationships and the resulting impact on their mental health. Their services included a 24 Crisis/Support line, individual and group counselling for women (16yrs and older) who have experienced abuse at some time in their life and individual counselling for men (16yrs and older) who have experienced sexual assault or abuse. In addition FTP are starting up a new program for women that have a serious and persistent mental illness and are homeless, at imminent risk of homelessness or are precariously housed. In addition to their Orangeville location they have satellite offices in Shelburne and Bolton to better service clients across their catchment area.
5. Supportive Housing in Peel-Dufferin (SHIP) provides supportive housing and mental and physical health services to those in need. SHIP supports a recovery-based model that succeeds when clients are valued and provided with high quality housing and health services. SHIP is accountable to their funders, their community partners and, most importantly, to their clients. Short term Outreach services (INSTED program) is offered in partnership with Headwaters Health Care for people with mental health concerns that are not actively receiving supports by other community providers. SHIP is also expanding their supports with new Support Coordination services being started in 2015.
6. Community Torchlight offer free, telephone-based listening, support, referral, seniors reassurance call-out and crisis assistance (24 hours a day, 7 days a week) by trained staff and volunteers. All calls are confidential. Unless requesting emergency services, individuals do not need to identify themselves or give any information which might identify their location. Individuals can call if they are experiencing mental health challenges are suicide crisis, or if a concerned family member, friend or professional support worker
7. Dufferin Child and Family Services is a multi-service agency providing children's mental health, child protection and developmental support services. The Children's Mental Health Service provides counseling and support services to Dufferin children and youth under the age of 18 and their families. Services are provided free of charge.
8. Although not in Dufferin County the Homewood Health Centre located in Guelph provides Assertive Community Treatment Teams (ACTT) for individuals with complex and persistent mental illness. Headwaters and Brampton Civic Hospital have worked together and individuals that present at Headwaters and are placed on a Form 1 under the Mental Health Act may be transferred to Brampton provided there is availability. It is possible that Headwaters can transfer and individual to the next closest schedule 1 hospital. Headwaters Health Care Centre, while not providing any inpatient mental health programs, does have a crisis worker in the Emergency Dept. Monday to Friday from 8:30 to 4:30. They

also have a Geriatric Emergency Nurse who specializes in the needs of seniors and can provide assessment and support in regard to Seniors mental health and cognitive issues. After hours crisis supports are provided to Headwaters by Here 24/7 on an as needed basis.

Other neighboring municipalities like the Region of Peel, York Region, Simcoe County, and Grey County offer more local mental health services than that found in Dufferin County.

According to the provincial government's Comprehensive Mental Health and Addictions Strategy paper "*Open Minds, Healthy Minds*" - 2011, the province states its long-term, comprehensive strategy reinforces their efforts on *The Poverty Reduction Strategy*, *Early Learning Strategy* and the *Long-Term Affordable Housing Strategy* with four guiding goals:

1. Improve mental health and well-being for all Ontarians;
2. Create healthy, resilient, inclusive communities;
3. Identify mental health and addictions problems early and intervene;
4. Provide timely, high quality, integrated, person-directed health and other human services.

Open Minds, Healthy Minds takes a long-term view to this transformation. The provinces first three years started with children and youth.

Their focus was on early intervention and support to protect children from the many associated costs of mental illness and addictions and help steer them on the road to safe, healthy, and happy futures. The province stated they would:

- Provide children, youth and families with fast access to high quality services;
- Identify and intervene in child and youth mental health and addictions issues early;
- Close critical service gaps for vulnerable children and youth, children and youth at key transition points, and those in remote communities.

The province stated they would create an Ontario where all people have the opportunity to thrive, enjoying good mental health and well-being throughout their lifetime – an Ontario where people with mental illness or addictions can recover and participate in welcoming, supportive communities.

As the province continues to transform and strategies around mental health issues and after delving into services locally, Dufferin County could benefit from more mental health services that may better address individuals in its rural and urban communities.

Financial Impact:

None

Local Municipal Impact:

None

Recommendation:

THAT the report of the Director, Community Services dated February 26th, 2015 – Mental Health Service in Dufferin County be received.

Respectfully submitted

Keith Palmer
Director, Community Services.



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS

To: Chair White and Members of Community Services Dufferin Oaks Committee

From: Pam Hillock, Director of Corporate Services/Clerk

Meeting Date: February 25, 2015

Subject: **Appointment of Public Members to Accessibility Advisory Committee**

Purpose

The purpose of this report is to provide information to the Committee regarding the appointment of public members to the Accessibility Advisory Committee.

Background & Discussion

The government enacted the Accessibility for Ontarians with Disabilities Act (AODA) in 2005, which set out a clear goal and timeframe to make Ontario accessible by 2025. The Act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life. Section 29 of the Act states that every municipality with a population over 10,000 shall establish an Accessibility Advisory Committee with a majority of the members being persons with a disability.

As outlined in By-law 2008-15, the Committee By-law, the term for all public members shall be concurrent with the term of the council that appointed them or until their successors are appointed.

Advertisements were placed in the local newspapers during January and February and several applications were received. Ten applications were received for the Accessibility Advisory Committee, of which five have noted they have a disability. A summary of the applicants, along with their resumes have been circulated to the Committee in confidence.

Financial Impact

The financial impact of the current complement of public members equates to approximately \$5,000.00 per year taking into account the \$100.00 remuneration per

member per meeting and the re-imbusement for expenses such as mileage. Awareness activities are also included in the draft 2015 budget.

Recommendation

For consideration of Committee.

Respectfully Submitted,

Pam Hillock
County Clerk/Director of Corporate Services

Prepared by: Michelle Dunne, Deputy Clerk



REPORT TO Community Services Committee

To: Chair Darren White and Members of the Committee
From: Darrell Keenie, General Manager, DCMA & County Forest
Meeting Date: February 26, 2015
Subject: **Dufferin County Forest**

Purpose

The purpose of this report is to layout the basic elements of a high level process by which the Dufferin County Forest operation and properties are to be reviewed and discussed, including consideration for public consultation and engagement.

Background & Discussion

At the February 12th meeting County Council endorsed the Community Services Committee recommendation to pursue a “first principles” review of the Dufferin County Forest operation. (Option A in the January 27, 2015 staff report to the CS Committee.) The following sections outline the suggested and basic components of the process from this point:

Establish Ad hoc Committee

It is suggested that the ad hoc committee moving this process forward be comprised of three (3) Councillors and five (5) public members. The ad hoc committee would report to the Community Services Committee by way of providing information and recommendations. The public seats on the ad hoc committee would be advertised and interested members of the public would make application to the County. In seeking public interest to participate on the committee, the County would request applicants to describe their relevant experience and qualifications which could include, for example, experience in public forest operations, forest/resource management, and environmental planning and management.

Committee Priorities

The ad hoc committee’s priority initially would be to consider the County’s forest operation at a high level, which may include discussion of:

- the requirement to manage forest lands at the County level, including the need and reasons for its existence, and applicable legislation,
- the County Forest lands’ connectivity to the overall community and forest cover in Dufferin,

- the role of the forest and the County of Dufferin in relation to regional conservation and environmental protection organizations,
- opportunities for the ultimate purpose and use of the County Forest lands, including potential future uses,
- the goal and objectives of the Dufferin County Forest to date, which directly relate to the environmental, economic and social sustainability of the forest properties.

Once an initial period of high level discussion has taken place, and as required, the ad hoc committee may elect to seek additional data/information, and public and agency consultation. This first phase of work will culminate with a summary of the findings and recommendations to the Community Services Committee/Council on how to proceed with developing the details of the Forest Plan.

Information Collection & Review

The significant amount of information that has been collected to date as part of the management plan development process - including by way of public input and surveys, stakeholder/agency submissions, and forest inventory – would be brought forward for the review and consideration of the ad hoc committee early in this process. As discussions take place and the process moves forward, any requirement for additional information would be identified and directed by the ad hoc committee, which could include providing direction to staff to gather, requesting information from stakeholders/agencies, and recommending engaging a consultant. As noted in staff's previous report of January 27, 2015, examples of additional information that may be required by the ad hoc committee include background information on the best practices of other municipal forests, and historical information on condition, health and use of the Dufferin County forest compared to other forest properties.

Public Consultation & Engagement

There is a need to formally and meaningfully engage the public in this process. This includes:

- A review and consideration of the information and comment brought forward by the public and stakeholders through the surveys, public and advisory team meetings, and open houses that have taken place to date.
- The direct participation of the public on the ad hoc committee to be established.
- Broader public engagement through various formats such as stakeholder meetings (including local municipalities, user groups, other public agencies), public open house meetings, and on-line commenting options. The structure and scope of this additional public involvement will be determined by the ad hoc committee as the process unfolds.

Local Municipal Impact

None at this time.

Financial, Staffing, Legal or IT Considerations

None at this time. Costs relating to engaging consultants may be necessary as the process moves forward. It is anticipated that funds from the Forest Reserve could be used for these expenses.

Recommendation

THAT the report of the General Manager dated February 26, 2015 re: Dufferin County Forest be received;

THAT an ad hoc committee to review the County Forest operation and properties be established consisting of three Councillors and five public members;

THAT the following Councillors be appointed to sit on the ad hoc committee:
_____;

AND THAT advertisements be placed seeking five public members to sit on the ad hoc committee.

Respectfully submitted,

Darrell Keenie
General Manager
Attachments:

From: [Don](#)
To: [Pam Hillock](#)
Cc: [Lewis Baker](#); [Elaine Capes](#); [Arnold de Graaff](#); [Rita Reitsma](#); [Bob Mitchell](#); [Cathy Noonan](#); [Ernie And Joanne Rovet](#); [David and Cheri Warren](#)
Subject: Forestry Committee
Date: Monday, January 12, 2015 12:56:15 PM

Good Morning:

I am writing to you on behalf of the Board of the Mono Mulmur Citizens' Coalition. I know you have been approached by Lewis Baker, a member of our Board, who was requesting information about the future of the committee dealing with the County Forests, and in particular regarding the introduction of motorized vehicles onto the Forest trails. Mr. Baker informed me that we should forward our requests regarding Council Committees to you and said that you would deal with these requests when you received them.

We were reassured when the County Council decided late last year to suspend the hearings and recommendations of the committee that was considering the 20 Year Plan for the forests. Our understanding is that a new committee will be constituted under the auspices of the new Council. It is our hope that the new committee will be able to reassess the situation regarding the forests.

As the new Committee is established we would like to see the following steps taken.

First, we feel strongly that all members of all Council Committees should be residents of Dufferin County. Clearly, any group of non-residents should be able to present proposals and ideas to the Committees, but decision making should be left in the hands of those impacted, people who live in the County.

That said, our second position is that we value the presence of interested citizens on the Council Committees. Our County is the home of many knowledgeable and engaged citizens who have a great deal to contribute. We believe that Council should work in every way possible to encourage citizens to be involved. Council Committees have over the years been a strong vehicle for citizen participation and for the valuable contribution of interested and well informed residents. We may not always agree with the direction taken by committees, but we value their input and the energy the their citizen members put into the deliberations and recommendations of the committees.

Our third point is that as the Council reviews proposal and strategies, the general approach should be to look at the future within a maximum timeframe of five years. The mandate of the Committee looking at the County a Forests was to prepare a twenty year plan. In the fast changing environment that we all operate in, the principle of regular five year reviews, with the chance to update and modify plans as needed, is a good practice that should be followed for all committee reviews and mandates. Twenty years is much too long between reviews and most plans of Council are regularly reviewed on a much shorter time schedule. We recommend focus on a five year palm, at most.

Finally, we will be watching for the announcement requesting interested citizens of Dufferin County to volunteer for committee membership. For the moment , to be sure that we don't miss out on the nomination process, we would like to put two names in front of Council for a couple of key committees. We have noted that the new County Council is making some changes to the committee structure, and request your help in ensuring these names a put forward for the right committees and within the correct nomination procedures.

We are nominating Lewis Baker for membership on the committee reviewing the County Forest Plan and Mr. Ed Kroeker for membership on the County Public Works Committee. I realize that there may be a formal application process for committee positions, and that the application may need to be put forward by the person being nominated. Please let me know if that is the case and I will contact Mr. Baker and Mr. Kroeker. I would appreciate if you would keep me informed of the formal actions that need to be taken as well as the schedules and deadlines that apply.

Given that this note not only covers specific nominations, but also some general views on committee structure and rules, I would also request that you forward it to all members of Council and Staff who will be working on the decisions about the committee membership, structure and rules.

Thanks for the help.

Don MacFarlane
President, Mono Mulum Citizens' Coalition