



## COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA

Tuesday, October 27, 2015 – 7:00 p.m.  
55 Zina Street, Orangeville – Sutton Room (2<sup>nd</sup> Floor)

---

Declarations of Pecuniary Interests

### **PUBLIC QUESTION PERIOD**

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

### **BUDGETS**

1. COMMUNITY SERVICES/DUFFERIN OAKS –October 27, 2015 – ITEM #1  
Draft 2016 – Budget Discussion

Review and discussion of the Draft 2016 Operating and Capital Budget for Community Services, Dufferin Oaks , Dufferin County Museum & Archives and County Forest. The budget package is available by clicking on the following link:

<http://www.dufferincounty.ca/files/content-pdf/2016-draft-budget-package.pdf>

### **COUNTY FOREST**

2. COMMUNITY SERVICES/DUFFERIN OAKS –October 27, 2015 – ITEM #2  
Forest Operation Review Committee – September 29, 2015

Minutes from the Forest Operation Review Committee meeting held on September 29, 2015.

***Recommendation:***

***THAT the minutes of the Forest Operation Review Committee meeting held on September 29, 2015 be received and the following recommendation be adopted:***

**THAT the report of the General Manager dated September 29, 2015 re: Purpose and Benefits of the Dufferin County Forest be received;**

**AND THAT the FORC confirms that the County Forest is a valuable municipal resource which should be actively managed;**

**AND THAT the previous Draft Forest Management Plan circulated to Council in December 2014, be reviewed and revised using the public feedback already received;**

**AND THAT regular updates and reports be provided to the Community Services/Dufferin Oaks/Museum Committee and Council.**

### **DUFFERIN OAKS**

- 3. COMMUNITY SERVICES/DUFFERIN OAKS – October 27, 2015 - ITEM #2  
Long Term Care Home Accountability Planning Submission**

A report from the Administrator dated October 27, 2015 to get approval for the Long Term Care Home Accountability Planning Submission for Dufferin Oaks.

***Recommendation:***

***THAT the report of the Administrator of Dufferin Oaks dated October 27, 2015 regarding the Long Term Care Accountability Planning Submission be received;***

***AND THAT the Dufferin Oaks Long Term Care Accountability Planning Submission required for submission to the Central West LHIN be approved.***

### **COMMUNITY SERVICES**

- 4. COMMUNITY SERVICES/DUFFERIN OAKS – October 27, 2015 - ITEM #4  
Provincial Disaster Relief Funding**

A report from the Director of Community Services dated October 27, 2015 to advise Council of the changes to the Ontario Disaster Relief Assistance Program (ODRAP).

***Recommendation:***

***THAT the report of the Director, Community Services dated October 27th, 2015 – Provincial Disaster Relief Funding be received.***

5. COMMUNITY SERVICES/DUFFERIN OAKS – October 27, 2015 - ITEM #5  
Food for Thought Grant (FFTG)

A report from the Director of Community Services dated October 27, 2015 with respect to the implementation of the new Food for Thought Grant.

***Recommendation:***

***THAT the report of the Director, Community Services titled New Food For Thought Grant (FFTG) be received;***

***AND THAT, Council approve the new Food For Thought Grant / Application process;***

***AND THAT, this new process commence allocation of available funds effective January 2016.***

6. COMMUNITY SERVICES/DUFFERIN OAKS – October 27, 2015 - ITEM #6  
SMARTsaver – Canadian Learning Bond Initiative

A report from the Director of Community Services dated October 27, 2015 with respect to the SMARTsaver program (a Canadian Learning Bond initiative).

***Recommendation:***

***THAT the report of the Director, Community Services titled SMARTsaver – Canadian Learning Bond Initiative be received;***

***AND THAT, Council endorse the ongoing marketing of the SMARTsaver program locally.***

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



## FOREST OPERATION REVIEW COMMITTEE MEETING NOTES

Tuesday, September 29, 2015, 7:00 p.m.  
55 Zina Street, Orangeville

The Committee met at 55 Zina Street, Orangeville at 7.00 p.m.

**Members Present:** Councillor Laura Ryan (Chair)  
Councillor Heather Hayes  
Al Buck (Public member)  
Colleen Mitchell (Public member)  
John Riley (Public member)  
Johnny Yeaman (Public member)

**Members Absent:** Councillor Geoff Dunlop (prior notice)  
Anne-Marie Roussy (Public member)

**Staff Present:** Pam Hillock, Director of Corporate Services/Clerk  
Darrell Keenie, DCMA General Manager  
Caroline Mach, County Forest Manager  
Michelle Dunne, Deputy Clerk

Chair Ryan called the meeting to order at 7.00 p.m.

Declarations of Pecuniary Interest by Members (None)

### **DELEGATION**

1. FOREST OPERATION REVIEW COMMITTEE – September 29, 2015 – ITEM #1  
Orland Conservation

Mr. Robert Orland, Orland Conservation made a presentation to the Committee regarding long term natural heritage land conservation and environmental project services. He discussed the following municipal models of land securement:

- Ecological Gift Program
- Donation of Land
- Conservation Severance
- Bequest
- Life Interest (Lease Back)
- Conservation Easement Agreement
- Split Receipt

Mr. Orland gave an overview of York Region, Peel Region, Waterloo Region Land Securement Programs, the City of Hamilton Natural Areas Acquisition Strategy and Halton Region Greenlands Securement Strategy.

## **REPORTS**

### **2. FOREST OPERATION REVIEW COMMITTEE – September 29, 2015 – ITEM #2 Purpose and Benefits of the County Forest**

A report from the General Manager dated September 29, 2015 to provide information on the purpose and benefits of the Dufferin County Forest.

The Committee asked staff to outline Next Steps as follows :

#### **Next Steps – change to the following wording:**

Based on agreement among FORC members as to the purpose and benefits of the County Forest, and the answers to the high level questions mentioned, next steps would be:

- A three phase approach
  - Seek Committee and Council endorsement of FORC's high level review of the purpose and benefits of the Dufferin County Forest (October 27 Community Services Committee; November 12 Council)
  - The FORC will review a revised draft forest management plan which will be provided to Committee/Council for approval (November 24 Community Services Committee; December 10 Council). The revised draft forest management plan will take into account comments received during the 2013-2014 public process. (Noting that there were very few comments received related to the management plan, the vast majority related to the draft recreation policy and the OFTR (off-road motorcycles) proposal for access to the County Forest.)
  - The FORC will develop a County Forest Recreational Use Policy on which work will begin in early 2016, assuming the draft forest management plan is approved in December, 2015. Council direction will be sought regarding possible public consultation as part of this phase.

#### **Moved by Al Buck, seconded by Councillor Hayes**

**THAT the report of the General Manager dated September 29, 2015 re:  
Purpose and Benefits of the Dufferin County Forest be received;**

**AND THAT the FORC confirms that the County Forest is a valuable municipal resource which should be actively managed;**

**AND THAT the previous Draft Forest Management Plan circulated to Council**

**in December 2014, be reviewed and revised using the public feedback already received;**

**AND THAT regular updates and reports be provided to the Community Services/Dufferin Oaks/Museum Committee and Council.**

**-Carried-**

**ADJOURNMENT**

The meeting adjourned at 8:30 p.m.

Next Meeting:           To be determined  
                              55 Zina Street, Orangeville – Sutton Room

Respectfully Submitted,

.....  
Councillor Laura Ryan, Chair  
Forest Operation Review Committee.



## REPORT TO COMMITTEE

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

**From:** Valerie Quarrie, Administrator

**Date:** October 27, 2015

**Subject:** **Long Term Care Home Accountability Planning Submission (LAPS) for Dufferin Oaks**

---

### **In Support of Strategic Plan Priorities and Objectives:**

Good Governance: 3.3 Improve policies, practices and procedures.

### **Purpose:**

The purpose of this report is to approve the Long Term Care Home Accountability Planning Submission to the Central West LHIN (Local Health Integrated Network) for Dufferin Oaks.

### **Background and Discussion:**

As a requirement of the Local Health System Integration Act, 2006, each health service provider funded by the LHIN must enter into a service accountability agreement with the LHIN in order to receive funding. The current Long Term Care Home Service Accountability Agreement (L-SAA) for Dufferin Oaks will be expiring on March 31, 2016. The upcoming accountability agreement will cover the period of April 1, 2016, to March 31 2019. As a pre-requisite to the Long Term Care Service Accountability Agreement, each long-term care home is required to submit a planning document known as the Long Term Care Accountability Planning Submission (LAPS). The LAPS document details:

- a description of the home and services and
- a service plan narrative.

The Dufferin Oaks LAPS is attached and the LHIN requires that the LAPS document receive Council approval.

---

**Financial, Staffing, Legal, and IT Considerations:**

None at this time. Financial or staffing implications may come forward with the upcoming L-SAA to which this document is the pre-cursor.

**Strategic Direction and County of Dufferin Principles**

The approval of this accountability planning submission ensures compliance with ministry requirements and adheres to the County of Dufferin Principles:

1. We Manage Change – by meeting regulatory requirements as they occur.
2. We Deliver Quality Service – by complying with LHIN requirements to continue to deliver quality, cost-effective services in the community.
3. We Communicate – by providing an update of changes to the L-SAA.
4. We Make Good Decisions – by completing this certification ensures funding from the LHIN.

**Recommendation:**

**THAT** the report of the Administrator of Dufferin Oaks dated October 27, 2015 regarding the Long Term Care Accountability Planning Submission be received;

**AND THAT** the Dufferin Oaks Long Term Care Accountability Planning Submission required for submission to the Central West LHIN be approved.

Respectfully submitted,

Valerie Quarrie  
Administrator



## 2016-2019 Description of Home and Services

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

### A.1 General Information

|   |   |                 |         |
|---|---|-----------------|---------|
| LTCH Legal Name / Licencee  | Corporation of the County Of Dufferin – Dufferin Oaks |                 |         |
| LTCH Common Name  | Dufferin Oaks   |                 |         |
| LTCH Facility ID Number LTCH Facility (master number for RAI MDS) | H11048  |                 |         |
| Address   | 151 Centre St.  |                 |         |
| City  | Shelburne   | Postal Code     | L9V 3R7 |
| Geography served (catchment area)                                 | Dufferin County                                       |                 |         |
| Accreditation organization  | CARF  |                 |         |
| Date of Last Accreditation  | Planned prior to March 31, 2017                       | Year(s) Awarded |         |

### A.2 Licensed or Approved Beds & Classification / Bed Type

| Bed Types                        | Total # of Beds |   |   |   |     | Term of Licence | Comments/Additional Information |
|----------------------------------|-----------------|---|---|---|-----|-----------------|---------------------------------|
|                                  | A               | B | C | D | New |                 |                                 |
| Regular Long Stay Beds           | 160             |   |   |   |     |                 |                                 |
| Convalescent Care Beds           |                 |   |   |   |     |                 |                                 |
| Respite Beds                     |                 |   |   |   |     |                 |                                 |
| Beds in Abeyance                 |                 |   |   |   |     |                 |                                 |
| ELDCAP Beds                      |                 |   |   |   |     |                 |                                 |
| Interim Beds                     |                 |   |   |   |     |                 |                                 |
| Veterans' Priority Access beds   |                 |   |   |   |     |                 |                                 |
| Other beds *                     |                 |   |   |   |     |                 |                                 |
| <b>Sub Total # all Bed Types</b> | 160             |   |   |   |     |                 |                                 |
| <b>Total # all Bed Types</b>     | 160             |   |   |   |     |                 |                                 |

\*Other beds available under a Temporary Emergency Licence or Short-Term Authorization

## 2016-2019 Description of Home and Services

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

### A.3 Structural Information

**Type of Room** (*this refers to structural layout rather than what is charged in accommodations*)

|                             |    |                             |    |                  |   |
|-----------------------------|----|-----------------------------|----|------------------|---|
| Number of rooms with 1 bed  | 80 | Number of rooms with 2 beds | 40 | Number of Floors | 3 |
| Number of rooms with 3 beds | 0  | Number of rooms with 4 beds | 0  | Total # Rooms    |   |

Original Construction Date (Year)      2000-2002

Renovations: Please list year and details (unit/resident home area, design standards, # beds, reason for renovating)

- 1)
- 2)
- 3)
- 4)

### Number of Units/Resident Home Areas and Beds

| <i>Unit/Resident Home Area</i> | <i>Number of Beds</i> |
|--------------------------------|-----------------------|
| Shelburne/Orangeville          | 32                    |
| East Luther/Grand Valley       | 32                    |
| Mono/Mulmur                    | 32                    |
| Dufferin County/Amaranth       | 32                    |
| Melancthon/East Garafraxa      | 32                    |

### A.4 Additional Services Provided

|                                       | Service Provided |    | Contract for Service |    | Explanation if applicable |
|---------------------------------------|------------------|----|----------------------|----|---------------------------|
|                                       | Yes              | No | Yes                  | No |                           |
| Nurse Practitioner                    | x                |    |                      | x  |                           |
| Physiotherapy                         | x                |    | x                    |    |                           |
| Occupational therapy                  | x                |    | x                    |    |                           |
| Ophthalmology/ Optometry              |                  | x  |                      | x  | Access local providers    |
| Audiology                             |                  | x  |                      | x  | Access local providers    |
| Dental                                | x                |    | x                    |    |                           |
| Respiratory Technology                | x                |    | x                    |    |                           |
| Denturist                             | x                |    | x                    |    |                           |
| IV Therapy (antibiotics or hydration) | x                |    |                      | x  |                           |
| Peritoneal Dialysis (PD)              |                  | x  |                      | x  |                           |
| Support for hemodialysis (HD)         |                  | x  |                      | x  |                           |

## 2016-2019 Description of Home and Services

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

|  |   |   |  |  |                             |
|--|---|---|--|--|-----------------------------|
| French Language Services   |   | x |  |  |                             |
| Secure residential home area(s)                                  | x |   |  |  |                             |
| Specialized Dementia Care unit(s)                                |   | x |  |  |                             |
| <b>A.4 Additional Services Provided (cont'd)</b>                 |   |   |  |  |                             |
| Designated smoking room(s)                                       |   | x |  |  |                             |
| Specialized unit for younger physically disabled adults          |   | x |  |  |                             |
| Support for Feeding Tubes  | x |   |  |  | Have done very infrequently |
| Specialized Behavioural treatment unit(s)                        |   | x |  |  |                             |
| Transportation Services  | x |   |  |  | Bus                         |
| Additional service commitments for new bed awards (1987 to 1998) |   |   |  |  |                             |
| Other (specify)  |   |   |  |  |                             |
| Other (specify)  |   |   |  |  |                             |
| Other (specify)  |   |   |  |  |                             |
| Other (specify)  |   |   |  |  |                             |

### A.5 Specialized Designations – Please note whether designation is official (e.g. MOHLTC, CCAC)

|                                     | Designated |    | Comments |
|-------------------------------------|------------|----|----------|
|                                     | Yes        | No |          |
| Religious                           |            | x  |          |
| Ethnic                              |            | x  |          |
| Linguistic                          |            | x  |          |
| French Language Service Designation |            | x  |          |
| Aboriginal                          |            | x  |          |
| Other (specify)                     |            |    |          |
| Other (specify)                     |            |    |          |
| Other (specify)                     |            |    |          |

### A.6 Community Linkages

|                       | Service Provided |    | Comments  |
|-----------------------|------------------|----|---|
|                       | Yes              | No |   |
| Volunteer program     | x                |    |   |
| Service groups        | x                |    |   |
| Language interpreters | x                |    | Purchase service if required                              |
| Cultural interpreters |                  | x  |   |
| Advisory council      | x                |    | Family Council  |
| Community board       | x                |    | Municipal Elected Representatives                         |
| Faith communities     | x                |    | Local Ministerial Committee provides support and services |

**2016-2019 Description of Home and Services**

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

|                 |  |  |  |
|-----------------|--|--|--|
| Other (specify) |  |  |  |
| Other (specify) |  |  |  |
| Other (specify) |  |  |  |
| Other (specify) |  |  |  |

## 2016-2019 Description of Home and Services

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

### A.7 Services Provided to the Community

|                                  | Service Provided |    | Comments  |
|----------------------------------|------------------|----|---|
|                                  | Yes              | No |   |
| Meal Services                    | x                |    | Through Dufferin County Community Support Services (DCCSS) – operates under umbrella of Dufferin Oaks |
| Social Congregate Dining         | x                |    | DCCSS   |
| Supportive Housing /SDL          | x                |    | DCCSS ( Assisitive Living )   |
| Adult Day Program                | x                |    | DCCSS   |
| Retirement living                |                  | x  |   |
| Senior Apartments                | X                |    | McKelvie Burnside Village- 22 apartment complex for seniors and adults with physical disabilities     |
| <b>Mel Lloyd Centre</b>          | x                |    | <b>Home to over 20 community services/agencies</b>  |
| <b>Health and Care Centre</b>    | x                |    | <b>OTN and Specialist clinics</b>   |
| <b>Transportation</b>            | x                |    | <b>DCCSS</b>  |
| <b>PSW Transportation Escort</b> |                  |    | <b>DCCSS</b>  |
| <b>Home Maintenance</b>          | x                |    | <b>DCCSS</b>  |
| <b>Home Help</b>                 | x                |    | <b>DCCSS</b>  |
| <b>Respite</b>                   | x                |    | <b>DCCSS</b>  |
| <b>Friendly Visiting</b>         | x                |    | <b>DCCSS</b>  |
| <b>Bathing Program</b>           | x                |    | <b>DCCSS</b>  |
| <b>Bridging You Home</b>         | x                |    | <b>DCCSS</b>  |

### A.8 Quality Improvement Practices – Please Include a Summary of the LTCH’s Quality Improvement Initiatives

| <i>Initiative</i>             | <i>Comments</i>  |
|-------------------------------|--|
| Quality Improvement Committee | Ongoing interdepartmental Committee since 1983 to review performance indicators and quality initiatives in the home. |
| Quality Improvement Plan      | Submitted 1 <sup>st</sup> QIP to HQO as required regarding pressure ulcers   |
|                               |  |
|                               |  |

## 2016-2019 Description of Home and Services

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

### 2016-2019 Long-Term Care Home Accountability Submission (LAPS) Service Plan Narrative

|                  |   |
|------------------|---|
| LTCH Name:       | Corporation of the County of Dufferin - Dufferin Oaks |
| Facility Number: | H11048  |

#### Service Plan Narrative – Part A: 2016-19

##### 1. Strategic Goals and Priorities:

Resident acuity continues to increase and we are challenged to meet the needs and expectations of residents and families. The admission of residents demonstrating aggressive behaviour has increased as we have the only secure long term care unit in Dufferin County. The Behavioural Support Co-ordinator has been a positive step in helping us deal with predictable responsive behaviours however we continue to struggle with residents whose behaviours are beyond our capability to safely support. Our goal will be to continue to improve our behaviour support program and continue to provide enhanced staff support and training in the management of aggressive behaviours. Currently aggressive residents who cannot be managed at the home and are assessed as "Form 1" cannot be accepted to the William Osler assessment program as they have a diagnosis of dementia. This is of concern to both us and our local hospital, Headwaters. We wish to work with the LHIN to recognize the need for a Behavioural Support Unit in the LHIN. We have also lost the resources of Dr. Daniels (a psycho-geriatrician) that supported our home through regular psycho-geriatric clinics. We hope the LHIN can help advocate for replacement of this specialized support.

Dufferin Oaks continues to promote its mission of providing a continuum of the highest quality holistic care for both residents and clients in partnership with the community. Historically, Dufferin Oaks has been a focal point of the community providing space for a variety of social programs for county residents of all ages. In 1984, its scope of service expanded with the addition of Dufferin County Community Support Services. When the home was redeveloped and opened in 2002, the original building was renamed the Mel Lloyd Centre and renovated to provide enhanced space for community based programs – Shelburne Centre for Health, Shelburne Physiotherapy, Ontario Early Years, Dufferin County Community Support Services, McKelvie Burnside Village etc. The Mel Lloyd Centre now hosts over 20 community agencies/organizations that serve our community.

Assisted living has been a positive addition for the seniors in Dufferin County. Due to the wait list for the program that has developed in Orangeville, we are most interested in pursuing expansion funding through the Central West LHIN to assist these clients. Providing assisted living services enables seniors to age in place, delays or prevents admissions to long term care, prevent unnecessary emergency department visits or acute hospital admissions and would support early discharge from hospital.

## 2016-2019 Description of Home and Services

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

### Service Plan Narrative – Part A: 2016-19

#### 2. Advancement of the IHSP:

The CW LHIN's IHSP focuses on enhanced integration, improved access to service, increased capacity and care as close to home as possible. Operated by the County of Dufferin, Dufferin Oaks is already an integrated model (LTC Home, Dufferin County Community Support Services, Mel Lloyd Centre, McKelvie Burnside Village). A variety of social, medical and educational agencies exist together in the Mel Lloyd Centre making it a recognized hub of community programs which are easily accessed by local residents.

Dufferin Oaks also hosts monthly coordination meetings for various providers in the Mel Lloyd Centre (MLC). These meetings provide an opportunity for providers to share program developments and to identify areas for collaboration. We partnered with the Town of Shelburne and the Family Health Team to establish an indoor walking path for the community. This allows members of the community to engage in physical activity indoors during the winter months. Another example occurred when Shelburne Hospital closed, we were able to find a spot in the MLC for the Headwaters Speech Pathologist in order that the service remain in the community. A third example of integration is the partnership of The Ontario Early Years in the MLC and Dufferin Oaks. We work together to provide an intergenerational program that greatly benefits our seniors.

Our relationship with the Ontario March of Dimes has allowed us to enhance community services with minimal financial investment. Because they already have 24 hour staff on site in McKelvie Burnside Village, we can offer congregate dining, an outreach bathing program and escorted transportation services most affordably.

Due to our physical proximity, Dufferin Oaks provides meals for the congregate dining, adult day program and Shelburne Meals on Wheels very economically.

Other community linkages include partnerships with the chaplaincy network and area service clubs to support the spiritual/ community needs of our residents.

We will continue to consult the community to evaluate the effectiveness of our services and to determine service gaps through client meetings, client surveys, and participation in community consultations.

As required by the LHIN in our last L-SAA, we are also working towards completing accreditation again to support the LHIN's IHSP's goal of quality.

#### 3. Partnership/Integration Opportunities:

Dufferin Oaks already operates in an integrated model as part of the County of Dufferin. Dufferin County Community Support Services operates under our umbrella and we partner together with the many agencies in the Mel Lloyd Centre to provide a continuum of care and services in the community.

We currently are a member of the Dufferin Health Links and will continue to support the Health Link and the work of integrated care for our residents.

With the new Nurse Practitioner funding for long term care recently announced by the Ministry for Shelburne, we will be partnering with Shelburne Residence in the implementation of the additional NP resource between our two homes.

#### 4. Situation Analysis:

Our occupancy remains high over 98% with approximately 100 people on our wait list

## 2016-2019 Description of Home and Services

**LTCH Name:** Corporation of the County Of Dufferin – Dufferin Oaks

### Service Plan Narrative – Part A: 2016-19

demonstrating Dufferin Oaks remains a facility of choice.  
 Aggressive Behaviours that are beyond our abilities and expertise to manage are becoming more of an issue and a safety concern for our other frail residents and for our staff. The loss of Dr. Daniels – Psycho-geriatrician, and the lack of a Behavioural Support Unit (BSU) in our LHIN fails to support our residents who have aggressive behaviours that are a risk to themselves and others.

5. Evaluation of Prior Year Performance (optional):

6. Changes to Operations Summary (optional):

- 

7. Risks & Mitigations:

| Type of Risk<br>(i.e. Financial, Program, Operational, etc.)   | Level of Potential Risk<br>(low, medium, high) | Mitigating Strategy   |
|--|--|---|
| Financial – Funding from Ministry and re-indexing of CMI unpredictable and may not meet increasing costs | <b>Medium</b>                                  | Reduce staffing or cut capital spending.  |
| Operational – Aggressive Residents   | <b>High</b>                                    | Work with LHIN to advocate for development of BSU in our LHIN and replacement of psycho-geriatric resource. |
| Operational – Compliance Inspections   | <b>Medium</b>                                  | Work through any issues if they become identified and implement corrective actions as required.             |

8. Impact of Redevelopment Project (if any)  
 N/A





## REPORT TO COMMITTEE

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

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

**Date:** October 27, 2015

**Subject:** Provincial Disaster Relief Funding

---

### **In Support of Strategic Plan, Priorities and Objectives:**

Enhanced Communication and Connections: 2.2. Foster two way communication with lower tiers and neighbouring municipalities, 2.3 Provide a strong voice for advocating to the province

Good Governance: 3.1.Promote rural/urban cohesiveness

Service Excellence: 4.3.Enhance value for money

### **PURPOSE:**

The purpose of this report is to advise Council of the Ontario governments plan to revise the Ontario Disaster Relief Assistance Program (ODRAP).

### **BACKGROUND & DISCUSSION:**

Over the past 5 years applications to the disaster relief funding provided by the province have doubled. ODRAP was developed more than 40 years ago and was not designed for today's climate extremes which are causing a dramatic increase in emergency situations and property damage.

Following the winter of 2013/2014 many Ontario municipalities, including several Dufferin County municipalities, requested assistance through ODRAP without success. The winter events and the resulting confusion around disaster recovery funding and infrastructure protection lead the province to undertake a review of ODRAP. The County of Dufferin was one of a handful of Ontario municipalities that were asked to provide insight into revitalizing and modernizing Ontario's disaster relief funding formula.

As it stands now ODRAP requires the Council of any affected municipality to request, within 14 days of the on-set of emergency, that the Minister of MMAH designate a "disaster area" to exist within the specified geographic region. Once that designation is

---

received, which could be several months later, the municipality can then start fundraising to offset the costs sustained by homeowners. The province then matches the funds raised using a 2:1 ratio. The municipality must also appoint an all-volunteer committee to oversee disbursement of any relief funds. In most cases the municipality is forced to hire an insurance adjuster to manage the program which typically takes more than 12 months to complete.

The very tight timelines for application, requirements for long term, high demand volunteer appointments, mandatory fundraising within the community and other restrictive components made it difficult for municipalities to access much needed financial support through ODRAP. The program was also restricted to municipal infrastructure and primary residences and it excluded small business, not-for-profits and agricultural businesses.

The new Municipal Disaster Recovery Assistance program will help municipalities address extraordinary emergency response costs and damage to essential property or infrastructure like bridges, roads and public buildings, as a result of a natural disaster. Going forward, municipalities will be given four months rather than 14 days to assess costs and request provincial assistance, so that they have time to focus on emergency response after a disaster occurs.

The new Disaster Recovery Assistance for Ontarians program will provide faster assistance to individuals, small businesses, farmers and not-for-profit organizations who have experienced damage to, or loss of, essential property as a result of a natural disaster. The program will also do away with the current requirement for municipal volunteers to fundraise for matching provincial assistance.

The province will launch the new programs in early 2016. Municipalities may continue to access the Ontario Disaster Relief Assistance Program until the new programs come into effect.

Since making the announcement about this new disaster relief program on August 17th, 2015 there has been no additional information provided by the Ministry of Municipal Affairs and Housing in regard to this new program. The County's Emergency Management Coordinator, the Ontario Association of Emergency Managers and the Ontario Municipal Social Services Association are anxiously awaiting additional information and when they are available the details will be shared with Council and incorporated into our existing emergency response plans.

**Financial Impact:**

NIL

**Local Municipal Impact:**

None at this time.

## Strategic Direction and County of Dufferin Principles

By sharing information on the new Provincial Disaster Relief Funding with Council;

1. **We Communicate** – *We believe in engaging in regular, timely, accurate and clearly articulated conversations in a multitude of way.*
2. **We make good decisions** - *We believe in fostering an environment of collaboration that contributes to informed and thoughtful decisions that are reflective of the needs of those affected*
3. **Service Excellence** – We deliver innovative services considerate of community needs

### Recommendation:

THAT the report of the Director, Community Services dated October 27th, 2015 – Provincial Disaster Relief Funding be received.

Respectfully submitted

Keith Palmer  
Director, Community Services.



## REPORT TO COMMITTEE

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

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

**Date:** October 27<sup>th</sup> , 2015

**Subject:** New Food For Thought Grant (FFTG)

---

### **In Support of Strategic Plan, Priorities and Objectives:**

Economic Vitality 1.4 Support initiatives that improve social determinants of health  
Enhanced Communication and Connections: 2.2. Foster two way communication with lower tiers and neighbouring municipalities  
Good Governance 3.1 Promote rural/urban cohesiveness  
Service Excellence 4.2 Improve seniors and social services

### **PURPOSE:**

The purpose of this report is to seek approval from County Council for the implementation of the new "Food for Thought" Grant (FFTG).

### **BACKGROUND & DISCUSSION:**

For the past several years County Council through its annual community grants process has been allocating funds to agencies and organizations in Dufferin County. Of those organizations requesting funding, many request funding for programs related to food provision, food education or a food related initiative. Annually, these programs seek grants to operate, enhance their services, or subsidize existing programs. Earlier this year General Government Services during its grant review process recommended requests for grants related to food services become the responsibility of the Community Services Department. As such, the department has drafted a grant application process specific to food related requests that will now stand separate from the normal County grant application.

The new process called “Food for Thought” Grant will set criteria that allows applicants to clearly explain and detail their rationale for their request. The new Program will commence January 2016 with an application deadline date of December 11, 2015 - for 2016 funds.

Dufferin County, with its population growing, has a number of food access programs dedicated to individuals and families who face financial limitations around accessing nutritional food. Many of these programs are maintained by local service agencies, faith-based organizations, and schools that hold a charity or not-for-profit status. Food programs in Dufferin County can be broken down into two main categories, those that target children, and those that target singles, families, and seniors. Food programs range from scheduled meal programs, such as breakfast and lunch programs, emergency food assistance, special occasion programs, gift cards, and food education. Effective January 1<sup>st</sup>, 2016, all requests for food program grants from agencies operating in Dufferin County will be reviewed by the County of Dufferin Community Services Department. A team of County staff will be selected to review applications each year.

Grants allocated to successful applicants will not be annualized. Eligible applicants can receive up to a maximum of \$3,000 in grant funding. The Community Services Department will attempt to provide funding to all programs that meet the basic criteria but will also consider community needs using a service system management approach. For successful applicants, all funds provided by the County of Dufferin are to be spent within the calendar year the funds are intended. All organizations receiving a grant will be asked to report on outcomes of their programs including the attainment of service targets. This information will be rolled up into the Community Services Annual report.

Eligibility for the FFTG will include the following:

1. Programs must be located within the County of Dufferin
2. Programs must not prevent any resident of Dufferin County from accessing services, unless the program is being operated out of a local school, and designed for children attending the school; or equivalent services are available in another municipality or service area where a client may reside.
3. Request for funding must align with the Dufferin County Strategic Plan, including its Mission and Vision, and at least one of its four Strategic Priorities
4. The FFTG must fit at least one of the following three categories:
  - **Food Literacy**
  - **School & Other Nutrition Programs**
  - **Sustainable Initiatives (including, and beyond, conventional food bank models)**

5. Successful applicants must agree to share service outcome data if eligible for funding. At a minimum, this will include:
  - a. Number of persons served (increase/decrease)
  - b. Demographics (who was served)
  - c. Total hours operated for the year – how hours were impacted due to grant
  - d. Substantiation of how the grant was utilized/how the program benefited
  - e. Feedback from persons served regarding the program (Client feedback or comments)

The Complete “Food For Thought” Grant Guidelines are attached for review.

### **Municipal Impact**

The creation of the FFTG will streamline the application process for organizations applying for grants related to food services in Dufferin County and provide the County with important data around food security.

### **Financial Impact**

There is no new financial impact to the County as funds that will be dispersed via the FFTG have recently been included in the annual County Grant envelope. \$10,000 will now be removed and administered by the Community Services Department.

### **Strategic Direction and County of Dufferin Principles**

By sharing information on a new grant application process for food related organizations with Council;

1. **We Communicate** – *We believe in engaging in regular, timely, accurate and clearly articulated conversations in a multitude of way.*
2. **We make good decisions** - *We believe in fostering an environment of collaboration that contributes to informed and thoughtful decisions that are reflective of the needs of those affected*

### **Recommendation:**

**THAT** the report of the Director, Community Services titled **New Food For Thought Grant (FFTG)** be received;

**AND THAT**, Council approve the new Food For Thought Grant / Application process

**AND THAT**, this new process commence allocation of available funds effective January 2016

Respectfully submitted

Keith Palmer  
Director, Community Services.



## Dufferin County “Food For Thought” Grant

### Summary:

#### Funding Guidelines

Dufferin County, with its population growing rapidly, has a number of food access programs dedicated to individuals and families who face financial limitations around accessing nutritional food. Many of these programs are maintained by local service agencies, faith-based organizations, and schools that hold a charity or not-for-profit status. Food programs in Dufferin County can be broken down into two main categories, those that target children, and those that target singles, families, and seniors. Food programs range from scheduled meal programs, such as breakfast and lunch programs, emergency food assistance, special occasion programs, gift cards, and food education. Annually, several of these programs seek grants from Dufferin County to operate, enhance, or subsidize existing programs. Effective January 1<sup>st</sup>, 2016, all requests for food program grants operating in Dufferin County will be directed to the County of Dufferin Community Services Department, who will allocate and distribute funds from the “Food For Thought” grant program annually.

The “Food For Thought” Grant (FFTG) program is funded by the County of Dufferin in support registered charities or not-for-profit organizations who are providing *Direct Food Services* to individuals and families in Dufferin County. *Direct Food Services* are considered outcomes-based, innovative, food nourishing programs, food access programs, and nutrition education programs that assist in the reduction of poverty and provide services to residents of Dufferin County who are in need. The objective of the FFTG is to provide agencies with financial support (considered a grant) for food related initiatives that will promote food literacy, food access, and food security. Use of grant funds include, but are not limited to, program costs, staffing, operations, and marketing strategies.

#### Eligibility:

The following criteria must be met for “Food For Thought” Grant eligibility:

1. The FFTG must fit at least one of the following three categories:
  - **Food Literacy** - providing people with the information, understanding, and skills to provide healthy food for themselves and their families
  - **School & Other Nutrition Programs** - promoting, educating, and allowing people to access healthy meals
  - **Sustainable Initiatives (including, and beyond, conventional food bank models)** – initiatives that establish a reliable supply of nutritious food and promote self-sufficiency for economically disadvantaged people
2. Programs must be located within the County of Dufferin
3. Programs must not prevent any resident of Dufferin County from accessing services, unless the program is being operated out of a local school, and designed for children attending the school



4. Successful applicants must agree to share service outcome data if eligible for funding. At a minimum, this will include:
  - a. Number of persons served (increase/decrease)
  - b. Demographics (who was served)
  - c. Total hours operated for the year – how hours were impacted due to grant
  - d. Substantiation of how the grant was utilized/how the program benefited
  - e. Feedback from persons served regarding the program (Client feedback or comments)
5. Request for funding must align with the Dufferin County Strategic Plan, including its Mission and Vision, and at least one of its four Strategic Priorities, which are as follows:

#### **Vision**

The Corporation of the County of Dufferin will be a leader in providing innovative, high-quality programs and services that contribute to a vibrant and connected community

#### **Mission**

The Corporation of the County of Dufferin delivers relevant, high quality services in collaboration with the community through innovative leadership, inclusive governance, effective resource management, and ongoing evaluation

#### **Strategic Priorities:**

1. ***Economic Vitality***- *The Corporation of the County of Dufferin will foster a sustainable, vibrant, and inclusive community*
2. ***Communication and Connections***- *The Corporation of the County of Dufferin will engage in timely, two-way communications that create meaningful connections*
3. ***Good Governance***- *The Corporation of the County of Dufferin will lead through open, transparent, and responsible decision making.*
4. ***Service Excellence*** - *The Corporation of the County of Dufferin will deliver innovative services considerate of community needs.*

Grant applications for FFTG will be accepted until November 1<sup>st</sup> of each year, with grants being distributed to successful applicants January 1<sup>st</sup> of the following year. Applications must be submitted annually for consideration. Grants allocated to successful applicants are not annualized. Eligible applicants can receive up to a maximum of \$4,000 in grant funding. The Community Services Department will attempt to provide funding to all programs that meet the basic criteria, wherever possible. For successful applicants, all funds provided by the County of Dufferin are to be spent within the calendar year the funds are intended.

Applications can be submitted to the County of Dufferin Community Services office:

In person – 30 Centre Street, Orangeville, ON L9W 2X1

By email – [Csdirector@dufferincounty.ca](mailto:Csdirector@dufferincounty.ca)

# “FOOD FOR THOUGHT” Grant Application

This grant program supports organizations providing direct food services to residents throughout Dufferin County.

---

## TELL US ABOUT THE APPLICANT

Organization Name

Website

Which Municipality is it located in?

- Amaranth     East Garafraxa     East Luther/Grand Valley     Melancthon
- Mono     Mulmur     Shelburne     Orangeville

## Contact Details

Contact Name

Title

Phone

Email

Is your organization a registered charity?

Yes

No

If "No", indicate if you have - or could establish – a partnership with a local registered charity that would receive the funds for the project

Mission/Vision – provide one or two statements describing your organization's mandate

---

## TELL US ABOUT YOUR ORGANIZATION'S DIRECT FOOD SERVICES PROGRAMS

Which of the following categories does your food security program addresses (may select more than one):

FOOD ACCESS: food banks, mobile food programs, school or community nutrition services, and food-based catastrophe relief

NUTRITION EDUCATION: education and outreach programs that provide people with the information and skills to provide healthier food for themselves and their families

FOOD NOURISHNG: initiatives that establish a reliable supply of nutritious food and promote self-sufficiency

Describe your program(s)

Explain the purpose, method, individuals served, current funding, and how the program is staffed

How does your program differ from others offered to Dufferin County residents?

---

**TELL US ABOUT THE PROGRAM FUNDING NEEDS**

**Amount of Grant Request**

\$

**Describe, in detail, what the grant will be allocated towards**

**How is your program currently funded?**

Share any additional information that would enhance our understanding of your request

Applications can be submitted to the County of Dufferin Community Services office:  
In person – 30 Centre Street, Orangeville, ON L9W 2X1  
By email [csdirector@dufferincounty.ca](mailto:csdirector@dufferincounty.ca)



## REPORT TO COMMITTEE

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

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

**Date:** October 27<sup>th</sup> , 2015

**Subject:** **SMARTsaver – Canadian Learning Bond Initiative**

---

### **In Support of Strategic Plan, Priorities and Objectives:**

Economic Vitality 1.4 Support initiatives that improve social determinants of health  
Enhanced Communication and Connections: 2.2. Foster two way communication with lower tiers and neighbouring municipalities  
Good Governance 3.1 Promote rural/urban cohesiveness  
Service Excellence 4.2 Improve seniors and social services

### **PURPOSE:**

The purpose of this report is to share with County Council the marketing campaign for the SMARTsaver program (a Canadian Learning Bond initiative) and to have County Council endorse the ongoing marketing of the program.

### **BACKGROUND & DISCUSSION:**

Post-secondary education is an important school-to-work pathway for Canadian students. Education is one of the most critical and important elements in breaking out of the cycle of poverty. With poverty being an uphill battle for parents and children, it is important for parents to be introduced to new and innovative ways to afford post-secondary education for their children.

For this reason, Dufferin County Community Services is proud to have established a partnership with the OMEGA Foundation and SMARTSaver to help spread the word that saving for a child's higher education is affordable and within reach, with funds being provided by the Government of Canada.

SMARTSaver is an initiative to promote the Canada Learning Bond – a national initiative that provides an opportunity for low-income families with children to get a Federal Government grant which can be worth up to \$2,000 for their child's post-secondary education. Research shows the impact of having even \$2,000 saved for a child's education is staggering. It has been concluded that knowing there are funds set aside for post-secondary education, increases the amount of students accessing post-secondary education.

Over 1.4 million families are entitled to this benefit. It has been found that due to a lack of awareness of the program many children are missing out on this opportunity. For this reason Community Services has committed to the education and marketing of this program to low income families in Dufferin County.

The Canada Learning Bond comes at no cost, with eligibility applying to any child that was born in 2004 or later and who has been eligible for the National Child Benefit Supplement. The initiative encourages families to invest in their children's future education, which in turn helps motivate a child to pursue post-secondary education – a pathway that may be otherwise difficult to afford or not considered at all.

Dufferin County Community Services has supported the SMARTSaver program in this way:

- July, 2015- a staff committee within Community Services was developed to promote and engage the community about the Canada Learning Bond.
- August, 2015- staff circulated to 363 families (equaling 561 children) information cards through its Social Assistance Reinvestment (SAR) Program, which were provided to low income families in Dufferin County – those who access local Housing, Children's Services and Ontario Works programs.
- September, 2015- Community Services set –up an information booth at Orangeville Hydro Open House- Customer Educational / Appreciation Day. Promotional materials on the Canada Learning Bond were on display.
- October, 2015 - Staff provided a presentation to all Community Services Staff promoting awareness of the program and encourage all staff to continue marketing the program.
- All Community Services Workers provide information to clients at deskside interviews.
- Calls by staff are being completed to encourage and support clients to access these funds.
- Promotional materials including flyers and information sheets have been posted throughout The Edelbrock Centre.



Currently staff is looking at other opportunities to provide program information to the Community by using Social media and hosting an information session for other community agencies and partners.

More information on the SMARTsaver program can be found at:

<https://www.smartsaver.org/resp-information.shtml>

### **Municipal Impact**

The marketing of the SMARTsaver program will assist families in Dufferin County to access post- secondary education. With a strong marketing campaign by County staff a greater amount of Dufferin County families may be able to access the Canadian Learning Bond.

### **Financial Impact**

None

### **Strategic Direction and County of Dufferin Principles**

By sharing information on SMARTsaver program with Council;

1. **We Communicate** – *We believe in engaging in regular, timely, accurate and clearly articulated conversations in a multitude of way.*
2. **We make good decisions** - *We believe in fostering an environment of collaboration that contributes to informed and thoughtful decisions that are reflective of the needs of those affected*

### **Recommendation:**

**THAT** the report of the Director, Community Services titled **SMARTsaver – Canadian Learning Bond Initiative** be received;

**AND THAT**, Council endorse the ongoing marketing of the SMARTsaver program locally

Respectfully submitted

Keith Palmer  
Director, Community Services.