

## **THE REGIONAL MUNICIPALITY OF NIAGARA**

### **COMMUNITY SERVICES COMMITTEE**

#### **REPORT 16-2004**

Minutes of a meeting of the Community Services Committee held in Committee Room 4, Regional Municipal Building, Thorold, Ontario, on November 8, 2004, commencing at 3:10 p.m.

#### **ATTENDANCE**

Committee: Councillors Hildreth, Chair; Partington, Regional Chair; Almas; Baty; Casselman; Katzman; Marshall; Mastroianni.

Staff: Mr. Trojan, Chief Administrative Officer; Mr. Ventresca, Acting Commissioner of Community Services; Ms. Reilly, Legislative Assistant.

#### **Staff**

Part-time: Mr. Bacchus, Commissioner, Corporate Services; Mr. Bakewell, Acting Director, Operational Support Services, CSD; Mr. Bousfield, Manager, Property & Facilities Management; Ms. Heidebrecht, Director, Children's Services; Mr. Hunter, Acting Director, Seniors Services; Mr. Hutchings, Director, Social Assistance & Employment Opportunities; Mr. Robson, Director of Corporate Strategy.

Others: Councillor Timms.

#### **PRESENTATION**

##### **195. 211 Niagara**

Rosanna Thoms, Information Niagara, together with John Kwekkeboom, Co-Chair, 211 Community Steering Committee, attended to provide information about 211 and the benefits of this service to the community of Niagara. Ms. Thoms commented that 211 would give Niagara better access to health and human information, reduce social costs, complement emergency lines and improve Niagara residents' quality of life. 211 can also provide an outlet for non-emergency calls that can flood 911 centres during a disaster and could be part of the Regional Emergency Plan. Committee was advised that 211 creates an integrated social infrastructure that supports people in times of personal difficulty and community crises. Committee was asked to consider being an equal partner in bringing 211 to Niagara at a cost of \$50,000 in 2005, \$60,000 in 2006 and \$135,000 when fully operational in 2007. 211 is operational in Toronto and Edmonton and five more communities hope to be operational in 2005: Calgary, Quebec City, Nova Scotia, Collingwood and Niagara. Toronto, Edmonton and

Calgary are operating their 211 services in partnership with their municipality and the United Way. In conclusion, Ms. Thoms provided examples from the 29,000 calls presently received at Information Niagara.

196. Information Niagara as 211 Service Provider in Niagara: A Status Report

Moved by Councillor Katzman  
Seconded by Regional Chair Partington

That Report COM 77-2004, November 8, 2004, regarding Information Niagara as 211 Service Provider in Niagara: A Status Report, be received for information; and

That staff review this matter in one year's time, together with information resulting from Information Niagara's Business Plan and outcomes of fundraising initiatives and stakeholder support.

Carried.

Moved by Councillor Marshall  
Seconded by Councillor Baty

That staff prepare a report providing historical background information on the Permissive Grant Policy and Council's decisions/recommendations on this matter.

Carried.

### **ADMINISTRATION**

197. Final Report on Niagara's Partnership with Environment Canada  
-To assess Niagara's Overall Approach to Sustainability using  
the Melbourne Principles

Mr. Trojan, C.A.O., together with Mr. Robson, Director of Corporate Strategy, advised that the final report on Niagara's Partnership with Environment Canada – To Assess Niagara's Overall Approach to Sustainability using the Melbourne Principles will be delivered to Environment Canada as part of Regional Niagara's commitment to that federal agency. This partnership was previously endorsed by Council. Niagara was chosen as one of three pilot communities in Canada to "road test" the Melbourne Principles for applicability and to identify areas for improvement in Niagara's community sustainability efforts. Potential benefits to the Region, in line with the Melbourne Principles, include greater access to resources to support projects and policies that enhance sustainability directions. Access to additional financial and informational resources can assist the Region in current and new initiatives such as inter-municipal transit. Committee was

advised that Council Business Plan objective 2.1 supports Goal #2 for a balanced, planned land use, to provide an integrated, sustainable “Smarter Niagara” approach to community development that includes both human and physical infrastructures required to maintain and continuously improve the quality of life for the Niagara Community.

Moved by Councillor Casselman  
Seconded by Councillor Mastroianni

That Report CAO 24-2004, November 18, 2004, respecting Final Report on Niagara’s Partnership with Environment Canada – To Assess Niagara’s Overall approach to Sustainability using The Melbourne Principles, be received and referred to Council for decision.

Carried.

(Report CAO 24-2004 is behind the Joint Reports Tab in the Blue Book.)

198. Memo – 2005 Budget Review Process

A memorandum from Peter Partington, Regional Chairman and Mike Trojan, Chief Administrative Officer, was received by Committee. The memo outlined the 2005 Budget Review Process and the anticipated dates for review of more detailed versions of departmental budgets. The Budget Review Committee’s December 2<sup>nd</sup> meeting has been established as a target date for submission of a comprehensive report with options, recommendations and risks for Council’s consideration to affect reductions in preliminary estimates.

Moved by Councillor Marshall  
Seconded by Councillor Baty

That the memorandum from Regional Chair Peter Partington and Mike Trojan, C.A.O., regarding the 2005 Budget Review Process, be received.

Carried.

(Memo – 2005 Budget Review Process is behind the Joint Reports Tab in the Blue Book.)

199. **OVERVIEW OF COMMUNITY SERVICES DEPARTMENT**  
**2005 CURRENT BUDGET**

Mr. Ventresca, Acting Commissioner, Community Services Department, together with Mr. Bakewell, Acting Director, Operational Support Services, provided an overview the department’s 2005 Current Budget.

The challenges and priorities facing the department were highlighted as follows:

- Increased demand in service areas
- Provincially operated program cost increases
- Variable economic climate
- Increased capacity to respond to homelessness
- Provincial outcome-based funding

The 2005 Current Budget is proposed at \$292,045,209 (gross expenditures) and \$57,883,719 (net expenditures) representing a 6.46% and 4.53% increase respectively.

A breakdown of program areas was summarized as follows:

<u>Program Area</u>	<u>Gross Expenditures</u>	<u>Net Expenditures</u>	<u>Net Changes</u>
S.A.E.O.	\$212,440,228	\$47,309,940	\$2,604,866
Housing, Hostels Homelessness & Commissioner	\$ 462,487	\$0	\$ 17,473
Children's Services	\$ 24,682,512	\$ 5,640,404	\$0
Seniors Services	\$ 54,459,982	\$ 4,933,375	(\$ 114,144)
Total	\$292,045,209	\$57,883,719	\$2,508,195

Mr. Ventresca highlighted the program developments and key budget factors for each division. Also presented, was a chart comparing total 2005 FTE over 2004 FTE for a total of 982.40, representing an increase of 7.10 FTE.

In conclusion, the Community Services Department 2005 Budget was summarized as follows:

- Cost of Provincially operated programs (i.e. ODSP) attributes for 97.5% of the net increase in the SAEO budget (i.e. \$2,540,940 of the \$2,604,866 net increase).
- Provincial annualized funding increase of \$1,846,700 in 2005 restores Regional share for Children's Services to 20% and produces a 0% increase in Regional contribution in 2005.

- Process improvements and application of new revenues in Seniors Services produces a decrease of 2.26% in Regional contribution (\$114,144) while covering gross inflationary costs and costs of an additional 8.1 FTEs to meet Provincial requirements.

Moved by Councillor Mastroianni  
Seconded by Councillor Casselman

That the presentation on the 2005 Community Services Department 2005 Current Budget be received.

Carried.

(Refer to staff direction on page CSC 98.)

200. Ontario Disability Support Program (ODSP)  
Caseload and 2005 Budget Pressures

Moved by Councillor Baty  
Seconded by Councillor Almas

That Report COM 78-2004, November 8, 2004, respecting Ontario Disability Support Program (ODSP) Caseload and 2005 Budget Pressures, be received for information.

Carried.

**QUORUM**

There being a lack of ordinary quorum at the meeting, as of 4:35 p.m., the Committee Chair determined that the ordinary quorum for the meeting be reduced to six members, pursuant to Part 11, Section 11.7 of the Procedural By-law 7174-93.

201. Oral Report  
Accreditation Survey

Mr. Ventresca outlined the key components of the Accreditation Survey. Surveys of all eight facilities and interviews with respective Client Services Teams of staff and volunteers took place November 1 and 3, 2004. Interviews were held with client, staff and community focus groups. An interview with the Leadership Team (including Peter Partington, Jill Hildreth, Mike Trojan and Seniors Services Management Team) took place on November 3. Debriefing by Surveyors with management and staff took place on November 4<sup>th</sup>. Surveyors formally spoke with over 130 individuals and discussed issues with many others at all long-term care homes and the Human Resources Department office.

Key Points from Debriefing:

Seniors Services is overall demonstrating:

- Progress as a “learning organization”, on a “journey toward excellence”.
- The embracing of evidence-based care, particularly evidenced in its “outstanding clinical work in wound care”.
- Staff, based on the Client Focus Group feedback, that are “loving, caring, competent and friends to the residents”.
- “Excellent relationship with the community”.

Seniors Services generally will need to:

- Continue with automation of resident charting and related areas for automation.
- Consider the feedback from clients and staff on increased resident care requirements and workload.
- Follow-up on identified medical and nursing processes and on identified human resources practices.
- Consider the feedback on the variation in building environment and features between the newest homes and the older homes.
- Consider the development of an overall risk management framework.

Next Steps

1. Surveyors submit their report to the Canadian Council on Health Services Accreditation (CCHSA), with their observations, and recommendations, along with their evaluations of all the various standards and criteria.
2. The CCHSA will consider the Surveyors’ report and evaluations, and determine the applicable Accreditation Status, which may include:
  - a) a three year Accreditation status (with a report), or
  - b) a three year Accreditation status (with a follow-up visit to review progress on a specific recommendation or recommendations), or,
  - c) a provisional Accreditation status (with a re-survey within a specified time), or
  - d) no Accreditation status
3. The CCHSA will render its decision, issue an Accreditation Report, and provide an applicable Certificate of Accreditation status (usually after two to three months).
4. Seniors Services staff will begin immediately considering the feedback already received from the Surveyors and subsequently formalize a follow-up plan for improvement in areas identified in the Accreditation Report.

Moved by Councillor Casselman  
Seconded by Councillor Almas

That the oral report and information presented by Mr. Ventresca, Acting Commissioner, Community Services Department, on the Accreditation Survey, be received for information.

Carried.

### **ACCOUNTS**

202. Moved by Councillor Baty  
Seconded by Councillor Katzman

That Accounts Payable Expense Summary for the Period Ending September 30, 2004 in the amount of \$2,935,228.78, be approved.

Carried.

Moved by Councillor Katzman  
Seconded by Councillor Casselman

That Accounts Payable Expense Summary for the Period Ending October 31, 2004 in the amount of \$3,022,532.86, be approved.

Carried.

### **OTHER BUSINESS**

203. ODSP Recipients – Prescription Drugs

Information was requested on the process in which ODSP recipients receive drug benefits and how they are dispensed.

### **CLOSED SESSION**

204. Moved by Councillor Casselman  
Seconded by Councillor Almas

That this Committee do now meet in Closed Session for purposes of receiving information of a confidential nature relating to a property matter.

Carried.

205. Property for Children's Services Division

Mr. Bousfield, Manager, Property & Facilities Management, provided an oral report on a property for the Children's Services Division.

Moved by Councillor Katzman  
Seconded by Councillor Baty

That the oral report by Mr. Bousfield, Manager, Property & Facilities Manager, regarding a property for the Children's Services Division, be received and referred to Council for decision.

Carried.

206. Moved by Councillor Almas  
Seconded by Councillor Baty

That this Committee do now rise with report.

Carried.

**STAFF DIRECTION**

That staff be directed to:

- (i) Provide information on the following:
- Highlight administrative costs of ODSP for which the Region has no control
  - What makes Niagara so high with respect to ODSP recipients
  - A client profile for ODSP
- (Refer to minute 199.)

**ADJOURNMENT**

Committee adjourned at 5:20 p.m. to meet again on Monday, November 22, 2004, at 3:00 p.m. in Committee Room 4, Regional Headquarters Building.

Jill Hildreth  
Chair

Gail Reilly  
Legislative Assistant

Pam Gilroy  
Regional Clerk  
/Associate Director of Corporate Strategy