



RENFREW COUNTY HOUSING CORPORATION

Wednesday, August 12, 2020 – 1:30 p.m.

AGENDA

1. Call to order.
2. Roll call.
3. Disclosure of pecuniary interest and general nature thereof.
4. Adoption of minutes of previous meeting held on June 10, 2020 (on website).
5. Delegations: None at time of mailing.

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8. New Business.	
9. Closed Meeting – None at time of mailing.	
10. Date of next meeting (Wednesday, September 9, 2020) and adjournment.	

NOTE: Submissions received from the public, either orally or in writing may become part of the public record.

**COUNTY OF RENFREW
SOCIAL SERVICES DEPARTMENT
RENFREW COUNTY HOUSING CORPORATION**

TO: Renfrew County Housing Corporation Board of Directors
FROM: Laura LePine, Director of Social Services
DATE: August 12, 2020
SUBJECT: Director's Report

INFORMATION

1. Protecting Tenants and Strengthening Community Housing Act, 2020

Attached as Appendix I is a memorandum and Info Sheet from Mr. Peter Kiatipiz, Director, Community Housing Policy Branch, Ministry of Municipal Affairs and Housing, with regards to the Protecting Tenants and Strengthening Community Housing Act, 2020.

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July 22, 2020

MEMORANDUM

TO: Service Managers

FROM: Peter Kiatipis, Director, Community Housing Policy Branch

RE: Protecting Tenants and Strengthening Community Housing Act, 2020

On July 22, 2020, the *Protecting Tenants and Strengthening Community Housing Act, 2020* received Royal Assent in the Ontario Legislature.

The Act contains amendments to the *Housing Services Act, 2011* and *Residential Tenancies Act, 2006* to deliver on commitments under the government's Community Housing Renewal Strategy and Housing Supply Action Plan. It also contains amendments to the *Building Code Act, 1992* to improve building code services to the public and building sector, and includes the *Ontario Mortgage and Housing Corporation Repeal Act, 2020*.

The included amendments to the *Housing Services Act, 2011* are part of the second stage of the government's Community Housing Renewal Strategy – a multi-year strategy to stabilize and grow Ontario's community housing sector.

Amendments to the *Housing Services Act, 2011* are broad and enabling, intended to provide a streamlined legislative framework for community housing that will incent non-profit and co-operative housing providers to stay in the housing system once their original agreements and mortgages end and make it easier for Service Managers and housing providers to meet the housing needs of their communities.

Now that the Act has been passed by the Legislature, specific details need to be developed in regulation. The government is committed to working with sector partners to develop the details in regulation on how the new legislative provisions will work on the ground in communities.

A copy of the *Protecting Tenants and Strengthening Community Housing Act, 2020* will be available on the Ontario eLaws website shortly (www.ontario.ca/laws).

Attached to this memo is a plain language Info Sheet that summarizes amendments that have been made to the *Housing Services Act, 2011* through the *Protecting Tenants and Strengthening Community Housing Act, 2020*.

We ask that you please distribute this Info Sheet to housing providers in your service area and that you confirm with your regional Municipal Services Office after it has been distributed.

Thank you for your ongoing partnership and support as we work to achieve key commitments under the Community Housing Renewal Strategy to sustain, repair, and grow the community housing sector.

We look forward to continuing to work with you in the months ahead.

Sincerely,

Peter Kiatipis
Director, Community Housing Policy Branch, Ministry of Municipal Affairs and Housing

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

OVERVIEW

On July 22, 2020, the *Protecting Tenants and Strengthening Community Housing Act, 2020* received Royal Assent, which amends the *Housing Services Act, 2011* (the Act). These amendments are intended to:

- Provide a streamlined legislative framework for community housing that will incent non-profit and co-operative housing providers to stay in the housing system once their original agreements and mortgages end.
- Make it easier for Service Managers and housing providers to meet the housing needs of their communities, while enabling opportunities for long-term sustainability and new community housing development.

The legislative amendments are broad and enabling. The government is committed to working with sector partners to develop proposed regulations setting out the details on how the new legislative provisions would work on the ground in communities. The new provisions in the legislation are planned to come into force incrementally over time, as regulatory details are developed. This will help give communities and housing providers the time they need to make important business decisions and to plan for implementation.

Below is an overview of changes to the Act and what this means for future work with sector partners to develop regulations.

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

1. Streamlined Legislative Framework to Grow Community Housing

Problem

Many non-profit and cooperative housing providers don't know what the rules will be when their original program obligations end. Many are faced with financial or other challenges in order to continue to offer housing to people who need it the most.

The current rules for community housing are complex and may discourage housing providers from continuing to participate. Old inefficient rules make it difficult for housing providers to manage their assets, build new housing and offer innovative services for the people who need them.

Solution

Changes that would allow community housing providers to move into a new streamlined part of the Act once they have reached the end of their original obligations. In addition, community housing providers and projects that are not currently in the Act could enter the system under this new framework.

Under the new provisions, community housing providers could voluntarily enter into service agreements with Service Managers related to the administration of housing projects. These new legislative provisions provide the framework for the government to work with Service Managers, housing providers and sector partners on baseline parameters and minimum standards for service agreements to be detailed in regulation.

The goal is to create a more streamlined approach that will incent non-profit and co-operative housing providers to stay in the system once their original obligations end and allow new providers to enter the system. We want to make it easier for Service Managers and municipalities to meet the housing needs of their communities, while supporting housing providers to explore new opportunities for long-term sustainability and development.

New part VII.1 of the Act

Existing and new community housing providers would be able to enter the new legislative framework if they:

- 1) Enter into service agreements with Service Managers that comply with requirements to be set out in regulation
 - 2) Fulfill their original obligations under original operating agreements and mortgages, if relevant
 - 3) Provide notice to the Minister
- Rules would be set out in regulation for how a service agreement could be amended, replaced or terminated
 - Specific baseline requirements for service agreements could be set out in regulation for different categories of housing providers (e.g. to support housing providers with varying levels of capacity)
 - The Minister would have the authority to issue directives on the administration of projects that are in the new framework.
 - The Minister and Service Managers would be required to maintain publicly available lists of the housing projects in their service areas that are in the new framework

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

2. Protecting Community Housing

Problem

While the new legislative framework is designed to enable and incent housing providers to remain in the community housing system once their original obligations end, some housing providers may so choose to exit the system. There needs to be a plan in place for those instances when a housing provider chooses to no longer provide community housing.

Solution

Legislative changes that provide the ability to define a process in regulation for housing projects to exit the system at the end of their operating agreements, should they wish to leave. These changes provide a foundation for the province to work with Service Managers, housing providers and sector partners to develop rules and a process for housing projects to exit the system. These details would be set out in regulation.

Future regulation would set clear conditions and requirements for housing providers to leave the system, particularly in the areas of tenant protections and protection of public investment.

New sections 68.1 and 101.7 of the Act

Housing providers wishing to leave the system could only do so if they:

- 1) Enter into exit agreements with Service Managers that meet baseline rules and requirements to be set out in regulation. This could include rules for exit agreements to address the protection of tenants and public investment in community housing.
 - 2) Provide joint notice with Service Managers to the Minister
- The Minister would be required to maintain publicly available lists of housing projects whose original agreements/ mortgages have ended and that have exited the system but have not yet been removed from the regulation

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

3. Modernizing Accountability Approaches

Problem

Service Managers are required to provide a certain number of households with rent-geared-to-income assistance in their communities. These requirements are referred to as “service level standards”.

These service levels have not been updated for over twenty years and don’t reflect changes in population or the changing needs of communities over time. Because service level standards were only designed to measure rent-geared-to-income assistance, they don’t recognize or incent Service Managers to provide different types of housing assistance matched to household need.

Solution

Legislative changes that provide the ability to broaden the types of housing assistance that could be counted towards a Service Manager’s required service levels. The ministry plans to work in partnership with Service Managers and sector partners to propose a modern, outcomes-based approach to accountability and service level standards in regulation. This would consider how different types of housing assistance could be counted towards new service level requirements.

New Part II.I, section 10.1 of the Act

- Service Managers would be required to provide a prescribed level of housing assistance in their service areas through delivering:
 - Any form of assistance that is described in the regulations; and
 - Any program that has been approved by the Minister

4. Improving Access Systems

Problem

The current waiting list system was designed to provide access to one type of housing assistance – rent-geared-to-income assistance – and it is not well designed to meet the varied housing needs of households in a timely way. People looking for housing sometimes have to go to different access points, lists, and processes to find the housing and supports they need.

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

Solution

Legislative changes that would require Service Managers to have an access system in its service area for housing assistance. This could include an access system beyond just rent-geared-to-income assistance and could include other types of housing assistance set out in regulation.

The province plans to work with Service Managers and sector partners on proposing a regulation on the housing assistance to be included in the access system and possible requirements for the access system.

Over time, the province would also work with Service Managers to encourage use of the access system for the range of housing assistance delivered locally – for example, locally funded rent supplements.

New Part II.I, section 10.2 of the Act

- Service Managers would be required to administer an access system for housing assistance in their service areas, including:
 - Rent-geared-to-income assistance under Part V of the Act;
 - Any form of assistance that is described in the regulations; and
 - Any program that is approved by the Minister
- Changes would also provide the regulation-making authority to create baseline rules for eligibility and priority for prescribed types of housing assistance

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

5. More Consistent Local Eligibility Rules

Problem

Currently, Service Managers can make local eligibility rules for rent-geared-to-income assistance in certain areas – including setting household income limits and asset limits. Some Service Managers have income and asset limit rules while others do not, leading to inconsistencies across communities in how eligibility for RGI assistance is determined. The Auditor General found that this can lead to people being on waiting lists who may be able to afford housing in the private market, creating longer waiting times for those in genuine need.

Solution

A new provision that would require Service Managers to make local eligibility rules in areas that would be detailed in regulation.

New Subsection 42 (2) of the Act

- Service Managers would be required to have local eligibility rules for rent-geared-to-income assistance in prescribed areas
 - This provides the authority to set out local eligibility rules that would be required in regulation.

Requiring Service Managers to have local eligibility rules for rent-geared-to-income assistance would enable greater consistency across the province in how housing need is identified and prioritized and would help ensure RGI assistance goes to those who need it most. The province plans to work with Service Managers, housing providers and sector partners to propose local eligibility rules on income and asset limits in regulation.

Conclusion

The changes outlined in this document will depend on the approval of future regulations to be developed over the coming years. The ministry is committed to continuing to work with its municipal partners and sector stakeholders in all areas of regulation development as we enter this period of transformational change.

**COUNTY OF RENFREW
SOCIAL SERVICES DEPARTMENT
RENFREW COUNTY HOUSING CORPORATION**

TO: Renfrew County Housing Corporation Board of Directors

FROM: Carol Neill, General Manager

DATE: August 12, 2020

SUBJECT: Monthly Report

INFORMATION

1. Applicant/Tenant Issues

(a) RENTCafé Community Housing

Eligible Applicants on Waitlist as of June 30, 2020

2020 Community Housing Registry Waitlist Statistics as of June 30, 2020

Applicant	New Eligible Applications	Total Eligible Applications	Total # of Applicants	Eligible Transfer Applicants	Eligible SP Applicants
Senior	5	80	92	9	2
Adult	15	244	263	23	7
Family	18	145	125	19	16
TOTALS	38	469	480	51	25

Total Number of Applications as of June 30, 2020

Bedroom Size	Senior	Adult	Family
1	76	230	0
2	4	14	72
3	0	0	51
4	0	0	20
5	0	0	2
TOTALS	80	244	145

Total Number of Applicants as of June 30, 2020

Bedroom Size	Senior	Adult	Family	Dependents
1	84	242	0	0
2	8	21	47	55

Bedroom Size	Senior	Adult	Family	Dependents
3	0	0	49	73
4	0	0	25	56
5	0	0	4	10
TOTALS	92	263	125	194

The RCHC Comparison Waiting List Report is attached as Appendix RCHC-I.

Move Ins, Move Outs and Transfer Comparison

Location	Move Outs Jun. 30, 2020	Move Ins Jul. 1, 2020	Internal Transfers Jul. 1, 2020
Arnprior	1	3	0
Renfrew	0	6	0
Pembroke & Area	5	6	0

(b) Tenant Issues

March 2020	Arnprior	Renfrew	Pembroke & Area
N4's Issued	0	0	0
N5's Issued	0	0	0
L1's Issued	0	0	0
L2's Issued	0	0	0
Sherriff Eviction	0	0	0

N4 Notice to Terminate a Tenancy Early for Non-Payment of Rent

N5 Notice to Terminate a Tenancy Early

N6 Notice to Terminate a Tenancy Early for Illegal Acts

N7 Notice to End Tenancy for Causing Serious Problems in the Rental Unit or Residential Complex

N8 Notice to Terminate a Tenancy at End of Term

L1 Application to Terminate a Tenancy for Non-Payment of Rent

L2 Application to Terminate a Tenancy and Evict a Tenant

L4 Application to Terminate a Tenancy Tenant Failed to Meet Conditions of a Settlement or Order

2. **Financial**

(a) Operating Budget

The Consolidated Treasurer's Report for Renfrew County Housing Corporation as at May 2020 is attached as Appendix RCHC-II.

(b) Capital Budget

The Capital Works Variance Report as at July 29, 2020 is attached as Appendix RCHC-III.

(c) Current Arrears

The June arrears report is attached as Appendix RCHC-IV.

The June comparison arrears report is attached as Appendix RCHC-V.

3. **COVID-19**

(a) Update

The Renfrew County Housing Corporation (RCHC) offices located in Pembroke, Renfrew and Arnprior remain closed to the public. Staff are present in the office and are providing essential services during our normal hours of business while assisting to maintain regular administrative operations. Although offices are not open to the public, staff are available to the public by phone and email to assist as necessary.

Some RCHC staff continue to work from home with more frequent work days in the office. Staff have been very grateful for the opportunity to work from home and the support received to integrate back into the office.

During COVID-19 RCHC suspended some of their regular operations in order to comply with the declared state of emergency by the Ontario government. Now that we are resuming “normalized” operations and getting back to some of our regular business practices we are sending annual information packages to tenants so that we can complete their annual reviews and inform them of their new rent payable, which is based on the new simplified rent calculation method. We are also proceeding with tenant initiated work orders, where previously we were only concentrating on necessary emergency work orders. The enhanced sanitizing continues of all high-touch surfaces including door handles, light switches, and elevator buttons.

Communication tools such as bullets, newsletters and posters are being widely circulated. Appropriate messaging is critical to convey information about COVID-19 protocols and to remind staff, tenants and visitors on the measures we are taking and how they can prevent infection. Attached as Appendix RCHC-VI is the newsletter dated July 2020.

The three RCHC playgrounds have been open with the appropriate COVID-19 signage.

(b) Community Outreach

Check-ins with staff, tenants and Community Housing partners continue as we start to move through the re-opening phases.

To assist our Community Housing Tenants, through the Social Services Relief Fund, RCHC has issued \$25 gift cards to all households to assist them during this most difficult time. Staff are reporting overwhelming appreciation from tenants and housing providers not only for the gift cards, but also for the connections we are making. We have received cards of thanks, phone calls and posts on social media.

4. **Online Applications**

Currently applicants apply for rent-geared-to-income housing and can acknowledge their interest in a housing subsidy program by filling in a paper application they have picked up at our office, received in the mail, printed from our website or from another housing provider in the County.

Now applicants can log on anytime, from anywhere to apply for housing, review their status and make updates. The RENTCafé online application system provides an alternative to the handwritten paper application, while reducing our file storage needs. RENTCafé automatically checks to ensure applicants complete the required steps, reducing staff time spent following up on incomplete applications. This new process will help to streamline the application review process for increased transparency and faster decision-making. RENTCafé will also provide insight into all data entered by applicants, including history of each change. The benefits of an online application will prove to save time for staff and applicants resulting in maximized efficiency. Paper applications will continue for anyone who chooses not to apply online.

The RCHC Social Housing Application is available online at <https://www.socialhousingapplication.com>

5. **Housing and Homelessness Plan**

In accordance with the Housing Services Act, the County of Renfrew was required to establish a 10 Year Housing and Homelessness Plan which was adopted by County Council and implemented in January 2014.

To ensure accountability, and meet the Housing Service Act requirements, the 10 Year Housing and Homelessness Plan Report Card is completed each year looking back on the previous year's activities. The Housing Report Card includes such indicators as number of new units created, updated waiting list statistics, number of new partnerships, along with local statistics. The County of Renfrew 2019 Housing and Homelessness report is attached as Appendix RCHC-VII.

Comparison Waiting List Report - 2020

Pembroke & Area	Dec 31 2019	Jan 31 2020	Feb 29 2020	Mar 31 2020	Apr 30 2020	May 31 2020	June 30 2020	July 31 2020	Aug 31 2020	Sept 30 2020	Oct 31 2020	Nov 30 2020	Dec 31 2020
Family	198	200	86	77	67	58	63						
Adults	456	438	239	210	206	196	201						
Seniors	171	167	81	70	68	67	50						
TOTALS	825	805	406	357	341	321	314	0	0	0	0	0	0

Arnprior	Dec 31 2019	Jan 31 2020	Feb 29 2020	Mar 31 2020	Apr 30 2020	May 31 2020	June 30 2020	July 31 2020	Aug 31 2020	Sept 30 2020	Oct 31 2020	Nov 30 2020	Dec 31 2020
Family	116	119	96	47	55	60	61						
Adults	127	128	114	54	63	59	60						
Seniors	85	78	66	29	30	28	28						
TOTALS	328	325	276	130	148	147	149	0	0	0	0	0	0

Renfrew	Dec 31 2019	Jan 31 2020	Feb 29 2020	Mar 31 2020	Apr 30 2020	May 31 2020	June 30 2020	July 31 2020	Aug 31 2020	Sept 30 2020	Oct 31 2020	Nov 30 2020	Dec 31 2020
Family	140	77	67	56	59	63	69						
Adults	150	212	172	65	75	73	74						
Seniors	65	70	64	30	30	28	28						
TOTALS	355	359	303	151	164	164	171	0	0	0	0	0	0

RCHC Totals	Dec 31 2019	Jan 31 2020	Feb 29 2020	Mar 31 2020	Apr 30 2020	May 31 2020	June 30 2020	July 31 2020	Aug 31 2020	Sept 30 2020	Oct 31 2020	Nov 30 2020	Dec 31 2020
Family	454	396	249	180	181	181	193	0	0	0	0	0	0
Adults	733	778	525	329	344	328	335	0	0	0	0	0	0
Seniors	321	315	211	129	128	123	106	0	0	0	0	0	0
TOTALS	1,508	1,489	985	638	653	632	634	0	0	0	0	0	0

Renfrew County Housing Corporation
Consolidated Treasurer's Report
May 2020

Appendix RCHC-II

<u>Description</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>Full Year Budget</u>
SALARIES	721,971	806,196	(84,225)	1,905,556
BENEFITS	160,612	197,918	(37,306)	467,800
ADMINISTRATION	471,392	478,525	(7,133)	1,224,176
COVID	170,134	0	170,134	0
BUILDING - HEAT LIGHT POWER	331,954	386,070	(54,116)	926,582
BUILDING - REPAIRS & MAINTENANCE	132,958	177,590	(44,632)	426,245
BUILDING - NATURAL GAS	69,550	87,870	(18,320)	210,875
BUILDING - HEATING & PLUMBING	61,690	57,420	4,270	137,742
BUILDING - TAXES	620,207	745,357	(125,150)	1,674,219
BUILDING - WATER	255,255	300,448	(45,193)	744,349
BUILDING - ELEVATOR	24,671	27,625	(2,954)	66,300
BUILDING - PAINTING	61,759	97,770	(36,011)	234,637
BUILDING - GARBAGE REMOVAL	20,826	31,375	(10,549)	75,316
BUILDING - SNOW REMOVAL	154,483	148,156	6,327	222,207
BUILDING - GROUNDS KEEPING	9,650	25,010	(15,360)	60,000
BUILDING - CAPITAL REPAIRS - non TCA	184,237	333,193	(148,956)	839,136
FINANCIAL - DEPRECIATION	465,027	497,380	(32,353)	1,193,647
FINANCIAL - RENT WAIVER	80,728	94,545	(13,817)	226,925
FINANCIAL - MORTGAGE - INTEREST	20,038	20,038	0	887,074
FINANCIAL - RENT SUPPLEMENT	105,128	121,150	(16,022)	290,761
FINANCIAL - STRONG COMMUNITY RENT SL	58,554	58,370	184	140,086
FINANCIAL - CHPI	530,550	573,010	(42,460)	1,375,228
FINANCIAL - SDV - PHB 90%	0	0	0	0
FINANCIAL - COCHI	0	102,770	(102,770)	246,643
FINANCIAL - OPHI	39,295	167,635	(128,340)	402,325
FINANCIAL - ONTARIO RENOVATES (IAH & S	126,916	15,000	111,916	36,000
FINANCIAL - IAH HADD	27,000	30,000	(3,000)	72,000
FINANCIAL - IAH - HOME OWNERSHIP	0	0	0	0
Surplus Adjustment - Depreciation	(465,027)	(497,380)	32,353	(1,193,647)
Surplus Adjustment - Mortgage Principal	164,176	164,176	0	384,192
Surplus Adjustment - Transfer to Reserves	0	0	0	0
Surplus Adjustment - TCA	0	0	0	1,713,062
EXPENSES	4,603,735	5,247,217	(643,482)	14,989,436
GAIN / (LOSS) - DISPOSAL OF ASSETS	0	0	0	0
INTEREST ON INVESTMENTS	19,639	22,500	(2,861)	54,000
MISC REVENUE	28,651	33,995	(5,344)	81,579
PROV SUBSIDY - DEBENTURES	0	0	0	829,150
Surplus Adjustment - Transfer from Reserves	0	0	0	60,000
TENANT REVENUE	1,941,549	1,905,820	35,729	4,573,930
COUNTY TRANSFER - BASE	2,141,210	2,141,210	0	5,358,897
COUNTY TRANSFER - CAPITAL	0	0	0	1,653,062
COUNTY TRANSFER - SSRF (COVID)	144,817	0	144,817	0
COUNTY TRANSFER - CHPI	1,453,528	573,010	880,518	1,375,228
COUNTY TRANSFER - CHPI ADMIN	34,113	18,095	16,018	72,380
COUNTY TRANSFER - COCHI	87,395	61,660	25,735	246,643
COUNTY TRANSFER - COCHI Admin	4,599	3,245	1,354	12,981
COUNTY TRANSFER - OPHI	750,108	100,581	649,527	402,325
COUNTY TRANSFER - OPHI Admin	40,871	5,293	35,578	21,175
COUNTY TRANSFER - IAH - Ontario Renovate	319,148	15,000	304,148	36,000
COUNTY TRANSFER - IAH - HADD	44,250	30,000	14,250	72,000
COUNTY TRANSFER - IAH Home Ownership	0	0	0	0
COUNTY TRANSFER - IAH Admin	6,314	0	6,314	0
COUNTY TRANSFER - SIF - SDV - PHB	51,337	0	51,337	0
COUNTY TRANSFER - SIF - SDV - PHB Admir	500	0	500	0
COUNTY TRANSFER - SIF- Ontario Renovates	0	0	0	0
COUNTY TRANSFER - SIF ADMIN	0	0	0	0
COUNTY TRANSFER - SHIP	13,479	0	13,479	0
COUNTY TRANSFER - STRONG COMM Rent	70,043	58,370	11,673	140,086
REVENUES	7,151,552	4,968,779	2,182,773	14,989,436
Municipal SURPLUS / (DEFICIT)	2,547,817	(278,438)	2,826,255	0
less: Surplus Adjustment - Depreciation	(465,027)	(497,380)	32,353	(1,193,647)
add: Surplus Adjustment - TCA	0	0	0	1,713,062
add: Surplus Adjustment - Transfer To Rese	0	0	0	0
less: Surplus Adjustment - Transfer From Re	0	0	0	(60,000)
add: Surplus Adjustment - Principal Paymer	164,176	164,176	0	384,192
Accounting SURPLUS / (DEFICIT)	2,246,966	(611,642)	2,858,608	843,607

CAPITAL WORKS VARIANCE REPORT

Appendix RCHC-III

Job #	Facility	Category	Contractor	TCA Status	Approved Budget	Committed	Surp/Def	Job Status
CJ 20-01	510 & 515 MacKay Street - Site	Pedestrian Paving	Demers	TCA	\$ 40,000.00	\$ 24,320.64	\$ 15,679.36	completed (under budget)
CJ 20-02	510 MacKay Street / 515 River Road	Roofing	watining on final drawings from JP2G	TCA	\$ 55,000.00	\$ 1,424.64	\$ 53,575.36	awaiting engineering study (covid issues)
CJ 20-03	510 MacKay Street / 515 River Road	Roofing	watining on final drawings from JP2G	TCA	\$ 80,000.00			awaiting engineering study (covid issues)
CJ 20-04	515 River Road	Exterior doors	Valley Window and doors and Pembroke Glass	TCA	\$ 100,000.00	\$ 36,534.89	\$ 63,465.11	in progress (under budget)
CJ 20-05	150 Elizabeth Street North -Site	Pedestrian Paving	Demers	TCA	\$ 55,000.00	\$ 112,444.80	-\$ 57,444.80	completed (over budget)
CJ 20-06	59 Wallace Street -Site	Pedestrian Paving	Gerbers	TCA	\$ 45,000.00	\$ 7,072.32	\$ 37,927.68	in progress (under budget)
CJ 20-07	59 Wallace Street -Site	Site lighting		TCA	\$ 50,000.00		\$ 50,000.00	Deferred
CJ 20-08	130-144 Fraser, 135-147 Arnolds, 520-546 Nelson - (6) Townhomes	Exterior Windows		TCA	\$ 205,000.00		\$ 205,000.00	tender closes july 30
CJ 20-09	Bronx/Reynolds	Site lighting		TCA	\$ 25,500.00		\$ 25,500.00	Waiting on consultant review (covid issues)
CJ 20-10	260 Elizabeth	Balcony construction	waiting on consultants costs for design (JP2G)	TCA	\$ 55,000.00		\$ 55,000.00	Waiting on consultant
CJ 20-11	260 Elizabeth -Site	Sidewalks	Demers	TCA	\$ 26,000.00	\$ 26,457.60	-\$ 457.60	completed (over budget)
CJ 20-12	260 Elizabeth -Site	Site Lighting		TCA	\$ 45,000.00		\$ 45,000.00	Waiting on consultant review (covid issues)
CJ 20-13	5967 Palmer Rapids Road	waterline replacement		TCA	\$ 75,000.00		\$ 75,000.00	Waiting on consultant covid issues)
CJ 20-14	174/178,202 Massey, 220/350 Arith Blvd - (14) Duplex & (1) Townhouse	Roofing		TCA	\$ 65,000.00		\$ 65,000.00	scope of work required
CJ 20-15	1 Mackercher Drive	Interior Lighting		TCA	\$ 30,000.00		\$ 30,000.00	Waiting on consultant review (covid issues)
CJ 20-16	236 Hall Avenue	exterior walls		TCA	\$ 33,150.00		\$ 33,150.00	waiting on spitznager quote
CJ 20-17	8 Burwash	Phase 2 of concrete repairs and sealing of Balconies		TCA	\$ 75,000.00	\$ 180,000.00	-\$ 105,000.00	work in progress
CJ 20-18	63 Russell	concrete repairs and sealing of Balconies		TCA	\$ 100,000.00		\$ 100,000.00	Deferred
CJ 20-19	26 Spruce (townhomes)	vinyl siding		TCA	\$ 170,000.00		\$ 170,000.00	Tendered
CJ 20-20	26 Spruce (townhomes)	Patio Doors		TCA	\$ 70,000.00		\$ 70,000.00	
CJ 20-21	26 Spruce (townhomes)	exterior windows		TCA	\$ 220,000.00		\$ 220,000.00	
CJ 20-22	Opeongo Family	porch repairs	waiting on consultants costs for design (JP2G)	TCA	\$ 60,000.00		\$ 60,000.00	Engineer (JP2G) hired
TCA Total					\$ 1,679,650.00	\$ 389,679.53	\$ 1,289,970.47	
NON TCA PROJECTS								
CJ 20-23	515 & 510 MacKay Street - Site	Pedestrian Paving	Demers	Non-TCA	\$ 13,250.00	\$ 17,706.24	-\$ 4,456.24	Awarded
CJ 20-24	510 Mackay	Flooring		Non-TCA	\$ 22,000.00		\$ 22,000.00	scheduled work for september
CJ 20-25	55 Poplar Street Deep River	Common Area		Non-TCA	\$ 10,200.00		\$ 10,200.00	Deferred
CJ 20-26	55 Poplar Street Deep River	Heat tape on massard roof	Roger lafrance	Non-TCA	\$ 20,000.00		\$ 20,000.00	waiting on contractors quote
CJ 20-27	55 Poplar Street Deep River	Site lighting	waterman	Non-TCA	\$ 10,200.00		\$ 10,200.00	awaiting on consultant review
CJ 20-28	150 Elizabeth Pembroke	Foundation	Demers	Non-TCA	\$ 10,200.00	\$ 3,256.32	\$ 6,943.68	Awarded
CJ 20-29	150 Elizabeth Pembroke	Site lighting	waterman	Non-TCA	\$ 15,000.00		\$ 15,000.00	Defferring
CJ 20-30	59 Wallace Eganville	Replacement of interior waterlines	work in progress	Non-TCA	\$ 20,000.00	\$ 1,205.86	\$ 18,794.14	in progress
CJ 20-31	435-481 Nelson Street - Townhouse	Furnace replacement	scope being worked on	Non-TCA	\$ 100,000.00		\$ 100,000.00	scope of work required
CJ 20-32	1 Mackercher Drive	Flooring	holding	Non-TCA	\$ 22,000.00		\$ 22,000.00	awaiting designated substance testing
CJ 20-33	1 Mackercher Drive	exterior doors	Pembroke Glass	Non-TCA	\$ 7,140.00	\$ 10,000.00	-\$ 2,860.00	awarded
CJ 20-34	1 Mackercher Drive	sidewalks	greenwood	Non-TCA	\$ 8,000.00		\$ 8,000.00	awarded , work to proceed shortly
CJ 20-35	400 Nelson Street	Replacement of interior waterlines	JRG Plumbing	Non-TCA	\$ 12,000.00		\$ 12,000.00	
CJ 20-36	19 Smith Street	Flooring		Non-TCA	\$ 8,000.00		\$ 8,000.00	
CJ 20-37	172 & 174 Cecil Street	Roofing		Non-TCA	\$ 10,200.00		\$ 10,200.00	tendering
CJ 20-38	202 Cecil	Windows		Non-TCA	\$ 7,500.00		\$ 7,500.00	tendering
CJ 20-39	202 Cecil	Siding and insulation		Non-TCA	\$ 10,000.00		\$ 10,000.00	tendering
CJ 20-40	44 Lorne Street	Replacement of interior waterlines	layton knight /Asbex	Non-TCA	\$ 12,000.00		\$ 12,000.00	awaiting quote
CJ 20-41	199-201 Wilfred Cres, 208-307 Edward St - (10) Duplex-s	fencing / site development		Non-TCA	\$ 35,000.00		\$ 35,000.00	
CJ 20-42	8 Burwash Street	Elevator and Lifts		Non-TCA	\$ 10,100.00		\$ 10,100.00	waiting on the latest TSSA report
CJ 20-43	8 Burwash Street	Replacement of interior waterlines		Non-TCA	\$ 24,000.00		\$ 24,000.00	
CJ 20-44	8 Burwash Street - Site	Parking lot	Greenwood paving	Non-TCA	\$ 17,000.00	\$ 4,829.53	\$ 12,170.47	awarded , work to proceed shortly
CJ 20-45	8 Burwash Street - Site	Parking lot	Greenwood paving	Non-TCA	\$ 14,000.00	\$ 8,624.16	\$ 5,375.84	awarded, work to proceed shortly
CJ 20-46	63 Russel	generator transfer switch		Non-TCA	\$ 10,000.00		\$ 10,000.00	exterior (on roof) spring
CJ 20-47	26 Spruce - Town homes	exterior walls		Non-TCA	\$ 36,093.00		\$ 36,093.00	Deferred
CJ 20-48	5967 Palmer Rapids Road	water treatment system		Non-TCA	\$ 12,000.00	\$ 7,122.16	\$ 4,877.84	annual repair costs
CJ 20-49	Crack filling and line painting	various sites		Non-TCA	\$ 15,000.00		\$ 15,000.00	various sites
CJ 20-50	Domestic water systems	various facilities		Non-TCA	\$ 38,253.00	\$ 4,841.74	\$ 33,411.26	various sites
CJ 20-51	Bathrooms	various facilities		Non-TCA	\$ 65,000.00	\$ 38,320.78	\$ 26,679.22	various sites
CJ 20-52	Flooring	various facilities		Non-TCA	\$ 140,000.00	\$ 83,559.26	\$ 56,440.74	various sites
CJ 20-53	Appliances	various facilities		Non-TCA	\$ 65,000.00	\$ 15,054.33	\$ 49,945.67	various sites
CJ 20-54	Accomodation / Accessibility	various facilities		Non-TCA	\$ 40,000.00	\$ 12,145.26	\$ 27,854.74	various sites
Non-TCA Total					\$ 839,136.00	\$ 355,745.26	\$ 483,390.74	
UNPLANNED CAPITAL								
Job #	Facility	Category	Contractor	TCA Status	Approved Budget	Committed	Surp/Def	Job Status
UCJ 20-55	219 Cecil	Insulation	Efficiency First Insulation and Contracting Inc.	Non-TCA		\$ 4,419.10	-\$ 4,419.09	
UCJ 20-56	2-510 Mackay	VCT remediation	Asbex	Non-TCA		\$ 1,984.32	-\$ 1,984.32	
UCJ 20-57	214-150 Elizabeth	VCT remediation	Asbex	Non-TCA		\$ 1,958.88	-\$ 1,958.88	
UCJ 20-58	404-260 Elizabeth	VCT remediation	Asbex	Non-TCA		\$ 1,958.88	-\$ 1,958.88	

CAPITAL WORKS VARIANCE REPORT

Job #	Facility	Category	Contractor	TCA Status	Approved Budget	Committed	Surp/Def	Job Status
UCJ 20-59	236 Hall - Mechanical room	Asbestos Pipe insulation	Asbex	Non-TCA		\$ 1,958.88	-\$ 1,958.88	
UCJ 20-60	281 Edward Street	New Kitchen	Bosa Cabinets	Non-TCA		\$ 6,060.99	-\$ 6,060.99	
UCJ 20-61	443, 445, 447 & 449 Nelson	Roof repaired due to water leaks	Lair's Construction	Non-TCA		\$ 7,245.31	-\$ 7,245.31	
UCJ 20-62	150 Nelson	Insulation	Demars	Non-TCA		\$ 9,291.71	-\$ 9,291.71	
UCJ 20-63	6- 26 Spruce	New Kitchen	Peter E Sylvestre	Non-TCA		\$ 3,964.57	-\$ 3,964.57	
UCJ 20-64	63 Russell Road		Thyssenkrupp	Non-TCA		\$ 16,259.53	\$ 16,259.23	
UCJ 20-65	236 Hall	Door operators	Capital	Non-TCA		\$ 11,496.00	\$ 11,496.00	
UCJ 20-66	41 Vimy	Door operators	Capital	Non-TCA		\$ 7,180.00	\$ 7,180.00	
UCJ 20-67	7-231 Albert Street	New Kitchen	Peter E Sylvestre	Non-TCA		\$ 3,296.01	\$ 3,296.01	
UCJ 20-68	145 Arnold's Lane	Foundation Repairs	Demers Masonry Inc	Non-TCA		\$ 4,273.92	\$ 4,273.92	
UCJ 20-69	75 Stafford - Elevator	Emergency locking device replacement	OTIS	Non-TCA		\$ 1,679.04	\$ 1,679.04	
UCJ 20-70	Trailer for Renfrew maintenance crew	Trailer	March Road Motorsports	Non-TCA		\$ 8,139.78	\$ 8,139.78	
UCJ 20-71	150 Elizabeth Pembroke	Foundation work (upper ground)	Demers	Non-TCA		\$ 18,866.30	\$ 18,866.30	
UCJ 20-72	150 Elizabeth Pembroke	Foundation repairs to back upper ground corner	Demers	Non-TCA		\$ 16,810.75	\$ 16,810.75	
UCJ 20-73	75 Stafford	Mixing valve replacement	Welk Electric Ltd.	Non-TCA		\$ 4,063.28	\$ 4,063.28	
UCJ 20-74	8 Burwash	Voice annunciator for elevator	Thyssenkrupp E;levator	Non-TCA		\$ 1,856.10	\$ 1,856.10	
UCJ 20-75	Lea street and Boronx	eavetrough repairs	Waterways Seamless Eavestroughing	Non-TCA		\$ 5,821.69	\$ 5,821.69	
UCJ20-76	19 Smith Street , Beachburg	Top soil over the septic system	Yantha Backhoe and Trucking	Non-TCA		\$ 9,158.40	\$ 9,158.40	
UCJ20-77	510-260 Elizabeth	VCT remediation	Asbex	Non-TCA		\$ 2,106.43	\$ 2,106.43	
UCJ20-78	4-55 Polpar	VCT remediation	Asbex	Non-TCA		\$ 2,967.32	\$ 2,967.32	
UNPLANNED CAPITAL ****						\$ 152,817.19	-\$ 152,817.19	

TCA	TCA	\$ 1,679,650.00	\$ 389,679.53	\$ 1,289,970.47	Suplus
Non-TCA	Non-TCA	\$ 839,136.00	\$ 355,745.26	\$ 483,390.74	Surplus
Unplanned Capital			\$ 152,817.19	-\$ 152,817.19	Deficit
Totals		\$ 2,518,786.00	\$ 898,241.98	\$ 1,620,544.02	Surplus

RCHC Arrears Report -Jun 2020

	Arrears Previous Month (May 2020)		Arrears Owing for June 2020		Number of Tenants	Comments <i>(a tenant may have multiple charges)</i>
Arnprior	Rent	\$ 12,704.00	Rent	\$ 16,382.00	16	6 L1 Application to Evict Tenant for Non-Payment of Rent
						1 L2 Application to End a Tenancy and Evict a Tenant
	Maint.	\$ 2,866.00	Maint.	\$ 2,816.00		11 N4 Eviction
	Misc.	\$ 1,440.00	Misc.	\$ 1,425.00		2 N5 Notice to Terminate a Tenancy Early
						6 Maintenance Charges
						1 NSF Fees
						1 Tribunal Fees
						0 Utilities
	Total	\$ 17,010.00	Total	\$ 20,623.00		
Renfrew	Rent	\$ 12,274.00	Rent	\$ 14,887.00	19	4 L1 Application to Evict Tenant for Non-Payment of Rent
						1 L2 Application to End a Tenancy and Evict a Tenant
	Maint.	\$ 1,870.00	Maint.	\$ 1,870.00		18 N4 Eviction - 34 Arrears Letters Sent in May
	Misc.	\$ 762.00	Misc.	\$ 543.00		1 N5 Notice to Terminate a Tenancy Early
						2 Maintenance Charges
						0 Sheriff Eviction
						1 NSF Fees
						4 Tribunal Fees
	Total	\$ 14,906.00	Total	\$ 17,300.00		
Pembroke & Area	Rent	\$ 41,002.00	Rent	\$ 44,327.00	55	0 L1 Application to Evict Tenant for Non-Payment of Rent
						41 N4 Eviction - Arrears Letters Sent in Lieu of N4's
	Maint.	\$ 945.00	Maint.	\$ 604.00		0 N5 Notice to Terminate a Tenancy Early
	Misc.	\$ 3,658.00	Misc.	\$ 3,536.00		0 N6 Notice to Terminate a Tenancy Early - Illegal Act or Misrepresentation of Income
						0 N7 Notice to Terminate a Tenancy for Impaired Safety
						30 Air Conditioner Fees
						21 Maintenance Charges
						5 NSF Fees
						43 Parking Fees
						4 Tribunal Fees
	Total	\$ 45,605.00	Total	\$ 48,467.00		
TOTAL		\$ 77,521.00		\$ 86,390.00	90	

Rent Charged \$ 381,691.00

Adjustments \$ 22,686.00

Adjustments Processed = 75

Renfrew County Housing Corporation

Comparison Arrears

	June-20	June-19	June-18	June-17	June-16
Arnprior	\$20,623.00	\$8,841.00	\$9,142.00	\$11,277.00	\$9,386.00
Renfrew	\$17,300.00	\$9,079.00	\$8,331.00	\$4,488.00	\$4,370.00
Pembroke & Area	\$48,467.00	\$22,299.00	\$11,415.00	\$11,041.00	\$16,055.00
TOTAL	\$86,390.00	\$40,219.00	\$28,888.00	\$26,806.00	\$29,811.00

Arrears consist of the following:

Rent
Maintenance
Tribunal fee (minimum \$170)
Parking
Air Conditioning
NSF charges



CPAN-Growing at Home

Renfrew County Child Poverty Action Network is excited to let you know about a new initiative they have been working on...

These times (although challenging) are providing opportunities that we may not have had previously. One example being students and families 'Growing at Home' together.

CPAN has provided 5 types of easy-to-grow seeds per family in the care packages allowing students to garden at home!

If you would like to help - or you live in Renfrew County and have children who would like to start a garden, and have not already received seeds, we would be happy to provide the easy-to-grow seeds. Simply email at lsmith@phoenixctr.com or send a PM on the CPAN or Good EGG Facebook pages.

HOW TO REACH US • All County of Renfrew buildings are only open for contact via telephone and email. You can reach us at:

Arnprior — Phone: 613-623-7951; Email: ArnpriorRCHC@countyofrenfrew.on.ca

Renfrew — Phone: 613-432-3679 or Toll Free: 1-855-432-6450

Email: RenfrewRCHC@countyofrenfrew.on.ca

Pembroke — Phone: 613-735-0782 or Toll Free: 1-888-256-0063

Email: PembrokeRCHC@countyofrenfrew.on.ca

Reminder!

If
your income
changes,
please notify
the RCHC
Office right
away.

Tenants receiving CERB are reminded to provide verification of income to the office monthly

Reminder to all tenants to NOT be feeding wild animals on RCHC property



Check out what's growing at RCHC!

Everyone can make Stage 3 a success by:

	Maintaining physical distancing of at least two metres from people outside of your household or social circle		Wearing a face covering in indoor and outdoor public spaces where physical distancing is a challenge
	Washing your hands frequently with soap and water		Using an alcohol-based hand sanitizer if soap and water are not available
	Practising good hygiene (covering a cough and sneeze and avoiding touching your face)		Cleaning frequently touched surfaces more often
	Limiting indoor gatherings to a maximum of 50 people, or less, to maintain physical distancing		Limiting outdoor gatherings to a maximum of 100 people, or less, to maintain physical distancing
	Staying at home and away from others if you are feeling ill or have symptoms of COVID-19		Downloading the COVID Alert app, when launched, to be notified if you have been in contact with anyone with COVID-19
	Working from home or remotely as much as possible		Minimizing travel and self-isolating for 14 days after all international travel
	Protecting the most vulnerable by following public health advice		Getting tested if you are worried you have or have been in contact with someone who has COVID-19

Fire Hazards– Fire pits, outdoor fireplaces or any type of fire on RCHC property is NOT PERMITTED

Smoke and Carbon Monoxide Detectors

All tenants are reminded not to tamper with or disconnect any heat, smoke or carbon monoxide detectors, fire alarms, door closers, or any other safety equipment installed with your residence.

Periodically check your smoke detector to ensure they are in proper working order

Call RCHC office if your detector is not working

Bird Feeders

Feeders (except hummingbird feeders) are not to be closer than 10 meters from the apartment building and prior permission from the landlord must be obtained

Parking

Parking is available for tenants with an assigned spot. If there is no visitor parking spaces available, visitors must park elsewhere

Swimming Pools

RCHC only allows small kiddie-type pools.

If you wish to have a small kiddie pool you must:

1. Check with the housing supervisor first
2. The pool must be portable
3. The pool must be emptied at night for safety reasons
4. The pool must be properly supervised
5. Maximum depth of water has to be 10 inches



Air Conditioners

Due to COVID-19, written permission to install an air conditioner is not required for 2020.

No AC over 10,000 BTU capacity can be installed. AC cannot be installed over a walk-way. Follow all previous AC instructions and if you are not sure call the office.

Notify the office if you are installing an air conditioner. RCHC will be checking for air conditioners. A \$50 charge will be applied to your account.

Air conditioners **must** be removed from windows by **October 31st each year.**



County of Renfrew 2019 Housing and Homelessness Report



2019 County of Renfrew Housing and Homelessness Report Card

Housing is a cornerstone for any community and having adequate shelter is critical to enabling residents to live, work and participate. Given the geographic expanse of Renfrew County and the uneven distribution of a diverse population within it, there are a range of housing needs that exist, whether in terms of seniors, working families, low income singles or youth. Delivery of access to housing that is affordable, adequate and suitable is a vital indicator of overall health and wellbeing. The 5 year update to the housing and homelessness plan was completed in 2019.

Through these efforts progress is being made. Our understanding of what is effective is increasing. Our work is far from done but you will see from this report that we are on the right path. Through the continuation of community partnerships we will strive to ensure that everyone has a place to call home.

	2014	2015	2016	2017	2018	2019
Population	106,306	107,169	102,394 ²⁰	102,394 ²⁰	102,394 ²⁰	102, 394 ²⁰
Population Growth (%)	1.01%	1.00%	1.1%	0%	0%	0%
Households	No data ¹⁸	45,300	42,780	42,780	42,780	42,780
Household Growth (%)	No data ¹⁸	1.02%	2.44%	No data	No data	No Data
Growth in Seniors (%)	No data ¹⁸	No data ¹⁸	56.72%	No Data	No data	No data
Non-Couple Households Growth (%) ²	No data ¹⁸	No data ¹⁸	26.18% ²⁰	No data	No data	No Data
Unemployment Rate	8.1%	8.7%	7.8%	7.4%	5.7%	5.2%
Ontario Works Maximum Shelter Allowance for One Benefit Unit	\$376	\$376	\$376	\$376	\$390	\$390
Ontario Works Maximum Shelter Allowance for Two People	\$602	\$609	\$609	\$609	\$642	\$642
ODSP Maximum Shelter Allowance for One Benefit Unit	\$474	\$474	\$474	\$474	\$497	\$497
General Minimum Wage	\$11.00	\$11.25	\$11.40	\$14.00	\$14.00	\$14.00
Average Household Income	\$76,510	\$81,962	\$84,830	\$84,830	\$84,830	\$84,830
Median Household Income	\$64,383	\$66,503	\$68,542	\$68,542	\$68,542	\$68,542
Change in Consumer Price Index from Previous Year	0.2%	2.0%	1.9%	2.2%	2.1%	1.9%

	2014	2015	2016	2017	2018	2019
Private Rental and Ownership Housing						
Average Market Rent for One-Bedroom Unit	\$618 ^{5a}	\$622 ^{5a}	635 ⁵	635 ⁵	711 ⁵	744 ⁵
Average Vacancy Rate (private rental market)	2.6%	2.6%	2.8%	2.9%	2.4%	2.9%
Average Resale House Price ⁷	\$222,000	\$216,007	\$216,752	\$227,097	242,704	289,838
Social and Affordable Housing						
Number of Social Housing Units	1,397	1,397	1,397	1,397	1397	1397
Number of Households on Social Housing Waiting List as of December 31 st	814	958	996	1002	1068	1539
Number of Households Housed from the Social Housing Waiting List (incl.SPP)	125	161	142	134	114	121
Number of New Applications for the Social Housing Waiting List	180	293	375	479	598	361
Total Number of New Affordable Units Created this Year	0	0	0	14	0	0
Emergency, Transitional and Supportive Housing Units						
Number of Emergency and Transitional Housing Units	39 ⁸	39 ⁸	39 ⁸	42 ⁸	42 ⁸	42 ⁸
Average Length of Stay in Emergency/Transitional Housing (weeks)	3 ⁹	3 ⁹	3 ⁹	3 ⁹	3 ⁹	3 ⁹
Shelter Occupancy Rates (%)	50 ¹⁰	50 ¹⁰	50 ¹⁰	50 ¹⁰	50 ¹⁰	50
Number of Designated Units for Victims of Domestic Violence	16 ¹¹	16 ¹¹	16 ¹¹	16 ¹¹	16 ¹¹	16 ¹¹
Number of Persons Moving from Shelter to Permanent Housing						
Number of Households Supportive Housing Units (outside social housing)	93 ¹²	93 ¹²	93 ¹²	93 ¹²	93 ¹²	93 ¹²

	2014	2015	2016	2017	2018	2019
Number of Alternative Housing Units	25 ¹³	25 ¹³	25 ¹³	25 ¹³	25 ¹³	25 ¹³
Number of Households Assisted through Homelessness Prevention Program ¹⁴	733	949	621	804	567	508
Number of Households Assisted through County of Renfrew Homeownership Program	n/a ¹⁹	n/a ¹⁹	n/a ¹⁹	14	11	0
Number of Households Assisted through the Survivors of Domestic Violence-Portable Housing Benefit	n/a	n/a	26	47	47	21
Number of Households Assisted through Ontario Renovates	44 ¹⁷	0	17	50	109	35
Number of OW Caseloads	1186	1257	1277	1357	1323	1240
Number of ODSP Caseloads	3251	3362	3511	3503	3705	3835

¹ All data provided as of December 2016 unless otherwise stated. Growth (%) is the percent change from 2015 to 2016 unless otherwise stated

² Households that are not a couple with or without children

³ Average and median household incomes for 2016 are sourced from Ottawa Valley Economic Development Services and Manifold Data Mining Inc.

⁴ All data provided as of December 2016 unless otherwise stated

⁵ Canada Mortgage and Housing Corporation Rental Market December 2019. \$513 bachelor, \$744 one-bed, \$867 two-bed.

⁶ October 2011

⁷ Canadian Real Estate Association Sales Data

⁸ Bernadette McCann House (16), Columbus House (11), MacKay Manor (12)The Grind (3)

⁹ Bernadette McCann House and Columbus House

¹⁰ Bernadette McCann House

¹¹ Bernadette McCann House

¹² Madawaska Valley and Barry's Bay (34), Community Living Upper Ottawa Valley (24), Community Living Upper Ottawa Valley (35)

¹³ Kinsmen Court

¹⁴ Previously CSUB funding in 2011, now CHPI

¹⁵ Year 1 Breakdown (2009)

¹⁶ 1st pot of funding (2012)

¹⁷ 2014 additional IAH funding

¹⁸ No data for 2018 posted as of March 31, 2015 sourced from Ottawa Valley Economic Development and Manifold Data Mining Inc.

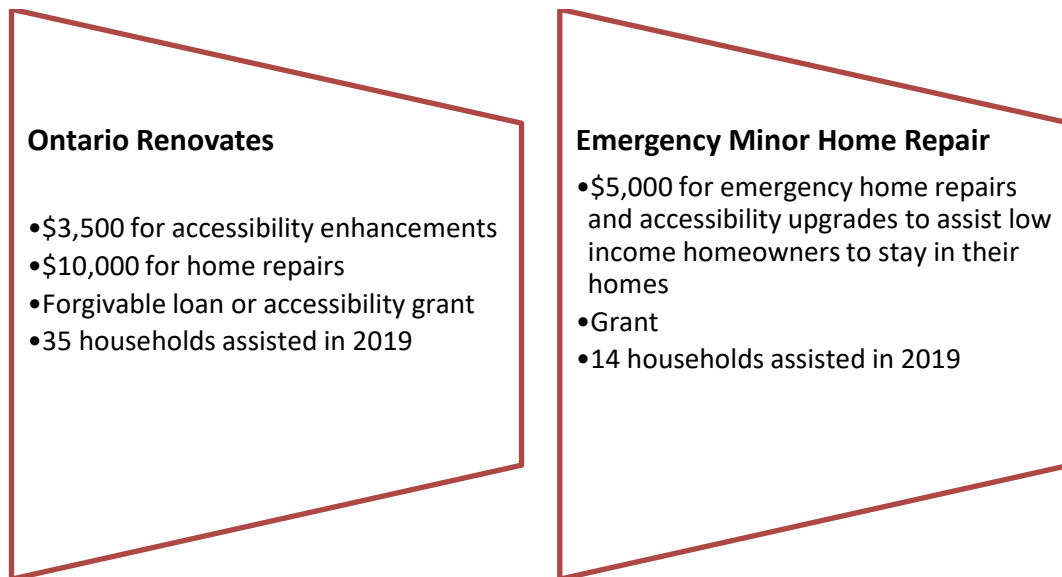
²⁰Based on 2016 Census Data, % increase from 2011 Census Data

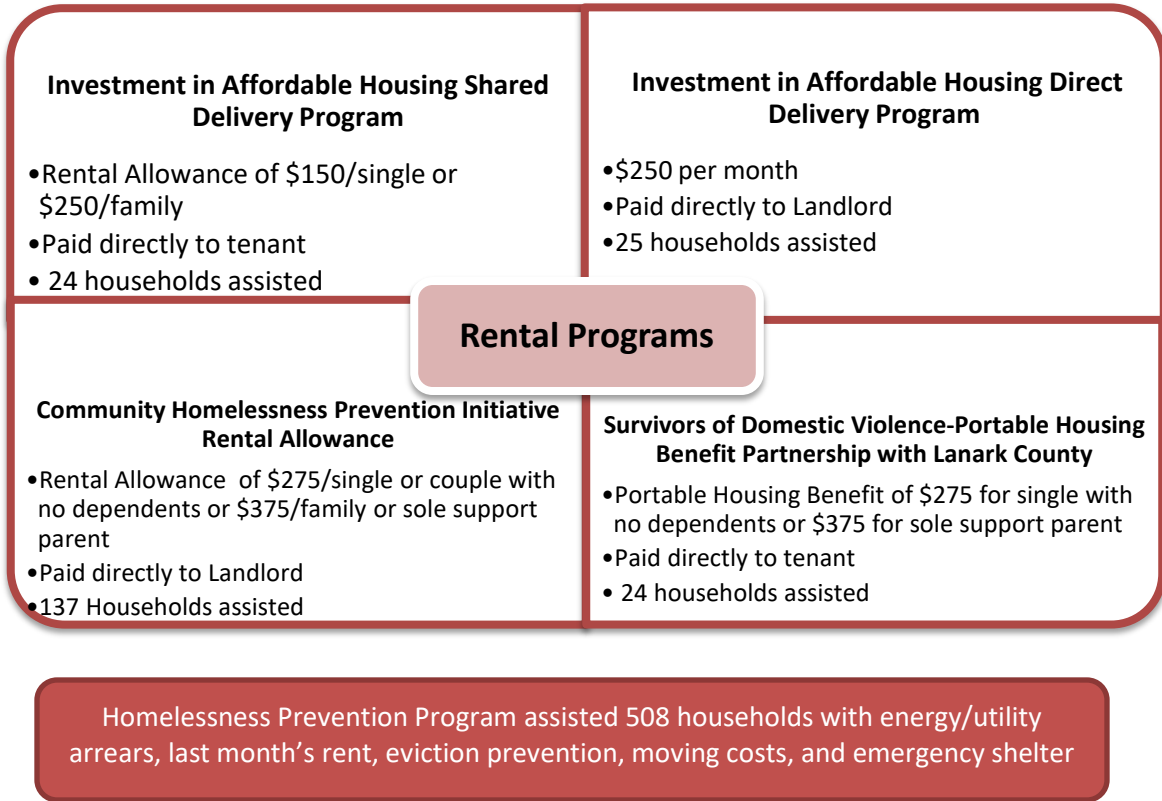


Housing in the County of Renfrew 2019

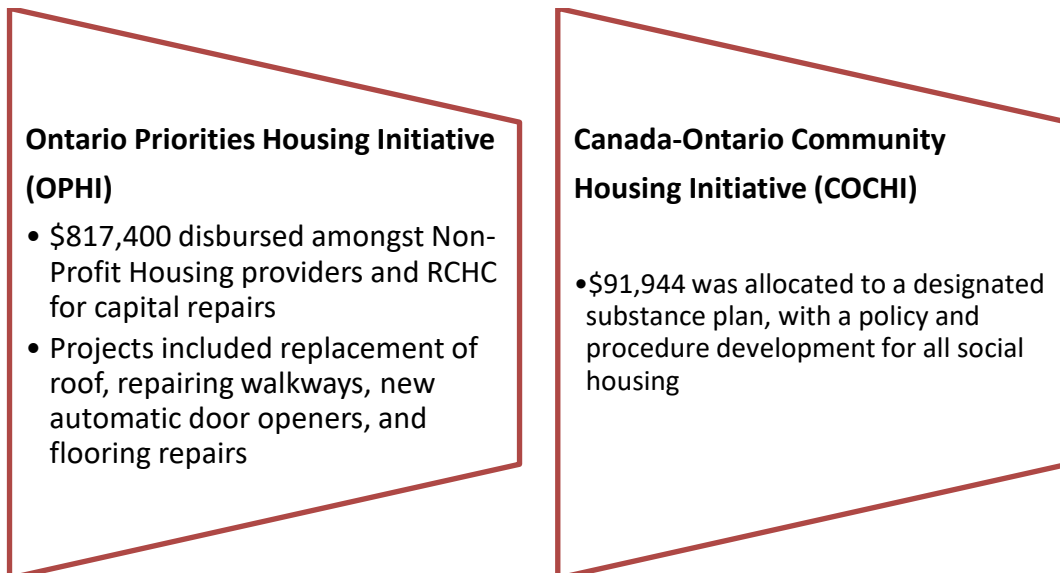


Forgivable Loan & Grants for Low-Income Homeowners



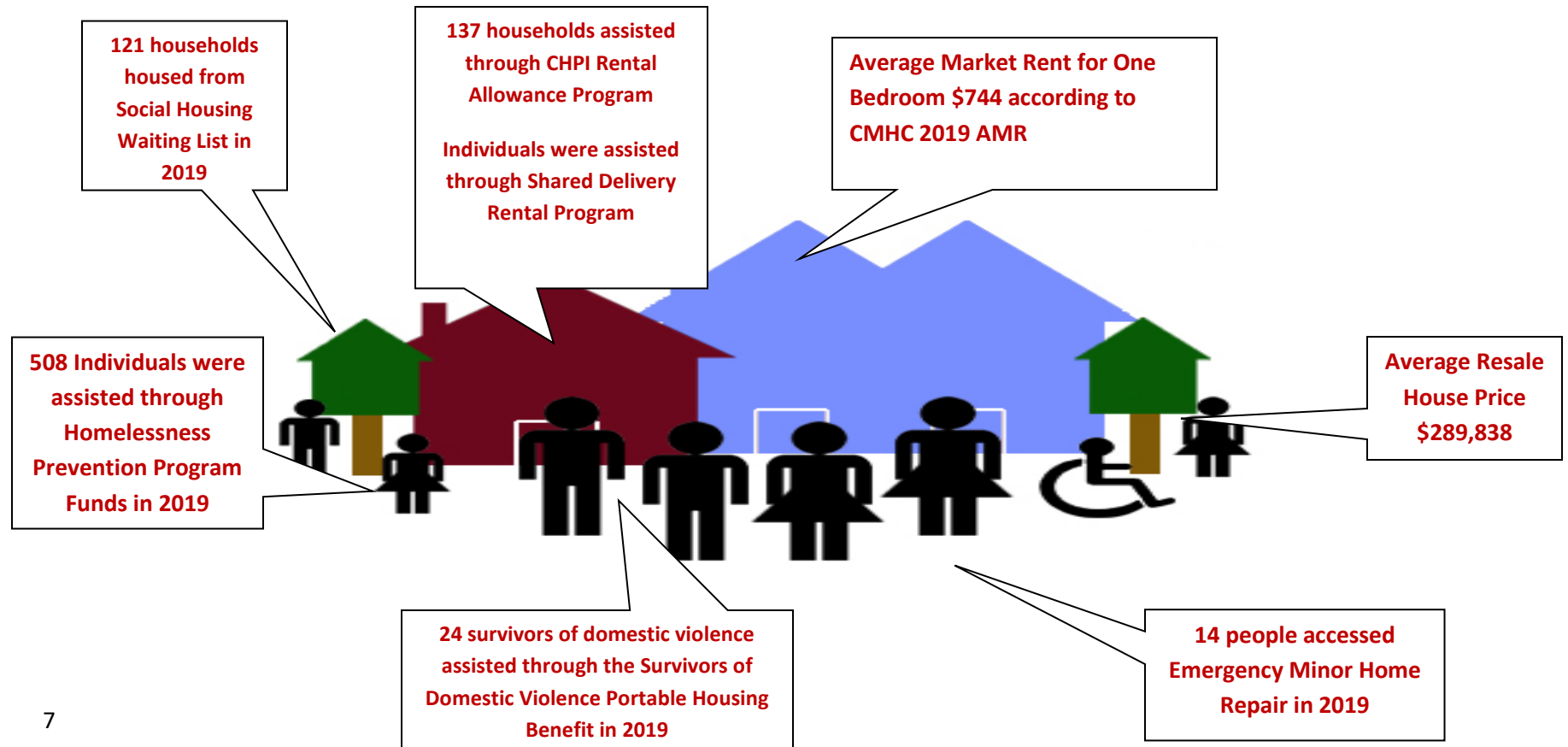


Housing Renewal Strategy



2019 Report on Housing & Homelessness in the County of Renfrew

Housing is a cornerstone for any community and having adequate shelter is critical to enabling residents to live, work and participate. The County of Renfrew has updated it's 10 Year Housing and Homelessness Plan outlining 4 goals and 12 key objectives. Through these efforts progress is being made. Our understanding of what is effective is increasing. Our work is far from done but you will see from the diagram below that we are on the right path. Through the continuation of community partnerships we will endeavor to ensure that everyone has a place to call home.





SOCIAL SERVICES COMMITTEE

Wednesday, August 12, 2020

AGENDA

1. Call to order.
2. Roll call.
3. Disclosure of pecuniary interest and general nature thereof.
4. Adoption of minutes of previous meeting held on June 10, 2020.
5. Delegations (None at time of mailing).
6. Social Services Department Page
 - (a) Department Report 2
 - (b) Ontario Works Division Report 26
 - (c) Child Care and Early Years Division Report 32
7. New Business.
8. Closed Meeting – None at time of mailing.
9. Date of next meeting (Wednesday, September 9, 2020) and adjournment.

NOTE: (a) **County Council: Wednesday, August 26, 2020.**

(b) Submissions received from the public, either orally or in writing may become part of the public record.

COUNTY OF RENFREW
SOCIAL SERVICES REPORT

TO: Social Services Committee

FROM: Laura LePine, Director of Social Services

DATE: August 12, 2020

SUBJECT: Department Report

INFORMATION

1. **OMSSA Survey Results Summary – Service Manager Post-Pandemic Human Resources Planning – July 2020**

The Ontario Municipal Social Services Association (OMSSA) engaged in live polling at its virtual Leadership Table meeting on June 25, 2020 in order to collect information on service managers' plans and intentions related to remote work and human resources planning as we move into the recovery and post-pandemic periods. Attached as Appendix I are the results from the poll that includes responses from 34 service manager areas.

2. **2020 Planning Allocation**

Attached as Appendix II is a letter dated July 7, 2020 from the Ministry of Children, Community and Social Services confirming the Ontario Works 2020 planning allocation in the amount of \$2,556,505. This transfer payment includes Ontario Works baseline funding plus the approved business case funding for the Service Delivery Improvement Project (SDIP) and the move of Pembroke Social Services into the County Administration Building.

3. **Social Services Relief Fund Phase 2**

Attached as Appendix III is an announcement dated July 8, 2020 from Mr. Joshua Paul, Assistant Deputy Minister, Housing Division announcing an additional \$150 million in new provincial funding under a second phase of the Social Services Relief Fund (SSRF).

4. **Support of Universal Basic Income Resolution**

(a) Attached as Appendix IV is a resolution from the Town of Gore Bay regarding their support of the feasibility of implementing a universal basic income program.

(b) Attached as Appendix V is a resolution from the Municipality of West Elgin regarding their support of the universal basic income program.

5. **Protecting Tenants and Strengthening Community Housing Act, 2020**

Attached as Appendix VI is correspondence dated July 22, 2020 from Hon. Steve Clark, Minister of Municipal Affairs and Housing, regarding the Protecting Tenants and Strengthening Community Housing Act, 2020 (Bill 184).

6. **Temporary Pandemic Pay**

Attached as Appendix VII is correspondence from the Ministry of Municipal Affairs and Housing (MMAH) confirming that the County of Renfrew will not be receiving funding for Temporary Pandemic Pay. The Temporary Pandemic Pay from MMAH is for the Supportive Housing and Emergency Shelter Sectors only. The County of Renfrew has no eligible employers as defined by the MMAH program guidelines.

7. **Treasurer's Report**

As directed by County Council, the Treasurer's Report is to be provided on a quarterly basis from January to September. Appendix VIII is a copy of the June 2020 Treasurer's Report for the Social Services Department and will be emailed prior to the meeting.

8. **Ontario Works Division Report**

Attached as Appendix IX is the Ontario Works Division Report prepared by Ms. Andrea Patrick, Manager of Ontario Works, providing an update on activities.

9. **Child Care and Early Years Division Report**

Attached as Appendix X is the Child Care and Early Years Division Report, prepared by Ms. Judy Mulvihill, Manager of Child Care and Early Years Services, providing an update on activities.

OMSSA Survey Results Summary

Service Manager Post-Pandemic Human Resources Planning | July 2020



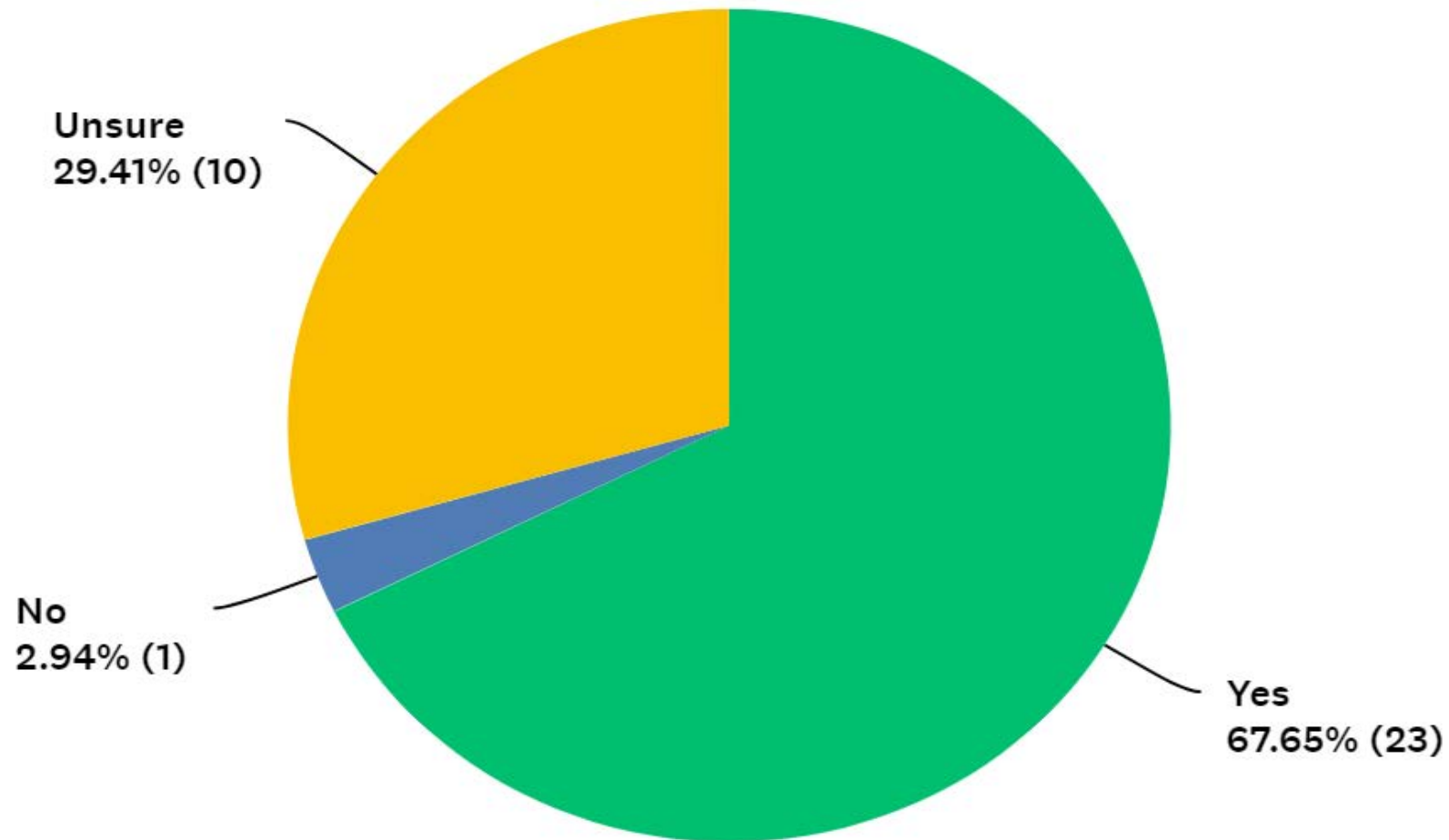
Summary

OMSSA engaged in live polling at its virtual Leadership Table meeting on June 25, 2020 in order to collect information on service managers' plans and intentions related to remote work and human resources planning as we move into the recovery and post-pandemic periods.

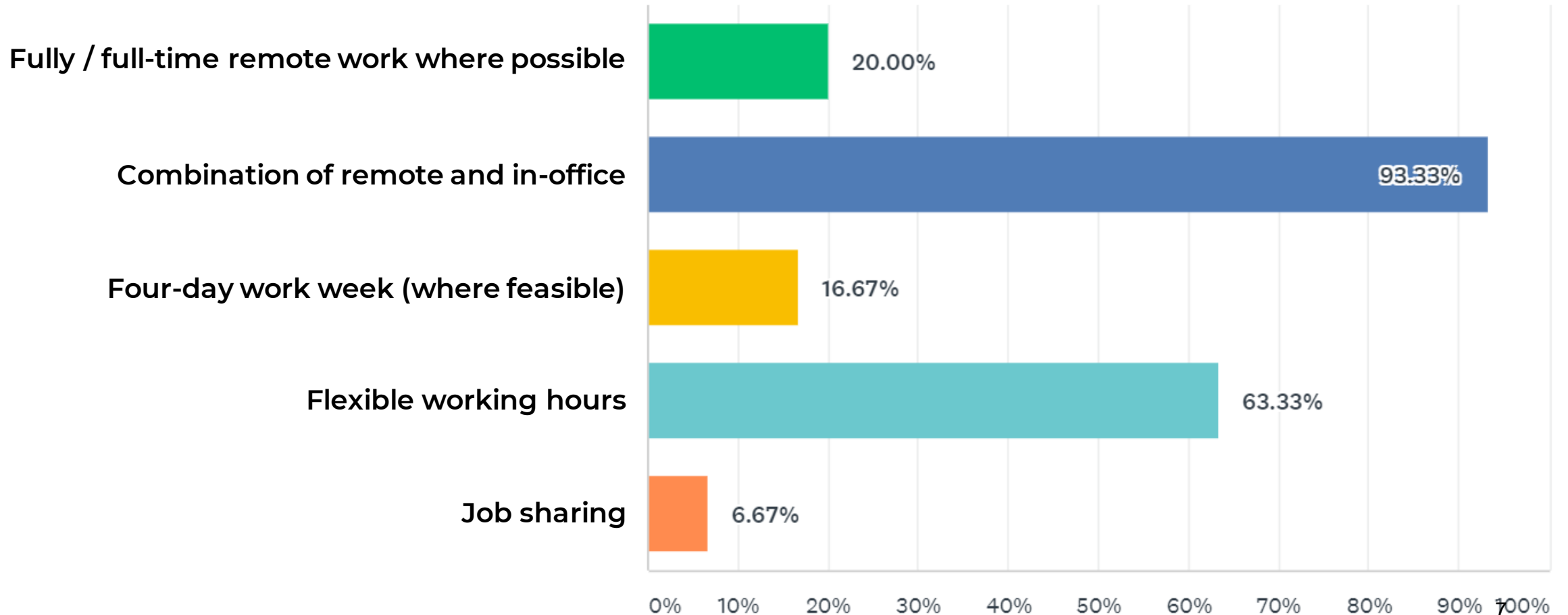
An online survey was made available following the meeting to ensure results could be captured from as many service managers as possible.

The following pages summarize the results collected from 34 service manager leads.

Are you planning or considering permanent changes to human resources management post-pandemic, based on what you've learned during COVID-19? (N=34)



Which models of work would you consider implementing on a permanent basis? (N=30)



What are the key barriers to successful implementation? (N=32)



Are you adopting or considering new technology to support remote work? (N=29)

Docusign or other e-signature software

65.52%

Employee monitoring software

17.24%

Video meeting software (Zoom, Webex, GotoMeeting, Skype, etc.)

65.52%

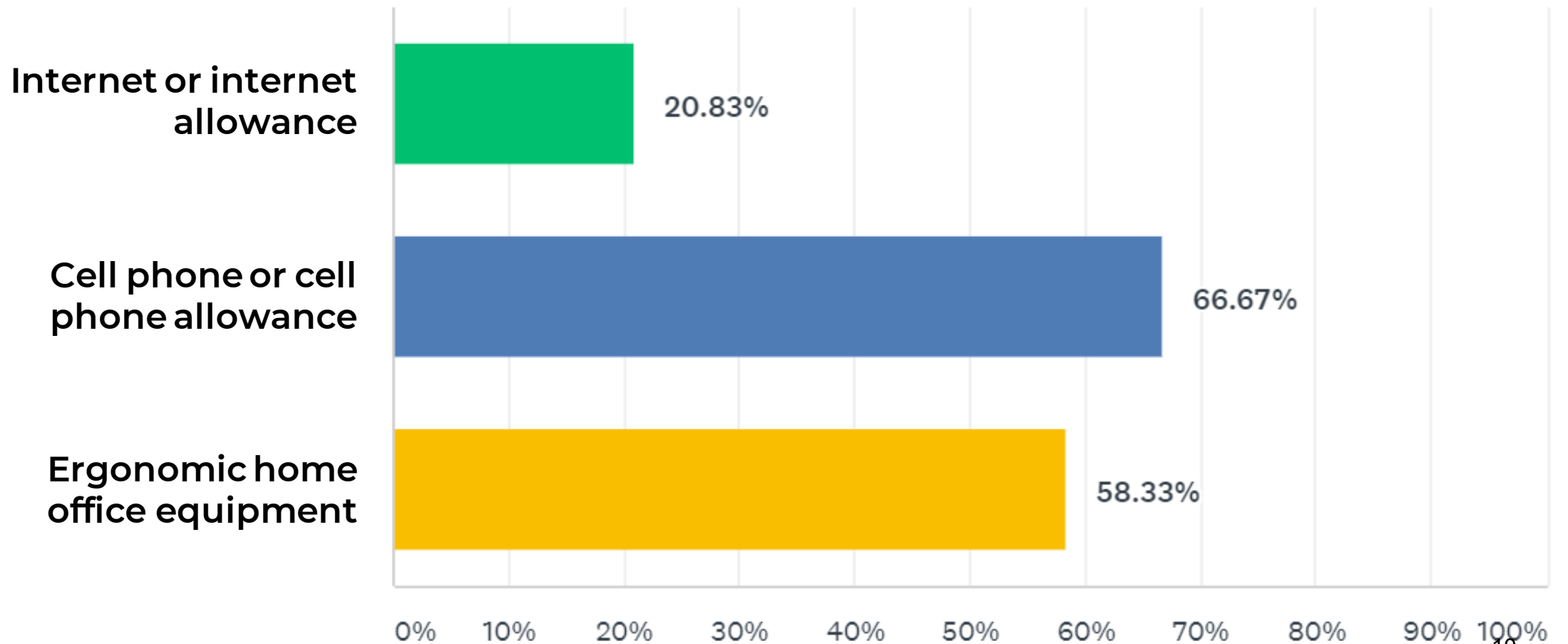
Internal communications software (Microsoft Teams, Basecamp, Slack etc.)

58.62%

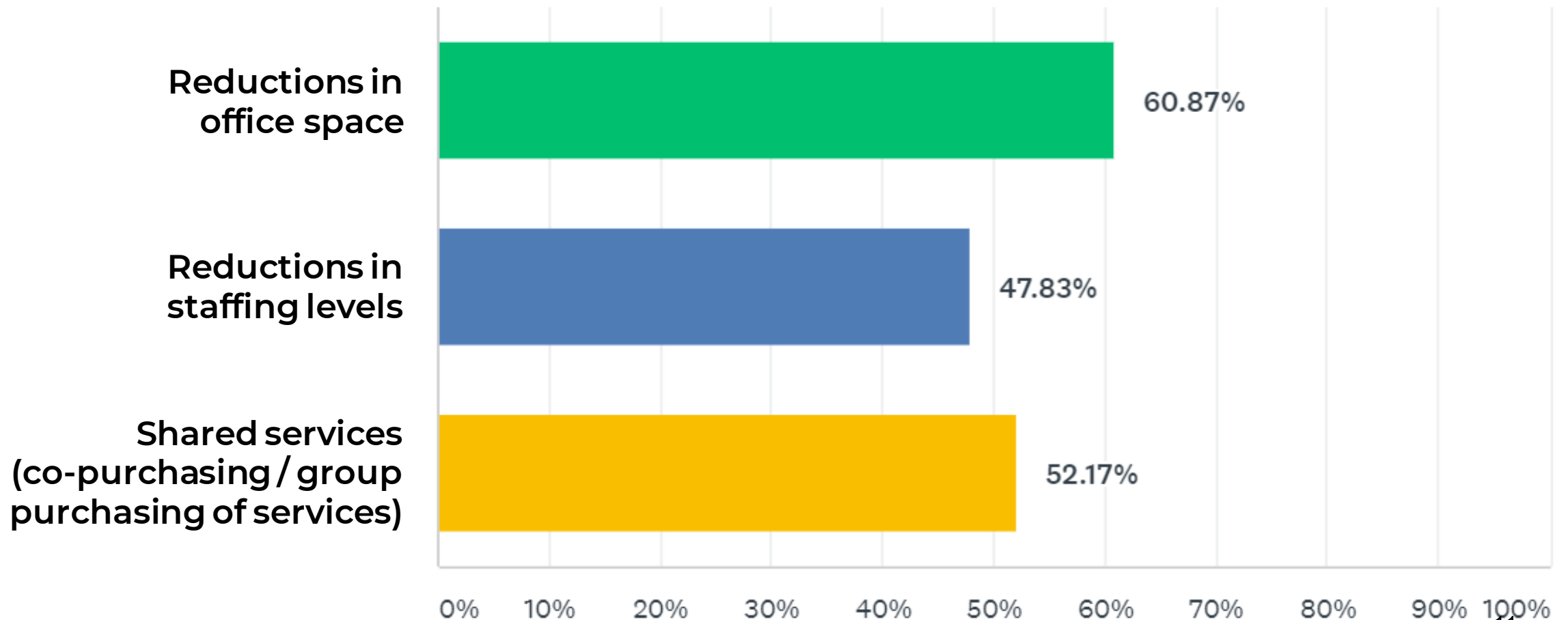
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



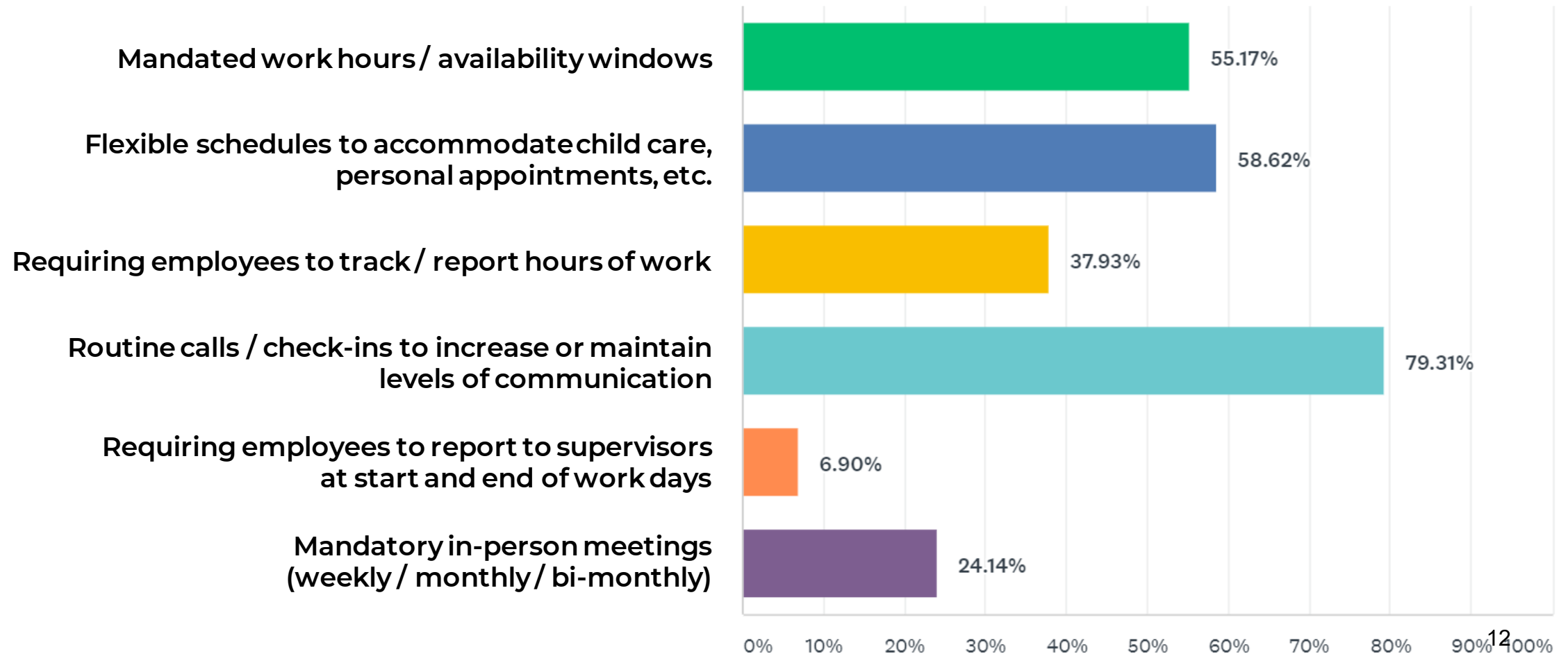
Are you considering supplying remote employees with any of the following supports? (N=24)



Are you considering any of the following cost-saving measures? (N=23)



For remote staff, will you implement any of the following productivity / accountability measures? (N=29)



Are you considering any additional health and wellness supports for remote workers?

- Recently surveyed staff who are teleworking to better understand their experiences. The survey included questions about their perceptions of their work/life balance, overall health and well-being while teleworking and any additional supports they would find beneficial. We are in the process of aggregating these results, and will leverage our staff's insights to further establish the necessary supports for their success.
- Developing policies for off-site protocols for staff...visiting sites, use of vehicles, etc.
- Increased access to employee supports including anti-bias training
- Regular check ins with supervisor, regular virtual meetings with teams, determining how best to resume some face to face interactions and alternative work hours
- We have a health and wellness strategy related to remote work, includes but not limited to: corporate campaigns (running club etc., United Way events), permission for staff to use technology for social, recreational, networking, with limits (trivia, book clubs, etc.), specific mental health supports, ergonomic advice.



**Ministry of Children,
Community and Social Services**

Director's Office
Social Assistance
Service Delivery Branch

**Ministère des Services à
l'enfance et des sociaux
et communautaires**

Bureau du directeur
Direction de la prestation des
services en matière d'aide sociale



July 7, 2020

Laura LePine
Ontario Works Administrator
COUNTY OF RENFREW
RR #5
Pembroke
ON K8A 6W5

Dear Laura,

We are pleased to share your 2020 Planning Allocation from the Ministry of Children, Community and Social Services (MCCSS) in the amount of \$2,556,505. This Planning Allocation will form the basis of your new 2020 Transfer Payment (TP) Agreement and is made up of:

- \$2,406,505 Baseline funding
- \$150,000 One-time business case funding, as applicable

These amounts do not include any COVID-19 funding flexibility, as communicated on March 26th and May 13th. The breakdown of the planning allocation by program components and regional office is provided in Appendix A, enclosed with this letter.

As you know, MCCSS is preparing to launch Transfer Payment Ontario (TPON) platform; the Government of Ontario's online transfer payment management system. TPON is a one-window access to information about available funding, to request for funding and to track the status of Budget Submissions. With the launch of TPON, 2020 Budget Submissions and approved contracts will be executed using TPON. At this time, MCCSS DOES NOT REQUIRE the preparation of budget submissions and will advise later as to timelines, requirements and next steps.

Please note that in light of the current environment, due to COVID 19, the government is providing funding and reporting flexibilities for Transfer Payment (TP) Recipients by facilitating:

- Ability to reallocate funding across budget lines without prior ministry approval;
- Deferred 2019 reporting timelines; and
- Deferred/changed performance requirements.

Your program supervisor will work with your organization to capture any COVID-19 fiscal funding adjustments within your 2020 TP Service Contract. As previously communicated, you are required to track any COVID-19 related expenditures separately and these should be captured as part of your 2020 Budget Submissions and audited financial statements.

2/...

While 2020 service contracting activities are on pause, the expectation is that your organization will continue to offer the programs and services as outlined in your current contract. All terms and conditions in your current contract continue to apply, unless otherwise communicated.

If you have any questions or need more information, please do not hesitate to contact your program supervisor/MCCSS contact.

We recognise the vital role you play as a human services organization, in supporting the most vulnerable people in the Province. We thank you for your continued leadership and support in this priority area.

Sincerely,



Patti Redmond,
Director, Social Assistance Service Delivery Branch

cc: Jeff Bowen, Director Social Assistance Performance & Accountability Branch
Laura Belfie, Director Social Assistance Program Policy Branch
Program Supervisor

APPENDIX A – Ontario Works Planning Allocation by Program Component

Ontario Works 2020 Planning Allocation			
(January 1, 2020 to December 31, 2020)			
Program	Region	Planning Allocation by Program Component – Ministry Share	Program Component
Ontario Works Administration and OW Employment Assistance - Program Delivery Fund	SA Eastern	\$1,106,400	– Program Delivery Fund – 100% provincial
		\$1,300,105	– Program Delivery Fund – 50-50 Provincial
		\$150,000	– Program Delivery Fund – 50/50 Time-Limited
		Total	\$2,556,505

From: Ganesh, Ashley (MMA) <Ashley.Ganesh@ontario.ca> **On Behalf Of** Paul, Joshua (MMA)
Sent: July 8, 2020 3:37 PM
Subject: Announcement on Social Services Relief Fund Phase 2

Dear Partners:

On July 2, the Honourable Steve Clark announced an additional \$150 million in new provincial funding under a second phase of the Social Services Relief Fund (SSRF). This funding brings the government's total SSRF investment to \$350 million, and builds on our COVID-19 Action Plan to Protect Vulnerable Ontarians that is helping to save lives. Please refer to the link below for the News Release.

The \$150 million will be one-time funding provided to Service Managers and Indigenous Program Administrators, to be committed by March 31, 2021. Similar to the initial \$148 million in SSRF funding, this funding will flow through the Community Homelessness Prevention Initiative (CHPI) and the Indigenous Supportive Housing Program (ISHP).

Specific details on the initial planning allocations and amendments to the CHPI/ISHP Program Guidelines will be provided to Service Managers and Indigenous Program Administrators later this month. As well, we will introduce a new business case requirement to determine the allocation of funds based on need and spending forecasts to ensure vulnerable populations are being supported.

Similar to the initial SSRF, operating expenses will continue to be an eligible use of funds (e.g., assisting vulnerable people with activities such as food security, personal protective equipment, and housing stability initiatives). Additionally, capital expenditures will be a new eligible expense under this second phase of SSRF (e.g., renovation of existing shelters and supportive housing, as well as the purchase of facilities) to meet physical distancing and public health requirements.

Questions about this new funding can be directed to Rhona Duncan, Manager Intergovernmental and Homelessness Unit at Rhona.Duncan@ontario.ca

Thank you for your great efforts to date in delivering the current SSRF funding during the COVID-19 pandemic.

News Release:

https://news.ontario.ca/opo/en/2020/07/ontario-provides-additional-funding-to-support-municipalities-and-urban-indigenous-community-partner.html?utm_source=ondemand&utm_medium=email&utm_campaign=o

Sincerely,

Joshua Paul

Assistant Deputy Minister, Housing Division
Ministry of Municipal Affairs and Housing

*Municipal Office
15 Water Street
Telephone (705) 282-2420
Fax (705) 282-3076*

Appendix IV
Postal Box 590
Gore Bay, Ontario
P0P 1H0



Office of the
Clerk

July 21, 2020

Jerri-Lynn Levitt
Deputy Clerk
Council and Legislative Services
Municipality of Grey Highlands
206 Toronto Street South, Unit One
P.O. Box 409
Markdale, ON N0C 1H0

Dear Jerri-Lynn;

Re: Support of Universal Basic Income Resolution

Please be advised that at a recent Council meeting held on July 13, 2020 Council reviewed your correspondence regarding the Universal Basic Income Resolution.

The Town of Gore Bay is in support of the Municipality of Grey Highlands urging the provincial and federal government to investigate the feasibility of implementing a universal basic income program. Please find attached a certified true copy of Resolution No. 14853 indicating the Town of Gore Bay's support.

Yours truly,

Stasia Carr
Clerk
Encl.
SC/cp

cc: Mr. Justin Trudeau, *The Right Honourable Prime Minister of Canada*
Mr. Douglas Ford, *The Honourable Premier of Ontario*
All other Municipalities with the Province of Ontario

THE CORPORATION OF THE TOWN OF GORE BAY

RESOLUTION NUMBER 14853

14853

Moved by Kevin Woestenenk

*Seconded by Leeanne
Woestenenk*

WHEREAS the Municipality of Grey Highlands is urging the Provincial and Federal Government to consider a universal basic income as presented in the 2018 Parliamentary Budget Office Report;


AND WHEREAS a basic income has the potential to improve individual physical and mental health, labour market participation, food security, housing stability, and raise the standard of living for vulnerable members of society;

THEREFORE, BE IT RESOLVED THAT Gore Bay Council supports the Municipality of Grey Highlands urging the provincial and federal government to investigate the feasibility of implementing a universal basic income program and they be so advised;

FURTHER this resolution be forwarded to the Right Honourable Prime Minister of Canada, the Premier of Ontario, and all municipalities within the Province of Ontario.

Carried

THIS IS A CERTIFIED TRUE COPY
OF RESOLUTION NUMBER 14853
ADOPTED BY COUNCIL ON
July 13, 2020


.....
Stasia Carr
Clerk



The Municipality of West Elgin

22413 Hoskins Line, Box 490, Rodney Ontario N0L 2C0

June 26, 2020

Hon. Doug Ford
Premier
Premier's Office
Room 281
Legislative Building, Queen's Park

Dear the Honorable Doug Ford:

Please be advised that at the Regular Meeting of Council on June 25, 2020, the Council of the Municipality of West Elgin passed the following resolution:

Resolution No. 2020-210

Moved: Councillor Rowe

Seconded: Councillor Tellier

Whereas West Elgin received a resolution from the Municipality of Grey Highlands with regard to the creation of a Universal Basic Income for citizens; and

Whereas the Council of West Elgin agrees that the creation of a Universal Basic Income would assist in reducing the financial strain on its citizens and businesses during the COVID-19 pandemic; and

Where a basic income ensures everyone an income sufficient to meet basic needs and live with dignity, regardless of work status and has the potential to improve individual physical and mental health, labour market participation, food security, housing stability, financial status and social relationships and generally raise the standard of living for vulnerable members of society; and

Therefore be it resolved that the Council of the Municipality of West Elgin urges the Ontario Provincial government and the Federal government work together to investigate the feasibility of implementing a universal basic income program.

For (3): Councillor Tellier, Councillor Cammaert, and Councillor Rowe
Abstain (1): Mayor McPhail

Carried (3 to 0)

If you require anything further, please do not hesitate to contact me.

Yours Truly,



Jana Nethercott
Clerk
Municipality of West Elgin

cc. Hon. Jeff Yurek, Minister of the Environment, Conservation & Parks
All Ontario Municipalities

**Ministry of
Municipal Affairs
and Housing**

Office of the Minister

777 Bay Street, 17th Floor
Toronto ON M7A 2J3
Tel.: 416 585-7000

**Ministère des
Affaires municipales
et du Logement**

Bureau du ministre

777, rue Bay, 17^e étage
Toronto ON M7A 2J3
Tél.: 416 585-7000



234-2020-2496

July 22, 2020

Dear Heads of Council and Chairs of District Social Services Administration Boards:

In March, our government introduced the *Protecting Tenants and Strengthening Community Housing Act, 2020* (Bill 184), which supports the government's plan to make life more affordable for Ontarians. Since that time, our government has been focussed on the health and well-being of Ontarians as we navigate through the COVID-19 outbreak.

It is with great pride that I am able to share with you the progress we have made on Bill 184. On July 22, 2020, the *Protecting Tenants and Strengthening Community Housing Act, 2020* received Royal Assent.

The Act contains amendments to the *Residential Tenancies Act, 2006*, *Housing Services Act, 2011*, *Building Code Act, 1992* and includes the *Ontario Mortgage and Housing Corporation Repeal Act, 2020*.

As I highlighted in my March 12, 2020 letter these amendments support the following priorities:

- **[More Homes, More Choice: Ontario's Housing Supply Action Plan](#)** to make it faster and easier to build housing, including rental housing, and to build the right types of homes in the right places;
- Part II of the **[Community Housing Renewal Strategy](#)** – a multi-year strategy to stabilize and grow Ontario's community housing sector; and
- **Transforming the Delivery of Building Code Services** by enabling the future creation of an administrative authority that would help deliver faster and better services to promote the safe construction of buildings in Ontario.

More details on the *Protecting Tenants and Strengthening Community Housing Act, 2020* can be found in the [official news release](#). A copy of the Act will be available on the Ontario e-Laws website shortly (www.ontario.ca/laws).

On behalf of our government, I would like to extend our thanks for your work with the ministry leading up to the passage of this Act. We look forward to continuing to work with all of our municipal partners and are committed to continuing discussions with you in the coming months.

Sincerely,

A handwritten signature in blue ink that reads 'Steve Clark'. The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Steve Clark
Minister

**Ministry of
Municipal Affairs
and Housing**

**Ministère des
Affaires municipales
et du Logement**

Housing Programs Branch

Direction des programmes de logement

777 Bay Street, 14Floor
Toronto ON M7A 2J3
Tel: 416 585-7021

777, rue Bay, 14e étage
Toronto ON M7A 2J3
Tél. : 416 585-7021



July 28, 2020

Warden Debbie Robinson
Warden
County of Renfrew
9 International Drive
Pembroke ON K8A 6W5

Dear Warden Robinson:

As you know, Ontario's frontline workers have demonstrated remarkable responsiveness to the COVID-19 pandemic as the outbreak has evolved locally and globally. The province is making every effort to support our frontline workers as they fight to stop the spread of COVID-19 and support Ontario's most vulnerable residents, including seniors and people with disabilities.

The Ministry of Municipal Affairs and Housing (MMAH) is providing funding for Temporary Pandemic Pay for Eligible Workers working for Eligible Employers in the Supportive Housing and the Emergency Shelter Sectors.

Further to the Minister's allocation letter you received in early June of this year, the ministry has been informed that the County of Renfrew does not have any Eligible Employers, as defined in the MMAH program guidelines for Temporary Pandemic Pay.

As such, this letter is to acknowledge that the County of Renfrew has confirmed to the ministry that they will not be participating in the Temporary Pandemic Pay initiative that was announced on April 25, 2020, as the County of Renfrew has no eligible employers at this time. The initial "float" amount of \$51,206 will not be advanced, and any additional reporting that was outlined in the program guidelines is no longer required from the County of Renfrew.

As always, I am pleased that our government is able to continue to support the important work you do to improve the lives of our most vulnerable residents. In these challenging times, I look forward to continuing our work together as we serve the people of Ontario.

Yours truly,



Peter Majkowski
Acting for Jim Adams
Director, Housing Programs Branch, Ministry of Municipal Affairs and Housing

- c. Mila Kolokolnikova, Housing Team Lead, Eastern Municipal Services Office

ONTARIO WORKS REPORT

Prepared by: Andrea Patrick, Manager of Ontario Works

Prepared for: Social Services Committee

August 12, 2020

INFORMATION

1. Ontario Works Caseload Statistics

Month	2020 Total Caseload	2019 Total Caseload
January	1,273	1,331
February	1,287	1302
March	1,327	1319
April	1,344	1331
May	1,268	1341
June	1,199	1,299
July	n/a	1,246
August	n/a	1,227
September	n/a	1,175
October	n/a	1,214
November	n/a	1,231
December	n/a	1,230

2. Homelessness Prevention Program (HPP)

Number of Approved Applications in May and June 2020	Monthly Expenditure
May – 38	\$28,875.29
June – 61	\$40,509.26

3. Operational Update

All measures implemented by the Ministry at the beginning of the pandemic to streamline the provision of financial assistance to community members in need remain in place. Technical interventions in Social Assistance Management System (SAMS) have continued including the extension of expiring special benefit payments and removal of system suspensions. In addition, the temporary waiver of wet signatures and verification documents has been extended.

4. **Treatment of One-Time Old Age Security Payment for Seniors**

As part of the response to COVID-19, the federal government announced a one-time tax-free payment of \$300 to seniors who are eligible for the Old Age Security (OAS) pension, and an additional \$200 for seniors eligible for the Guaranteed Income Supplement (GIS). These payments were issued during the week of July 6, 2020. The Ministry has determined that these special one-time payments will be considered exempt as income so that seniors on social assistance can benefit from this financial support.

5. **COVID-19 Energy Assistance Program**

Applications for the COVID-19 Energy Assistance Program (CEAP) opened on July 13, 2020. CEAP provides a one-time, on-bill credit of \$115 (or \$230 for customers who heat with electricity) to help eligible residents catch up on their energy bills. Residents can apply for CEAP through their electricity and natural gas utility provider. Customers who received funding through the Low-Income Energy Assistance Program or the Ontario Electricity Support Program in 2020 are not eligible for CEAP. The disconnection ban is scheduled to be lifted on July 31, 2020 so a high volume of applications for all utility arrears assistance programs is anticipated.

6. **Social Assistance Mental Wellness Initiative**

The Social Assistance Mental Wellness Initiative is a pilot project by the Ministry of Children, Community and Social Services (MCCSS) designed to assess the effectiveness of providing supervised Internet-based Cognitive Behavioral Therapy (iCBT) as an early intervention for Ontario Works recipients. Cognitive Behavioral Therapy focuses on changing negative relationships between thoughts, behaviors, and emotions. MCCSS has contracted Morneau-Shepell to deliver this therapy to eligible Ontario Works recipients. Individuals experiencing mild to moderate symptoms of anxiety, depression, stress, and other mental health issues will receive guidance and support from a dedicated clinician while they work through a series of online iCBT modules. These modules will assist individuals to develop and practice new skills, build resilience and learn coping mechanisms. The pilot will conclude in February 2021 at which time MCCSS will examine recipient outcomes to determine the effectiveness of this initiative.

7. **Social Assistance Digital Application**

The County of Renfrew will be participating in a Social Assistance Digital Application limited production pilot. The Ministry is seeking to streamline the social assistance intake process and improve the quality of the online application. Over the next couple of months, our staff will participate in data gathering activities, brainstorming sessions, and prototype testing. The Ministry will interview recent applicants and front-line staff to obtain input on how to make the

online application more user-friendly. The Ministry hopes to have the first iteration of the digital application ready by September 2020 with full roll-out targeted for the winter of 2020-2021.

8. **Business Technology Network Meeting**

On June 24, 2020 the Ontario Works Manager participated in the Business Technology Network (BTN) webinar meeting. BTN provides feedback and input related to social assistance technology to identify opportunities for system improvements and province-wide solutions. The pandemic has accelerated the timeframe for many of the Ministry's modernization plans. The following Social Assistance Management System (SAMS) enhancements are planned for the fall of 2020:

- Document upload and two-way messaging feature in MyBenefits to facilitate electronic communications through SAMS
- Introduction of a monthly beneficiary report to enable Ontario Works sites to eliminate the paper dental card
- Centralization of third party record management to prevent the creation of duplicate records in SAMS and to consolidate payments. Landlords and vendors will be encouraged to receive payments by direct bank deposit and eStatement.

9. **Ending the Emergency Benefit**

Attached as Appendix OW-I is a memo dated July 27, 2020 from the Ministry of Children, Community and Social Services advising that as of July 31, 2020, the Emergency Benefit (EB) will no longer be available.

10. **Letter of Thanks**

Attached as Appendix OW-II is a letter of appreciation from the Social Services Committee Chair to the Ontario Works staff.

From: Social Assistance (MCCSS) <Social.Assistance@ontario.ca>

Sent: Monday, July 27, 2020 4:21 PM

To: Social Assistance (MCCSS)

Subject: Ending the Emergency Benefit

Ending the Emergency Benefit

FYI for

1. Ontario Works Administrators (Municipalities and DSSABs)
2. First Nations Ontario Works Administrators
3. Social Assistance Program Managers
4. Program Supervisors
5. Ontario Works Managers and Staff
6. Social Assistance Operations Division Staff
7. Social Assistance Policy, Planning and Innovation Division Staff

Quick Summary

As of July 31, 2020, the Emergency Benefit (EB) will no longer be available.

Ontario Works Administrators have the discretion to continue providing COVID-related supports to Ontario Works and ODSP clients through regular Ontario Works Discretionary Benefits policy and funding envelope.

What's Happening

On April 30, 2020, the ministry communicated to staff that the one-time EB for March/April was being extended for May, June and July 2020. As of July 31, 2020, no EB payments may be issued.

Per EB policy, the benefit should not be provided retroactively. This means that any client who applies after July 31, 2020 should not receive the EB.

Please note that clients are eligible to receive an EB payment in the month in which they apply even if the request is processed by staff in another month. For example, if a client applies on July 31, 2020, but the caseworker does not process the request until August 3, 2020 the client would be eligible for an EB payment for the month of July.

An "Emergency Benefit Ending" client letter template is available on the SA Extranet to assist staff ([EN](#), [FR](#)). While it may not be possible to send this letter to all clients receiving the EB, the ministry recommends that letters be sent to EB clients where appropriate.

Ontario Works Administrators have the discretion to continue providing supports for exceptional COVID-related needs to Ontario Works and ODSP clients for August or future months through their regular Discretionary Benefits funding envelope.

As previously communicated, the ministry temporarily lifted the maximum spending cap on discretionary benefits in March and April 2020. The discretionary benefits cap was re-introduced as of May 1, 2020.

Additional [Q&As](#) regarding the ending of the EB are available on the SA Extranet.

Sent from

Patti Redmond, Director
Social Assistance Service Delivery Branch

Laura Belfie, Director
Social Assistance Program Policy Branch

Social Service Staff

I want to extend my gratitude and appreciation to all of the Ontario Works staff who demonstrated their support for my sister Elizabeth Brose, via a drive by get well, after becoming aware of her cancer diagnosis. Your support was incredibly uplifting for Elizabeth, since she has been retired from the Ontario Works team for five years. Your kindness, concern and support was a reminder of the cohesive team of compassionate individuals, who provided some much needed strength and hope for Elizabeth. I must tell you how humbled and pleased I am to be connected with such an amazing group of people, through the delivery of social services, housing and childcare, for Renfrew County.

Elizabeth's treatments are going well, she's in good spirits and our family has been blessed with the return of her fiancé from the states. We are appreciating all your prayers and thoughtfulness, embraced by your crowd, as we travel this journey to good health.

Gratefully yours
James Brose

CHILD CARE AND EARLY YEARS REPORT

Prepared by: Judy Mulvihill, Manager of Child Care and Early Years Division

Prepared for: Social Services Committee

August 12, 2020

INFORMATION

1. 2020 Integration Coordinator, Fee Subsidy and Licensed Family Home Statistics

There is no available data for June statistics due to the Ministry of Education order to close Child Care programs (March 15, 2020).

2. Emergency Child Care Update

Emergency Child Care ended on June 26, 2020.

3. Child Care and EarlyON Sector Funding Reopening Plan and Cohort Update

Attached as Appendix CC-1 is a memo dated June 11, 2020. The County received information from the Ministry of Education about funding guidance for reopening Child Care.

Attached as Appendix CC-2 is a memo dated July 13, 2020. The County received information from the Ministry of Education regarding changes to cohort size. The size has increased from 10 children and staff (total) to 15 children plus staff. This takes effect July 27, 2020.

Attached as Appendix CC-3 is a memo dated July 22, 2020 with links to the revised Operational Guidance During Covid-19 Outbreak that outlines child care re-opening information.

The Ministry of Education is presently working with each municipality to support the re-opening and providing the means to financially support providers as they operate with reduced capacity.

As of July 31, 2020, eleven centres are operational with a capacity of 289 children. When operating at full capacity, the County of Renfrew has 27 licensed centres with a licensed capacity of 2154 children.

As well, attached as Appendix CC-4, a memo dated July 30, 2020, regarding the further reopening of EarlyON Child and Family Centres and licensed child care effective September 1, 2020. Specifically the memo outlines information regarding the ability of all licensed child care programs to operate at full capacity.

In addition, effective September 1, 2020, EarlyON Child and Family Centres will also be permitted to reopen with in-person programming where participants pre-register and additional health and safety protocols are in place.

RESOLUTIONS

4. Capacity Training for Licensed Child Care Providers

Recommendation: THAT the Social Services Committee recommends to County Council the approval of Lorrie Baird providing professional development training to EarlyON and Licensed Child Care Providers throughout 2020 utilizing Capacity Funding.

Background

Lorrie Baird is a recognized provincial leader in the education of Registered Early Childhood Educators working in the early learning system and has been featured on the Ministry of Education's pedagogical learning portal at the following link: <http://www.edu.gov.on.ca/childcare/leadership.html>.

In 2018 and 2019, the County of Renfrew partnered with Lorrie Baird to lead professional training which has afforded us many opportunities to build a culture of reflective practice, foster strong relations in the community, build capacity within the integration team and grow pedagogical leadership in the early learning sector. In early 2020 Lorrie Baird supported over 120 Registered Early Childhood Educators in the County of Renfrew through four modules of training, totalling 40 hours at a cost of \$7,700.

Due to the cost associated with continuing these training modules approval is being sought. The training proposal is for the following three modules;

- Pedagogical Leadership Mentorship Program (continuation of 2018 work to present)
Timeline: September to December
Cost: Thirty hours of Pedagogical Leadership and Consulting - \$4500.00
- Engaging in Classroom Research (continuation of 2018 work to present)
Timeline: September to November.
Cost: Twenty four hours - \$3600.00
- Registered Early Childhood Educator (RECE) Mentor to Mentor Program- "Growing a RECE Mentorship Community of Practice"
Timeline: September 2020 to December 2020 (continuing into 2021 as funds allow)
Cost: Eight hours, supporting 25 RECE's - Meetings would take place monthly for two hours over the 12- month period for approx. 25 educators.
- \$1200.00

Total Expenditures: \$9,300

Funding will be paid for with 100% provincial capacity funding which is to be utilized only for staff training and development with an annual allocation of \$48,832.

TO: Consolidated Municipal Service Managers and District
Social Service Administration Boards

FROM: Shannon Fuller
Assistant Deputy Minister
Early Years and Child Care Division

DATE: June 11, 2020

SUBJECT: Child Care & EarlyON Sector Funding – Reopening Plan

Thank you again for your continued partnership during this unprecedented, and evolving time. The health and safety of Ontario's children and families is our mutual priority and we appreciate your ongoing feedback.

We know that the COVID-19 outbreak is having significant impacts on families and on the child care sector. Further to the memo sent on June 9 with operational guidance, I am pleased to provide you with the funding guidance for Ontario's child care reopening plan and the funding approach that will be in place during the reopening period until the end of August.

The objective of the funding approach is to build upon the principles set out in the sustainability plan, and to support the child care sector financially as it transitions to reopening and serving families.

Funding Guidance for Reopening Child Care

The government has announced that, starting June 12, child care centres are able to reopen throughout the province to support parents returning to work. Centres are required to follow strict operational requirements to support the health and safety of children, families and staff. The operational guidance document can be accessed at the following link:

<http://www.edu.gov.on.ca/childcare/child-care-re-opening-operational-guidance.pdf>

The funding guidance document that we are releasing today (attached to this memo), provides the funding parameters that CMSMs/DSSABs must follow while supporting operators and the child care sector during the child care reopening period until the end of August. The funding parameters can be summarized by the following points:

- Available federal supports in Canada's COVID-19 Economic Response Plan must continue to be maximized.
- Funding will be provided to assist with reduced capacity in child care centres that reopen and increased personal protective equipment (PPE) and cleaning costs (over and above regular cleaning costs prior to COVID-19).
- Funding will also be provided to support the increased staffing levels required in child care centres for reopening (such as, screening, cleaning, coverage etc.).
- Funding continues to be provided following the sustainability plan principles (i.e. funding parameters during the closure period) for child care centres and EarlyON Child and Family Centres that remain closed in the reopening phase, to support eligible fixed overhead costs and EarlyON virtual programming.

Provincial funding to support reopening child care will be contingent on operators not increasing parent fees. Operators will need to maintain parent fees at a pre-closure level (i.e. in March 2020) until the end of August. CMSMs/DSSABs should work with operators to ensure that parent fees will not be higher than the fees charged prior to the closure period.

Similar to the closure period, provincial funding will continue to be provided through CMSMs/DSSABs for child care operators that have a purchase of service agreement for general operating and/or fee subsidies. CMSMs/DSSABs will work directly with child care operators in their area.

Child care operators who do not have a purchase of service agreement can apply directly to the province for funding to support this reopening phase. Not having a purchase of service agreement is defined as not having a purchase of service agreement for general operating and/or fee subsidy funding with a CMSM/DSSAB.

Please note that school boards will continue to not charge rent to child care or EarlyON centres located in schools until schools reopen in September.

Funding Reconciliation

The Ministry is committed to streamlining the funding reconciliation for the closure and reopening periods. The reconciliation will follow the following principles:

- The Ministry will work in partnership with CMSMs/DSSABs in a flexible and supportive way, while ensuring the reconciliation process is completed following the established parameters.
- Expenditures must meet the parameters outlined by the Ministry for the sustainability plan and for the reopening phases. The Ministry will continue to work closely with partners throughout the reopening phases.

- Completing Emergency Child Care budgets should be the priority to support these programs. The Ministry will continue to work with service system managers throughout the emergency period and will review the actual costs incurred.
- No repayment of funds is expected from CMSMs/DSSABs. Based on the reconciliation, should there be funds owing to the Ministry related to the closure period and reopening phases, it will be offset from a future cash flow payment, and this will apply as we move forward to the reopening phases.
- No repayment of funds is expected from operators. Based on the reconciliation between operators and CMSMs/DSSABs, should there be funds owing from the operators to CMSMs/DSSABs related to the closure period and reopening phases, it should be offset from a future cash flow payment and this should apply as we move forward to the reopening phases.
- No repayment of funds is expected from staff that received provincial funding for wages during the closure period prior to the announcement of the sustainability plan principles. Operators are required to optimize the supports available through the Federal COVID-19 Economic Response Plan that best meet the needs of their staff. We continue to encourage service system managers to use municipal contributions and Federal ELCC funding to support the wage top-up retroactively, to ensure that operators and their staff are supported.
- The reconciliation should not place undue hardship on municipal budgets. It is expected that Federal ELCC funding and municipal contributions will be sufficient to cover the 25% top-up portion of wages. If there is a shortfall, provincial funding can be used to support this commitment in order to not create undue municipal pressures.

Canada Emergency Commercial Rent Assistance (CECRA) Update

On May 11, the government announced that provincial funding will be provided by the Ministry of Education for eligible child care operators who benefit from the CECRA to pay the tenant portion (25%) of rent as outlined in CECRA.

We have heard from you that many landlords were not eligible or did not apply for the CECRA, and as a result, these operators are still struggling with rent costs. I am pleased to let you know that provincial funding will now be provided for child care operators whose landlords were not eligible for the CECRA program during the closure period. Operators whose landlords are not eligible for CECRA can receive 75% of their rent for the closure period from the Province. For operators with landlords that are unwilling to apply for CECRA, the ministry will fund the 25% tenant portion of rent for the closure period.

These supports are being provided in conjunction with the recent change to temporarily suspend commercial tenancy evictions by landlords that have small

business tenants that would be eligible for rent support through the *Canada Emergency Commercial Rent Assistance (CECRA)* program.

Ontario Child Care Tax Credit

In 2019, the government introduced the Ontario child care tax credit, which is a support available to parents to assist with parent fees. Eligible families can claim up to 75% of their eligible child care expenses, including services provided by child care centres, homes and camps.

For more information, please visit the child care tax credit website:

<https://www.ontario.ca/page/ontario-child-care-tax-credit>

Next Steps

Financial Analysts and Early Years Advisors at the Ministry will continue to work with CMSMs/DSSABs on individual plans and the funding reconciliation during the closure and reopening stages. We are committed to streamlining the funding reconciliation for the closure and reopening periods and will provide CMSMs and DSSABs with further direction.

We are grateful for your partnership and look forward to our continued collaboration going forward. The Ministry continues to depend on service system managers, and your knowledge of the needs of your communities, to make decisions that best support the early years and child care sector in your service areas. Please continue to let us know how we can support your efforts during this challenging time.

Thank you,
Shannon Fuller

**Ministry of Education
Early Years and Child Care Division**

**Ministère de l'Éducation
Division de la petite enfance
et de la garde d'enfants**



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TO: Child Care Partners

FROM: Shannon Fuller
Assistant Deputy Minister
Early Years and Child Care Division

DATE: July 13, 2020

SUBJECT: Child Care Re-Opening Update – Cohort Size

Thank you for your ongoing partnership as we work together to re-open the child care sector across the province and support children and families. The health and safety of children continues to be the government's number one priority — a priority I know you share.

Today, the government announced that nearly all businesses and public spaces will reopen in Stage 3 of the province's reopening framework with the proper health protocols in place.

We are happy to share that effective July 27, 2020, all licensed child care centre operators will be able to move from the current cohort size of 10 to a cohort size of 15 children. We believe this two-week implementation period will provide operators the necessary time to adjust their operations and communication with parents, which we heard was a priority from the sector. Licensees will continue to be required to maintain ratios and group sizes under 15 as set out under the CCEYA.

We wanted to share this information as soon as possible to support planning and outreach to families. You will see that Minister Lecce announced these changes today at 1pm, and we wanted to inform you as soon as possible. The ministry has updated the operational guidelines. They are in final approvals and will be released shortly.

The ministry is committed to working closely with all partners to support children and families. We continue to put the health and safety of Ontario's children and families at the forefront and we are basing our decisions on advice from Ontario's Chief Medical Officer of Health and the experts at the COVID-19 Command Table.

Thank you,

Shannon Fuller

Ministry of Education
Early Years and Child Care Division

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TO: Consolidated Municipal Service Managers / District Social Services
 Administration Boards
 Licensed Child Care Operators
 Chairs of District School Board
 Directors of Education
 Secretary/Treasurers of School Authorities

FROM: Shannon Fuller
 Assistant Deputy Minister
 Early Years and Child Care Division

DATE: July 22, 2020

SUBJECT: Revised Operational Guidance for Child Care Programs

As the child care sector continues the important work of re-opening, I am happy to share a revised version of the [Operational Guidance During COVID-19 Outbreak](#) resource with you today. The resource has been revised to reflect the change in cohort size in child care centres as of July 27, 2020, as well as other changes in consultation with the Ministry of Health and through conversations with the sector. We continue to put the health and safety of Ontario's children, families, child care centre staff and home child care providers at the forefront, and we are basing the revisions and updated information on advice from Dr. David Williams, Ontario's Chief Medical Officer of Health and the experts at the COVID-19 Command Table.

Key changes are listed upfront in the guidance document and include:

- Increased cohort size for child care centres from up to 10 individuals per room to up to 15 children plus staff per room as of July 27, 2020;
- Revised guidance on how screening must be conducted;
- Revised guidance related to testing for COVID-19;
- Revised protocols for when an individual shows symptoms or becomes sick; and,
- Revised language about physical barriers between cohorts.

The guidance document is designed to be used in conjunction with the *Child Care and Early Years Act, 2014* and its regulations, direction provided by a local public health unit, and other available resources, like the Child Care Centre and Home Child Care Agency Licensing Manuals. Where there are differences between the guidance document and other materials (e.g., licensing manuals), the guidance document prevails; however, child care programs must ensure they are following any direction from their local public health unit, even if it contradicts this resource.

Additionally, the ministry has developed a new resource entitled, *Building on How Does Learning Happen? Pedagogical approaches to re-opening licensed child care*. This resource shares ideas, reflective questions and lessons learned from emergency child care to help to support child care and early years settings as they work to provide healthy physical, social and emotional spaces for children and their families as they gradually re-open.

The Ministry of Education continues to work with the Ministry of Health and other sector partners on the health and safety restrictions in place and will make updates and amendments as the situation safely allows. The ministry remains committed to working closely with all partners to support children and families and to keep everyone safe.

Thank you,

Shannon Fuller

Ministry of Education **Ministère de l'Éducation**

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Memorandum To: Child Care and Early Years Partners

From: Shannon Fuller
Assistant Deputy Minister
Early Years and Child Care Division

Date: July 30, 2020

Subject Child Care and Early Years Programs Re-Opening
Update

Thank you for your ongoing partnership as we work together to re-open the child care and early years sector across the province and support children and families. The health and safety of children continues to be the government's top priority.

Today, the government announced next steps to support the healthy and safe reopening of child care and early years programs across the province, including programs in First Nations communities.

We are happy to share that, effective September 1, 2020, all licensed child care centres and before and after school programs will be permitted to operate at full capacity. Licensees will continue to be required to maintain ratios and group sizes as set out under *the Child Care and Early Years Act, 2014* (CCEYA). The enhanced health and safety procedures that were put in place as part of our re-opening plan, will remain in place to protect children, staff and families.

Authorized recreation provider-operated after school programs and extended day before and after school programs will be required to follow standard ratios and maximum group sizes set out in the *Before and After School Kindergarten to Grade 6 Policies and Guidelines*.

Families whose children attended a licensed child care centre immediately before the emergency was declared, must be given at least 14 days' notice to accept a placement available on or after September 1, 2020. Licensees can begin charging fees once a space has been accepted. If a parent chooses not to accept a space, the licensee will be permitted to require fees to hold the space or will be able to offer the space to another family.

As of September 1, 2020, licensees will be expected to ensure that child care staff and home child care providers wear face coverings at all times while they are working, and that ministry guidelines are followed on the use of masks and face coverings for school age children who are at a child care premises.

A supply of face coverings will be delivered to licensed child care settings, EarlyON locations and First Nation on reserve Child and Family Programs, and there will be no charge for these supplies. Further details on this process will be provided in the coming weeks.

The ministry is currently updating the *Operational Guidance During COVID-19 Outbreak: Child Care Reopening* document to support the full re-opening of child care programs and it will be released in the coming days. Updates are also being made to the *Before and After School Kindergarten to Grade 6 Policies and Guideline* to provide COVID-19 operational guidance.

In addition, effective September 1, 2020, EarlyON Child and Family Centres and First Nation on reserve Child and Family Programs will also be permitted to reopen with in-person programming where participants pre-register and additional health and safety protocols are in place. These additional protocols will be outlined in an operational guidance document for EarlyON that will be provided in the coming weeks.

We wanted to share this information as soon as possible to support planning and outreach to families.

Thank you for your continued support and collaboration as we work together in partnership to maintain the delivery of safe and high-quality licensed child care and early years programs across Ontario. We continue to put the health and safety of Ontario's children and families at the forefront and we are basing our decisions on advice from Ontario's Chief Medical Officer of Health and the experts at the COVID-19 Command Table.

Thank you,

Shannon Fuller