



## **RENFREW COUNTY HOUSING CORPORATION**

Wednesday, October 14, 2020 – 1:00 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 September 9, 2020.
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 (Monday, November 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**

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**TO:** Renfrew County Housing Corporation Board of Directors  
**FROM:** Laura LePine, Director of Social Services  
**DATE:** October 14, 2020  
**SUBJECT:** Director's Report

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**RESOLUTIONS**

**1. 2020 Contract – CUPE Local 4425**

**Recommendation:** THAT the Renfrew County Housing Corporation Board of Directors recommends to the Social Services Committee that County Council approve a one-year (January 1, 2020 to December 31, 2020) Collective Agreement between CUPE Local 4425 and Renfrew County Housing Corporation, which was ratified by the CUPE Membership on September 29, 2020.

**Background**

Contract negotiations with CUPE Local 4425 began in July 2020. The last agreement was a three-year contract beginning on January 1, 2016 and expired on December 31, 2019. Bargaining between the Renfrew County Housing Corporation and representatives of CUPE Local 4425 was held on September 22, 2020 and was completed on the same day. The new contract was ratified by CUPE Local 4425 on September 29, 2020.

It consists of a pay increase of 1.5% for 2020 and an adjustment to the boot and uniform allowance. There has been a change to the parental and pregnancy leave article and some wording changes in other articles.

We are pleased with the process which took place virtually over Zoom. This is the first time doing contract negotiations in this manner and it was successful.

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

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**TO:** Renfrew County Housing Corporation Board of Directors  
**FROM:** Carol Neill, General Manager  
**DATE:** October 14, 2020  
**SUBJECT:** Monthly Report

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**INFORMATION**

**1. Applicant/Tenant Issues**

**a) RENTCafé Community Housing**

Eligible Applicants on Waitlist as of August 31, 2020

Community Housing Registry Waitlist Statistics as of August 31, 2020

<b>Applicant</b>	<b>New Eligible Applications</b>	<b>Total Eligible Applications</b>	<b>Total # of Applicants</b>	<b>Eligible Transfer Applicants</b>	<b>Eligible SP Applicants</b>
<b>Senior</b>	4	111	127	10	2
<b>Adult</b>	43	275	291	29	8
<b>Family</b>	38	193	199	23	27
<b>TOTALS</b>	<b>85</b>	<b>579</b>	<b>617</b>	<b>62</b>	<b>37</b>

Total Number of Applications as of August 31, 2020

<b>Bedroom Size</b>	<b>Senior</b>	<b>Adult</b>	<b>Family</b>
1	107	258	0
2	4	17	86
3	0	0	64
4	0	0	33
5	0	0	10
<b>TOTALS</b>	<b>111</b>	<b>275</b>	<b>193</b>

Total Number of Applicants as of August 31, 2020

Bedroom Size	Senior	Adult	Family	Dependents
1	119	265	0	0
2	8	26	93	63
3	0	0	65	87
4	0	0	28	63
5	0	0	13	30
<b>TOTALS</b>	<b>127</b>	<b>291</b>	<b>199</b>	<b>243</b>

Move Ins, Move Outs and Transfer Comparison

Location	Move Outs Aug. 31, 2020	Move Ins Sept. 1, 2020	Internal Transfers Sept. 1, 2020
Arnprior	0	4	0
Renfrew	0	2	0
Pembroke & Area	1	3	1

b) Tenant Issues

August 2020	Arnprior	Renfrew	Pembroke & Area
N4's Issued	0	0	0
N5's Issued	1	0	1
N6'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 August 2020 is attached as Appendix RCHC-I.

### b) **Capital Budget**

The Capital Works Variance Report as at September 30, 2020 is attached as Appendix RCHC-II.

### c) **Current Arrears**

The August arrears report is attached as Appendix RCHC-III.

The August comparison arrears report is attached as Appendix RCHC-IV.

## 3. **Canada Ontario Housing Benefit**

The Canada-Ontario Housing Benefit (COHB) is a new funding program as of April 2020 that provides a portable housing benefit which is tied to the household and assists low-income households with rental costs anywhere in Ontario. This provincially funded benefit is available to eligible priority groups who are on the housing centralized waiting list. This benefit is not available to the general public.

The COHB pays the difference between 30 percent of the household's income and the average market rent in the area. For recipients of social assistance, the COHB will pay the difference between the shelter allowance and the household's rent and utility costs.

The program is administered by the Province of Ontario and the benefit amount will be reviewed every year by the Ministry of Finance. RCHC staff will ensure applicants are eligible for COHB as well as explain the differences between the various programs people are eligible for so they can make an informed decision as to which program best suits their needs. Staff will help people complete the application and send it into the province on their behalf.

COHB applicants must reside in Ontario and be on, or eligible to be on, the waitlist for social housing. As a condition of the COHB, recipients who receive the COHB agree to be removed from the centralized waiting list as

required by Provincial program guidelines. Priority will be given to the following groups:

- Survivors of domestic violence and human trafficking
- Indigenous persons
- Persons with disabilities required modified units
- House on the Centralized Waiting List with the oldest application date.

The estimated benefit depends on the household's size and income. The amount is calculated using a formula that includes total household income, the number of people living in the house and the average market rent according to Canada Mortgage and Housing. A benefit calculator is used to estimate the benefits unique to each household. Ontario's Ministry of Finance will contact the applicant directly to inform them if their application is approved.

The COHB program ends on March 31, 2029.

To raise awareness about the new Canada Ontario Housing Benefit, Renfrew County Housing Corporation posted the media release introducing the Canada Ontario Housing Benefit via the County Facebook and Twitter accounts informing people of the new benefit option. In addition to this, RCHC did a mail out to the over 500 applicants on our rent-geared-to-income housing wait list informing them of the new subsidy program. Since the social media postings and the mail out we have received over 100 requests for additional program information and the COHB application. The COHB is another option for our community members to assist them in securing safe affordable housing.

## **RESOLUTIONS**

### **4. Annual Maximum Percentage Increase**

**Recommendation:** THAT the Renfrew County Housing Corporation Board of Directors approves the moratorium of Resolution RCHC-C-18-09-37 for a one-year period resulting in a freeze of the \$10/month rental increase over and above the maximum rent increase for the outlying area (excluding Pembroke, Renfrew and Arnprior) should Bill 204 - Helping Tenants and Small Businesses Act be passed.

**Background**

In 2018, by Resolution RCHC-C-18-09-37 Renfrew County Housing Corporation Board of Directors approved a monthly maximum rent for the one bedroom units in the outlying areas (excluding Pembroke, Renfrew and Arnprior) be increased by \$10/month, once per year, over the next five years in addition to the annual maximum rent increase.

On September 17, 2020, the Honourable Steve Clark, Minister of Municipal Affairs and Housing tabled *Bill 204, Helping Tenants and Small Businesses Act, 2020* which includes an unprecedented rent freeze set to begin January 1, 2021 and includes rent-geared-to income housing. The 2021 guideline will be 0% and no rent increase will come into effect in 2021.

**Renfrew County Housing Corporation**  
**Consolidated Treasurer's Report**  
**August 2020**

Appendix RCHC-I

<u>Description</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>Full Year Budget</u>
SALARIES	1,110,296	1,319,230	(208,934)	1,905,556
BENEFITS	251,853	323,866	(72,013)	467,800
ADMINISTRATION	599,424	666,640	(67,216)	1,224,176
COVID	280,159	0	280,159	0
BUILDING - HEAT LIGHT POWER	504,759	617,712	(112,953)	926,582
BUILDING - REPAIRS & MAINTENANCE	212,250	284,144	(71,894)	426,245
BUILDING - NATURAL GAS	104,492	140,592	(36,100)	210,875
BUILDING - HEATING & PLUMBING	70,861	91,872	(21,011)	137,742
BUILDING - TAXES	1,155,594	1,160,765	(5,171)	1,674,219
BUILDING - WATER	479,291	496,228	(16,937)	744,349
BUILDING - ELEVATOR	35,770	44,200	(8,430)	66,300
BUILDING - PAINTING	88,744	156,432	(67,688)	234,637
BUILDING - GARBAGE REMOVAL	36,816	50,200	(13,384)	75,316
BUILDING - SNOW REMOVAL	154,483	148,156	6,327	222,207
BUILDING - GROUNDS KEEPING	53,196	40,016	13,180	60,000
BUILDING - CAPITAL REPAIRS - non TCA	500,750	626,902	(126,152)	839,136
FINANCIAL - DEPRECIATION	743,308	795,808	(52,500)	1,193,647
FINANCIAL - RENT WAIVER	153,246	151,272	1,974	226,925
FINANCIAL - MORTGAGE - INTEREST	31,338	31,338	0	887,074
FINANCIAL - RENT SUPPLEMENT	168,892	193,840	(24,948)	290,761
FINANCIAL - STRONG COMMUNITY RENT SL	95,811	93,392	2,419	140,086
FINANCIAL - CHPI	870,895	916,816	(45,921)	1,375,228
FINANCIAL - SDV - PHB 90%	0	0	0	0
FINANCIAL - COCHI	0	164,432	(164,432)	246,643
FINANCIAL - OPHI	68,485	268,216	(199,731)	402,325
FINANCIAL - ONTARIO RENOVATES (IAH & S	153,809	24,000	129,809	36,000
FINANCIAL - IAH HADD	45,250	48,000	(2,750)	72,000
FINANCIAL - IAH - HOME OWNERSHIP	0	0	0	0
Surplus Adjustment - Depreciation	(743,308)	(795,808)	52,500	(1,193,647)
Surplus Adjustment - Mortgage Principal	263,405	263,405	(0)	384,192
Surplus Adjustment - Transfer to Reserves	0	0	0	0
Surplus Adjustment - TCA	8,140	0	8,140	1,713,062
<b>EXPENSES</b>	<b>7,498,008</b>	<b>8,321,666</b>	<b>(823,658)</b>	<b>14,989,436</b>
GAIN / (LOSS) - DISPOSAL OF ASSETS	7,863	0	7,863	0
INTEREST ON INVESTMENTS	28,529	36,000	(7,471)	54,000
MISC REVENUE	46,830	54,392	(7,563)	81,579
PROV SUBSIDY - DEBENTURES	0	0	0	829,150
Surplus Adjustment - Transfer from Reserves	0	0	0	60,000
TENANT REVENUE	3,118,249	3,049,312	68,937	4,573,930
COUNTY TRANSFER - BASE	3,425,933	3,425,933	0	5,358,897
COUNTY TRANSFER - CAPITAL	0	0	0	1,653,062
COUNTY TRANSFER - SSRF (COVID)	211,533	0	211,533	0
COUNTY TRANSFER - CHPI	1,797,335	916,816	880,519	1,375,228
COUNTY TRANSFER - CHPI ADMIN	52,208	36,190	16,018	72,380
COUNTY TRANSFER - COCHI	185,478	123,320	62,158	246,643
COUNTY TRANSFER - COCHI Admin	9,762	6,490	3,272	12,981
COUNTY TRANSFER - OPHI	952,611	201,162	751,449	402,325
COUNTY TRANSFER - OPHI Admin	51,529	10,587	40,942	21,175
COUNTY TRANSFER - IAH - Ontario Renovate	319,148	24,000	295,148	36,000
COUNTY TRANSFER - IAH - HADD	44,250	48,000	(3,750)	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	105,064	93,392	11,672	140,086
<b>REVENUES</b>	<b>10,427,952</b>	<b>8,025,594</b>	<b>2,402,358</b>	<b>14,989,436</b>
<b>Municipal SURPLUS / (DEFICIT)</b>	<b>2,929,944</b>	<b>(296,072)</b>	<b>3,226,016</b>	<b>0</b>
less: Surplus Adjustment - Depreciation	(743,308)	(795,808)	52,500	(1,193,647)
add: Surplus Adjustment - TCA	8,140	0	8,140	1,713,062
add: Surplus Adjustment - Transfer To Rese	0	0	0	0
less: Surplus Adjustment - Transfer From R	0	0	0	(60,000)
add: Surplus Adjustment - Principal Paymen	263,405	263,405	(0)	384,192
<b>Accounting SURPLUS / (DEFICIT)</b>	<b>2,458,181</b>	<b>(828,475)</b>	<b>3,286,656</b>	<b>843,607</b>



Job #	Facility	Category	Contractor	TCA Status	Approved Budget	Committed	Estimated Expenditure	Surp/Def	Job Status	
CJ 20-01	510 & 515 MacKay Street - Site	Pedestrian Paving	Demers	TCA	\$ 40,000.00	\$ 40,398.72	\$ -	\$ 398.72	completed (over budget)	
CJ 20-02	510 MacKay Street / 515 River Road	Roofing	Tendered (closed Oct 7)	TCA	\$ 55,000.00	\$ 4,782.72	\$ 55,000.00	\$ -	4,782.72 tendered	
CJ 20-03	510 MacKay Street / 515 River Road	Roofing	Tendered	TCA	\$ 80,000.00		\$ 80,000.00	\$ -	tendered	
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 process (under budget)	
CJ 20-05	150 Elizabeth Street North -Site	Pedestrian Paving	Demers	TCA	\$ 55,000.00	\$ 71,129.17	\$ -	\$ 16,129.17	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	Valley Window and doors	TCA	\$ 205,000.00	\$ 79,686.00		\$ 125,314.00	Awarded under budget	
CJ 20-09	Brown/Reynolds	Site lighting		TCA	\$ 25,500.00		\$ 25,500.00	\$ -		
CJ 20-10	260 Elizabeth	Balcony construction	Design is being completed over winter	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	Tendering	TCA	\$ 45,000.00		\$ 45,000.00	\$ -	Tendering	
CJ 20-13	5967 Palmer Rapids Road	waterline replacement	Mandatory Meeting Sept 16 2020	TCA	\$ 75,000.00		\$ 75,000.00	\$ -	Tendering	
CJ 20-14	174/178,202 Massey, 220/350 Arith Blvd - (14) Duplex & 1 Mackercher Drive	Roofing		TCA	\$ 65,000.00		\$ 65,000.00	\$ -	scope of work required	
CJ 20-15	1 Mackercher Drive	Interior Lighting	Yaman Electric	TCA	\$ 30,000.00	\$ 6,209.19		\$ 23,790.81	completed (under budget)	
CJ 20-16	236 Hall Avenue	exterior walls	Soltzmeigal	TCA	\$ 33,150.00	\$ 18,265.92		\$ 14,884.08	awarded	
CJ 20-17	8 Burwash	Phase 2 of concrete repairs and sealing of Balconies	Demers Masonry	TCA	\$ 75,000.00	\$ 246,869.76	\$ -	\$ 171,869.76	completed (over budget)	
CJ 20-18	63 Russell	concrete repairs and sealing of Balconies	none	TCA	\$ 100,000.00			\$ 100,000.00	Deferred	
CJ 20-19	26 Spruce (townhomes)	vinyl siding		TCA	\$ 170,000.00			\$ 170,000.00	scope of work changed	
CJ 20-20	26 Spruce (townhomes)	Patio Doors	Pella Windows	TCA	\$ 70,000.00			\$ 70,000.00	scope of work changed	
CJ 20-21	26 Spruce (townhomes)	exterior windows	Pella Windows	TCA	\$ 220,000.00	\$ 81,648.86		\$ 138,351.14	Awarded	
CJ 20-22	Opeongo Family	porch repairs	Design is being completed , plan to tender this year	TCA	\$ 60,000.00	\$ 4,680.96	\$ 55,319.04	\$ -	Engineer (JP2G) hired	
TCA Total					\$ 1,679,650.00	\$ 729,149.29	\$ 455,819.04	\$ 494,681.67		
NON TCA PROJECTS										
CJ 20-23	515 & 510 MacKay Street - Site	Pedestrian Paving	Demers	Non-TCA	\$ 13,250.00	\$ 4,273.92		\$ 8,976.08	completed (under budget)	
CJ 20-24	510 MacKay	Flooring	Serital Polymers	Non-TCA	\$ 22,000.00	\$ 19,000.00		\$ 3,000.00	scheduled work for October	
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	Tendering	Non-TCA	\$ 10,200.00		\$ 10,200.00	\$ -	Tendering	
CJ 20-28	150 Elizabeth Pembroke	Foundation	Demers	Non-TCA	\$ 10,200.00	\$ 43,294.66	\$ -	\$ 33,094.66	completed (over budget)	
CJ 20-29	150 Elizabeth Pembroke	Site lighting	Tendering	Non-TCA	\$ 15,000.00		\$ 15,000.00	\$ -	Tendering	
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	Tendered , Site meeting held Sept 30	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 (overbudget)	
CJ 20-34	1 Mackercher Drive	sidewalks	greenwood	Non-TCA	\$ 8,000.00	\$ 8,263.20		\$ 263.20	Completed (over budget)	
CJ 20-35	400 Nelson Street	Replacement of interior waterlines	JRG Plumbing	Non-TCA	\$ 12,000.00		\$ 12,000.00	\$ -	awarded / remediation required	
CJ 20-36	19 Smith Street	Flooring		Non-TCA	\$ 8,000.00	\$ 6,623.56		\$ 1,376.44	awarded / remediation required	
CJ 20-37	172 & 174 Cecil Street	Roofing		Non-TCA	\$ 10,200.00		\$ 10,200.00	\$ -	tendering	
CJ 20-38	202 Cecil	Windows	Valley Windows and Doors	Non-TCA	\$ 7,500.00	\$ 4,590.00		\$ 2,910.00	awarded	
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	\$ 12,879.39	\$ -	\$ 879.39	work in progress	
CJ 20-41	199-201 Wilfred Cres, 208-307 Edward St - (10) Duplexes	fencing / site development	Lair construction	Non-TCA	\$ 35,000.00	\$ 12,440.00		\$ 22,560.00	work in progress	
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	completed	
CJ 20-45	8 Burwash Street - Site	Parking lot	Greenwood paving	Non-TCA	\$ 14,000.00	\$ 8,624.16		\$ 5,375.84	completed	
CJ 20-46	63 Russel	generator transfer switch		Non-TCA	\$ 10,000.00		\$ 10,000.00	\$ -	scheduled	
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	OCWA	Non-TCA	\$ 12,000.00	\$ 7,122.16		\$ 4,877.84	annual capital 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		\$ 18,411.26	various sites	
CJ 20-51	Bathrooms	various facilities		Non-TCA	\$ 65,000.00	\$ 38,320.78	\$ 26,679.22	\$ 0.00	various sites	
CJ 20-52	Flooring	various facilities		Non-TCA	\$ 140,000.00	\$ 97,633.38	\$ 42,366.62	\$ 0.00	various sites	
CJ 20-53	Appliances	various facilities		Non-TCA	\$ 65,000.00	\$ 30,916.68	\$ 34,083.32	\$ 0.00	various sites	
CJ 20-54	Accommodation / Accessibility	various facilities		Non-TCA	\$ 40,000.00	\$ 28,298.25	\$ 11,701.75	\$ 0.00	various sites	
Non-TCA Total					\$ 843,977.74	\$ 587,495.76	\$ 407,125.05	\$ 150,643.07		
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	\$ -	\$ 4,419.10		
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		
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	Demers	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	Elevator repairs	Thyssenkrupp	Non-TCA		\$ 16,259.53	\$ -	\$ 16,259.53		
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	Wale Electric Ltd	Non-TCA		\$ 4,063.28	\$ -	\$ 4,063.28		
UCJ 20-74	8 Burwash	Voice annunciator for elevator	Thyssenkrupp Elevator	Non-TCA		\$ 1,856.10	\$ -	\$ 1,856.10		
UCJ 20-75	Lea street complex	eavetrough repairs	Waterways Seamless Eavestroughing	Non-TCA		\$ 2,910.84	\$ -	\$ 2,910.84		
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		
UCJ20-79	Bronx Complex	eavetrough repairs	Waterways Seamless Eavestroughing	Non-TCA		\$ 2,910.84	\$ -	\$ 2,910.84		
UNPLANNED CAPITAL****					\$ -	\$ 152,817.18	\$ -	\$ 152,817.18	\$ -	
TCA					TCA	\$ 1,679,650.00	\$ 729,149.29	\$ 455,819.04	\$ 494,681.67	Suplus
Non-TCA					Non-TCA	\$ 843,977.74	\$ 587,495.76	\$ 407,125.05	\$ 150,643.07	Deficit
Unplanned Capital					UPC	\$ -	\$ 152,817.18	\$ -	\$ 152,817.18	Deficit
Totals						\$ 2,523,627.74	\$ 1,469,462.23	\$ 862,944.09	\$ 191,221.42	Surplus

## RCHC Arrears Report -August 2020

	Arrears Previous Month (July 2020)		Arrears Owing for August 2020		Number of Tenants	Comments (a tenant may have multiple charges)
Arnprior	Rent	\$ 14,645.65	Rent	\$ 9,334.80	20	7 L1 Application to Evict Tenant for Non-Payment of Rent
	Maint.	\$ 5,685.00	Maint.	\$ 5,371.00		2 L2 Application to End a Tenancy and Evict a Tenant
	Misc.	\$ 1,611.00	Misc.	\$ 1,611.00		N4 Eviction - <a href="#">16 Arrears Letters sent in August</a>
						1 N6 Notice to Terminate a Tenancy Early - Illegal Act or Misrepresentation of Income
						2 N5 Notice to Terminate a Tenancy Early
	Total	\$ 21,941.65	Total	\$ 16,316.80		8 Maintenance Charges
						1 NSF Fees
						7 Tribunal Fees
						1 Parking Fees
Renfrew	Rent	\$ 17,363.29	Rent	\$ 21,873.29	23	4 L1 Application to Evict Tenant for Non-Payment of Rent
	Maint.	\$ 1,870.00	Maint.	\$ 2,000.00		1 L2 Application to End a Tenancy and Evict a Tenant
	Misc.	\$ 715.00	Misc.	\$ 700.00		N4 Eviction- <a href="#">31 Arrears Letters sent in August</a>
						1 N5 Notice to Terminate a Tenancy Early
						2 Maintenance Charges
	Total	\$ 19,948.29	Total	\$ 24,573.29		0 Sheriff Eviction
						1 NSF Fees
						4 Tribunal Fees
Pembroke & Area	Rent	\$ 43,521.64	Rent	\$ 43,500.44	73	L1 Application to Evict Tenant for Non-Payment of Rent
	Maint.	\$ 1,002.50	Maint.	\$ 1,209.00		20 N4 Eviction
	Misc.	\$ 1,748.25	Misc.	\$ 2,130.70		N5 Notice to Terminate a Tenancy Early
						N6 Notice to Terminate a Tenancy Early - Illegal Act or Misrepresentation of Income
						N7 Notice to Terminate a Tenancy for Impaired Safety
	Total	\$ 46,272.39	Total	\$ 46,840.14		17 Air Conditioner Fees
						20 Maintenance Charges
						2 NSF Fees
						39 Parking Fees
						1 Tribunal Fees
TOTAL		\$ 88,162.33		\$ 87,730.23	116	

Rent Charged \$ 380,906.20

Adjustments \$ 20,144.20

Adjustments Processed = 51

## Renfrew County Housing Corporation

### Comparison Arrears

	August-20	August-19	August-18	August-17	August-16
<b>Arnprior</b>	\$16,316.80	\$7,844.00	\$9,345.00	\$11,468.00	\$7,425.00
<b>Renfrew</b>	\$24,573.29	\$13,488.00	\$9,204.00	\$6,514.00	\$5,078.00
<b>Pembroke &amp; Area</b>	\$46,840.14	\$22,805.00	\$19,450.00	\$14,870.00	\$18,383.00
<b>TOTAL</b>	<b>\$87,730.23</b>	<b>\$44,137.00</b>	<b>\$37,999.00</b>	<b>\$32,852.00</b>	<b>\$30,886.00</b>

**Arrears consist of the following:**

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



## **SOCIAL SERVICES COMMITTEE**

Wednesday, October 14, 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 September 9, 2020.
5. Delegations (None at time of mailing).
6. Social Services Department Page
  - (a) Department Report 2
  - (b) Ontario Works Division Report 22
  - (c) Child Care and Early Years Division Report 54
7. New Business.
8. Closed Meeting – None at time of mailing.
9. Date of next meeting (Monday, November 9, 2020) and adjournment.

**NOTE: (a) County Council: Wednesday, October 28, 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**

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**TO:** Social Services Committee

**FROM:** Laura LePine, Director of Social Services

**DATE:** October 14, 2020

**SUBJECT:** Department Report

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**INFORMATION**

**1. Update on Supportive Housing Engagement and the Social Services Relief Fund**

Attached as Appendix I is a presentation from the Ministry of Municipal Affairs and Housing regarding an Update on Supportive Housing Engagement and the Social Services Relief Fund for Consolidated Municipal Services Managers Commissioners and District Social Service Administration Boards Chief Administrative Officers.

**2. 2021 Ontario Works Funding Allocation**

Attached as Appendix II is correspondence dated September 8, 2020 from Patti Redmond, Director, Social Assistance Service Delivery Branch, Ministry of Children, Community and Social Services (MCCSS) regarding the 2021 Ontario Works Program Delivery Funding planning allocations from the MCCSS in the amount of \$2,406,500.

**3. Improving Supportive Housing in Ontario**

Attached as Appendix III is correspondence dated September 25, 2020 from Joshua Paul, Assistant Deputy Minister, Housing Division, Ministry of Municipal Affairs and Housing regarding Improving Supportive Housing in Ontario: A Survey Invitation from the Ministry of Municipal Affairs and Housing.

4. **2019 Service Level Standards Action Plan**

Attached as Appendix IV is correspondence dated October 1, 2020 from Peter Kiatipis, Director, Community Housing Branch, Ministry of Municipal Affairs and Housing regarding the 2019 Service Level Standards Action Plan.

**RESOLUTIONS**

5. **2020 Contract – CUPE Local 4425**

**Recommendation:** THAT the Social Services Committee recommend that County Council approve a one-year (January 1, 2020 to December 31, 2020) Collective Agreement between CUPE Local 4425 and Renfrew County Housing Corporation, which was ratified by the CUPE Membership on September 29, 2020.

**Background**

Contract negotiations with CUPE Local 4425 began in July 2020. The last agreement was a three-year contract beginning on January 1, 2016 and expired on December 31, 2019. Bargaining between the Renfrew County Housing Corporation and representatives of CUPE Local 4425 was held on September 22, 2020 and was completed on the same day. The new contract was ratified by CUPE Local 4425 on September 29, 2020.

It consists of a pay increase of 1.5% for 2020 and an adjustment to work boot and uniform allowance. There has been a change to the parental and pregnancy leave article and some wording changes in other articles.

We are pleased with the process which took place virtually over Zoom. This is the first time doing contract negotiations in this manner and it was successful.

6. **Ontario Works Division Report**

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

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

Attached as Appendix VI 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.

# **An Update on Supportive Housing Engagement and the Social Services Relief Fund for Consolidated Municipal Service Managers Commissioners and District Social Service Administration Boards Chief Administrative Officers**

September 14, 2020



# Agenda

- Overview of Supportive Housing in Ontario
- Engagement on Improving Supportive Housing
- Next Steps
- Social Services Relief Fund

# Ontario's Housing Continuum



Housing exists on a continuum from people experiencing homelessness to market rental and home ownership, with many inter-related forms of housing in between. Many people will move within the housing continuum over their lifetimes.

Ontario's housing market is comprised of 5.5 million households: 70% of households own their homes while 30% rent in either social, affordable or market rental housing.

**Community housing** includes both social and affordable housing, and is housing owned and operated primarily by non-profit housing corporations, housing co-operatives and municipal governments or district social services administration boards. These providers offer subsidized or low-end-of market rents.

**Supportive housing** refers to a combination of **housing assistance** (e.g., rent-geared-to-income, rent supplements) and **support services** (e.g., counselling, life skills training, activities of daily living) to enable people to live as independently as possible in a community setting.

# Supportive Housing

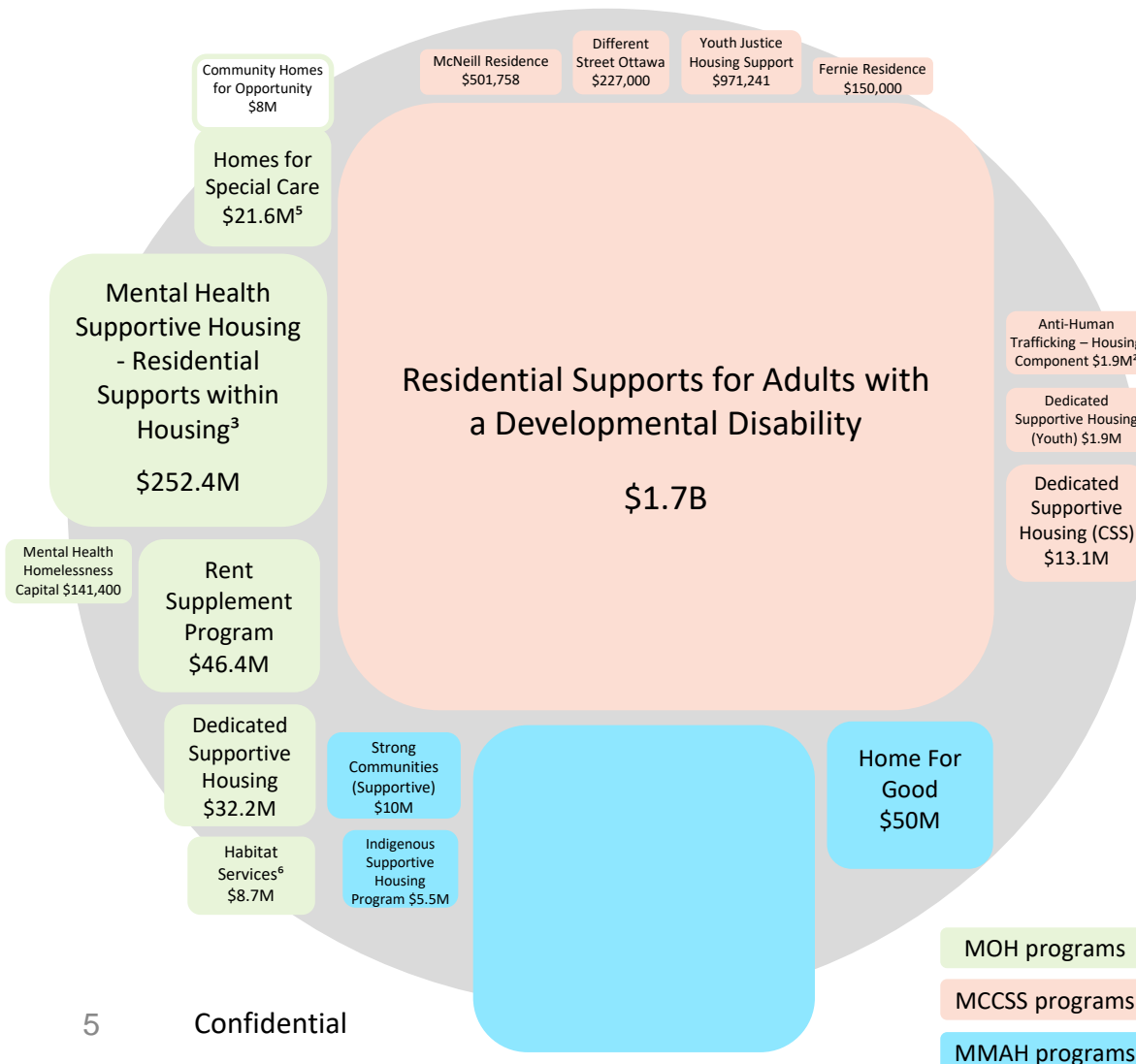
- Ontario's supportive housing system includes a complex network of 20 core provincial programs and 12 related programs spread across three (3) ministries, representing a combined investment of approximately \$2 billion annually.
- Each ministry's programs tends to assist distinct populations:
  - **Ministry of Health (MOH):** Mental health and addictions challenges, at-risk seniors, people with physical disabilities, people with acquired brain injuries and people with HIV/AIDS.
  - **Ministry of Children, Community and Social Services (MCCSS):** People with developmental disabilities, youth, Indigenous people and people experiencing or at risk of experiencing gender based violence and human trafficking.
  - **Ministry of Municipal Affairs and Housing (MMAH):** People experiencing or at risk of homelessness and Indigenous people.

Service Managers and Municipalities	Provincial Government	Federal Government
<ul style="list-style-type: none"> <li>• May contribute local funding towards supportive housing.</li> <li>• Local service system managers for housing and homelessness.</li> <li>• Directly administer some provincial supportive housing programs within their community (e.g., MMAH's Home for Good program and Community Homelessness Prevention Initiative) and oversee service delivery providers.</li> <li>• Advise the provincial government on implementation issues, best practices etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Directly funds supportive housing programs.</li> <li>• Administers and distributes federal homelessness and supportive housing funding.</li> <li>• Sets the overall vision for supportive housing while providing flexibility to address differing local needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides some funding directly through targeted supportive housing programs (Reaching Home program and National Housing Strategy Co-Investment Fund).</li> <li>• Provides broader funding which is directed towards supportive housing programs.</li> <li>• Provides emergency funding to address homelessness, including supportive housing, during the pandemic</li> </ul>

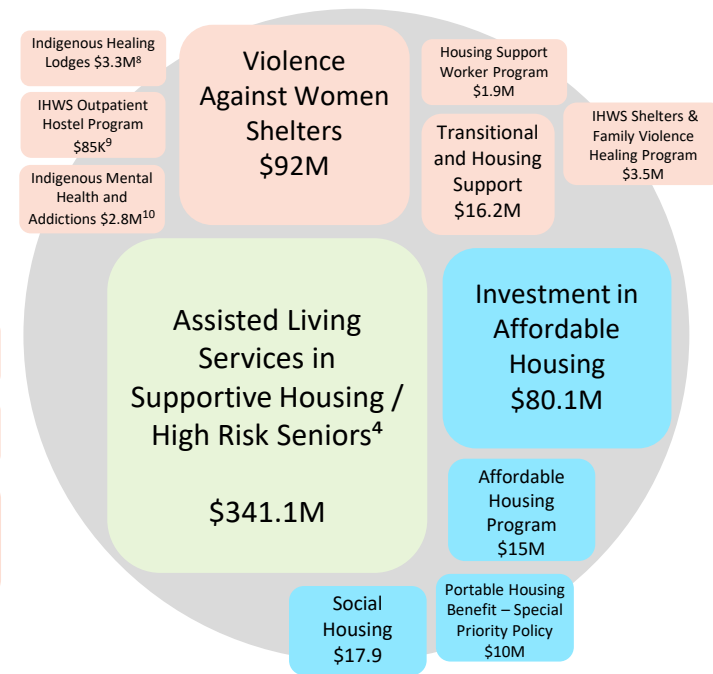
# Supportive Housing: Provincial Programs

The visual below provides a general overview of funding for supportive housing across MMAH, MOH and MCCSS:

## Core Programs (2018-19 Funding):



## Related Programs<sup>1</sup> (2018-19 Funding):



### NOTES

<sup>1</sup> Programs that provide housing assistance or supports (not both)

<sup>2</sup> Funding is from the Canada-Ontario Investment in Affordable Housing Program and is used to provide housing assistance to survivors of human trafficking.

<sup>3</sup> Program funds the support component for all MOH supportive housing programs (the housing assistance component is funded through the other MOH programs listed)

<sup>4</sup> Support services can be provided in any housing environment (e.g., community housing, private rental units, homeowners)

<sup>5</sup> Program is currently in the process of being modernized (e.g. providing people with appropriate supports) - Community Homes for Opportunity is the modernized program.

<sup>6</sup> Program is cost shared with the City of Toronto (80% provincial, 20% City of Toronto). Toronto provides \$2.2M

<sup>7</sup> Service Managers have flexibility to allocate funding across four different service categories, including 'Housing with Related Supports' (i.e. supportive housing). Provincial spending on 'Housing with Related Supports' service category was \$54.8M in 2018/19.

<sup>8</sup> Healing Lodges are cost-shared between MCCSS (\$3.3M) and MOH (\$1.8M)

<sup>9</sup> Outpatient Hostel is cost-shared between MCCSS (\$85K) and MOH (\$355K)

<sup>10</sup> Indigenous Mental Health & Addictions Treatment & Healing Centres are cost-shared between MCCSS (\$2.8M) and MOH (\$9M base)

# Engagement on Improving Supportive Housing

- The 2019 Ontario Budget committed to **reviewing Ontario's supportive housing programs** to identify opportunities to streamline and improve coordination and make sure people are getting the services they need.
  - Ontario's supportive housing system is complex, with 20+ programs across the ministries of Municipal Affairs and Housing (MMAH), Health (MOH), and Children, Community and Social Services (MCCSS).
  - This can result in a lack of coordination, administrative inefficiencies, difficulty navigating the system and people not receiving the most appropriate services based on their needs.
- In-person engagement activities initially planned for Spring 2020 had to be paused due to COVID-19.
- MMAH, MOH and MCCSS will be re-launching engagement in **September 2020** using a **virtual engagement approach** comprised of:
  1. An **online survey**.
  2. **Virtual regional engagement sessions** (i.e., Toronto, Central, East, West and North) involving a broad cross-section of local supportive housing stakeholders and partners.
  3. **Virtual population-specific discussions** (e.g., seniors, Francophones, Indigenous people, people with disabilities, people with lived experience).
  4. **Virtual targeted working groups on supply and access** to allow MMAH to have broader conversations on issues crossing the supportive housing and community housing systems.

# Engagement on Improving Supportive Housing (*cont'd*)

- Engagement will be focused on **key thematic areas**:
  1. **Supply** – Protecting, growing and improving supply.
  2. **Access** – Making it easier for people to be matched to the right housing and supports.
  3. **Efficiency** – Using current resources more efficiently and effectively.
  4. **Complex Needs** – Better supporting people who require supports from multiple systems.
  5. **Program Models** – Bringing models of care towards current best practice.
- Engagement will also be used to seek feedback on the **impact of COVID-19** on supportive housing and opportunities to build greater resiliency in the system.
- The government is interested in receiving feedback on **tangible and specific opportunities** to make supportive housing work better for people and ensure that resources are used with the greatest impact possible.
- Engagement will also be used to seek feedback on the government's commitment to implement a by-name list approach in Ontario beginning in 2021. By-name lists are real-time lists of people experiencing homelessness in a community and are used to prioritize and connect people to housing and support services.
- **Key municipal sector partners** will be engaged, including:
  - Ontario's 47 Service Managers (including District Social Services Administration Boards);
  - Association of Municipalities of Ontario (AMO);
  - Ontario Municipal Social Services Association (OMSSA); and
  - Northern Ontario Service Deliverers Association (NOSDA).

# Next Steps

1. Following internal approvals, the survey will be published and an invitation to complete it will be sent (mid-September) to:
  - All 47 Service Managers and DSSABs
  - Key municipal associations (e.g. AMO, OMSSA, NOSDA),
  - Supportive housing sector umbrella organizations and;
  - A broad cross-section of local supportive housing stakeholders and partners.
2. Invitations to virtual regional and population-specific discussions will be issued (mid-late September).
3. Ongoing policy analysis of engagement input and feedback.

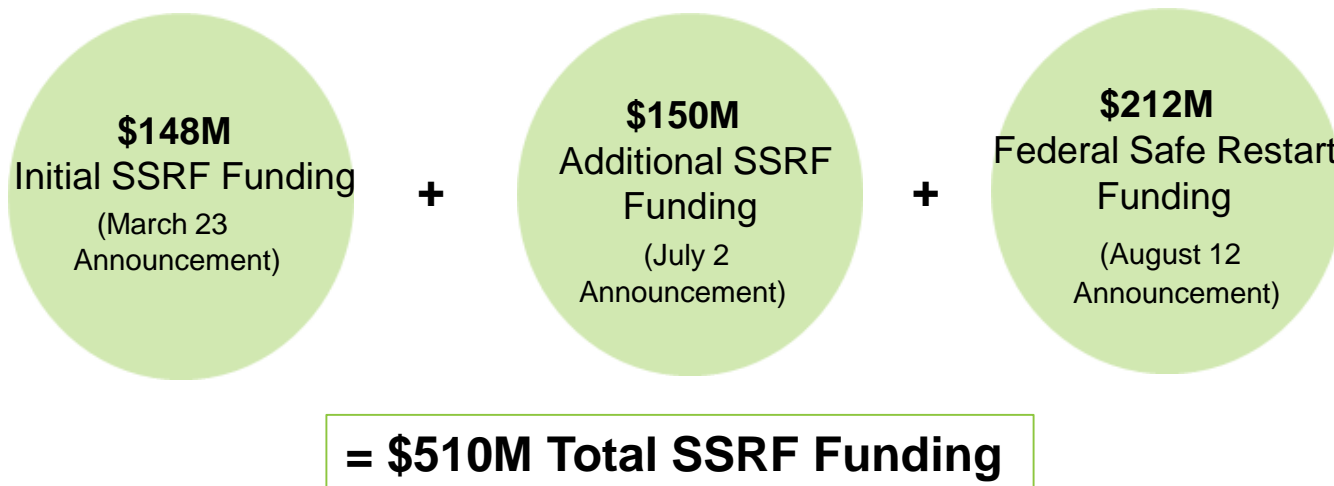
# Social Services Relief Fund

- On March 23, 2020, the province announced an immediate investment of \$148 million under an initial phase of the SSRF, to support Service Managers (SM) and Indigenous Program Administrators (IPA) in assisting vulnerable people with critical needs related to COVID-19.
- SMs and IPAs determined local needs and distributed the initial SSRF funding. Some of the ways in which this initial investment was used include:
  - Funding service providers, such as shelters, food banks, and non-profits;
  - Funding the expansion of existing housing stability initiatives;
  - Securing goods and services, such as personal protective equipment (PPE), food, transportation, medical supplies, or hotel rooms; and
  - Funding administration costs, including staffing.
- Through a survey administered by MMAH in May 2020, SMs and IPAs advised that they anticipated approximately \$510 million in COVID-19 related expenses up to March 31, 2021.
  - At the time of the survey (May 5, 2020), 23 SMs and IPAs had already fully spent their initial SSRF funding, or projected to do so by the end of August 2020.
- On July 2, 2020, the government announced an additional \$150 million in provincial funding under a second phase of SSRF, to continue to assist SMs and IPAs with ongoing COVID-19 related needs.



# Social Services Relief Fund (cont'd)

- On August 12, 2020, the province announced that a further \$212 million would be allocated to SMs and IPAs under SSRF Phase 2, as part of the federal-provincial Safe Restart Agreement. This increases the total SSRF funding being provided to SMs and IPAs in 2020-21 to \$510 million.



- Both operating and capital expenses are eligible under SSRF Phase 2. The following capital expenses are eligible:
  1. Upgrades and repairs to shelters and congregate living spaces;
  2. Purchase or conversion of a hotel, motel or other facility; and
  3. Retrofit of existing transitional or supportive housing facility.
- SMs and IPAs received their initial planning allocations for SSRF Phase 2 on August 12, 2020. Prior to funds being flowed to them, they will be required to submit a business case to MMAH to show how funds will be used to meet local needs. Business cases will be reviewed by an inter-ministerial working group, with final funding decisions expected in late September/early October 2020).

**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



September 8, 2020

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

Dear Laura,

I am writing to let you know that your 2021 Ontario Works Program Delivery Funding (PDF) planning allocations from the Ministry of Children, Community and Social Services (MCCSS) will be in the amount of \$2,406,500. The details are provided in Appendix A (attached) and will become applicable as of January 2021.

We are pleased to note that 2021 Ontario Works planning allocations are being kept at the 2020 baselines to provide stability for Ontario Works delivery partners during the COVID-19 recovery period. Ontario Works delivery partners will be able to re-invest in additional capacity resulting from recent modernization investments and policy initiatives, to respond to local priorities and enhance outcomes for clients. Please note that adjustments will be made for Employment Services Transformation (EST) transfers as applicable.

We recognize that the current public health and economic context continues to create significant uncertainty around service planning and delivery for Ontario Works delivery partners. We would draw your attention to enhanced provincial investments in the Social Services Relief Fund to help address additional service delivery needs. We are committed to working collaboratively with you to understand and address specific capacity challenges, based on local circumstances.

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 as we work together to recover from COVID-19. We appreciate your patience as we have worked to confirm your 2021 planning allocations and recognize the critical need for timely information to support effective service planning. We thank you for your continued leadership and support in this priority area.

Sincerely,

A handwritten signature in blue ink, appearing to read "P. Redmond", written over a horizontal line.

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  
Sophie Dwivedi  
Lindsay Jones, Director, Social Assistance Reform Branch

## APPENDIX A – Ontario Works Planning Allocation by Program Component

<b>Ontario Works 2021 Planning Allocation</b>			
(January 1, 2021 to December 31, 2021)			
<b>Program</b>	<b>Region</b>	<b>Planning Allocation by Program Component – Ministry Share</b>	<b>Program Component</b>
Ontario Works Administration and OW Employment Assistance - Program Delivery Fund	SA Eastern (ER1)	\$1,106,400	– Program Delivery Fund – 100% provincial
		\$1,300,100	– Program Delivery Fund – 50-50 Provincial
<b>Total</b>		<b>\$2,406,500</b>	

**From:** Quadros, Alison (MMAH) on behalf of Paul, Joshua (MMA)  
**Sent:** Friday, September 25, 2020 5:21 PM  
**Cc:** Housing Policy (MMAH)  
**Subject:** Improving Supportive Housing in Ontario: A Survey Invitation from the Ministry of Municipal Affairs and Housing

September 25, 2020

Dear Partner:

Recognizing the critical role that supportive housing plays in the broader housing system and in helping vulnerable people, the 2019 Ontario Budget committed to undertaking a review of the province's supportive housing programs to improve services for people and drive greater system efficiency.

In January 2020, the Minister of Municipal Affairs and Housing announced that the Ministry, in collaboration with the Ministry of Health and the Ministry of Children, Community and Social Services, would be undertaking regional stakeholder and partner engagement in spring 2020 to seek feedback on improving Ontario's supportive housing system.

As a result of COVID-19, and recognizing the importance of physical distancing, this engagement was placed on hold.

I am pleased to let you know that we will be restarting our engagement process in September 2020.

As part of this engagement process, I am writing to you today to invite you to complete an online survey about supportive housing. This survey is being sent to a broad spectrum of supportive housing stakeholders, including Service Managers (including District Social Services Administration Boards), sector/umbrella organizations, and service providers to seek feedback from a broad array of organizations working directly in or alongside the supportive housing sector.

This survey will open on Friday, September 25, 2020 and close on Friday, October 30, 2020. You can access this survey in either English or French by [clicking here](#) or by pasting the address below into your browser:

<https://form.simplesurvey.com/f/s.aspx?s=d9156837-9592-4909-afae-c5b68b36c620>

Supportive housing is a shared priority across the ministries of Municipal Affairs and Housing, Health, and Children, Community and Social Services, and we are committed

to working together to improve supportive housing. Collectively, we invest over \$2 billion every year in supportive housing. We want to make sure this money is spent in the most effective and efficient way possible.

This new engagement approach will continue to focus on several key areas:

1. How can we protect, grow and improve the supply of supportive housing and community housing?
2. How can we make it easier for people to be matched to the right housing and supports?
3. How can we use our current resources more efficiently to maximize their positive impact for people?
4. How can we better support people with needs that require supports from multiple service systems?

We would also like to use this opportunity to better understand the impact of COVID-19 on supportive housing and how we can work together to build greater resiliency in the system.

We look forward to working with you on this initiative. If you have any immediate questions or wish to submit further comments following your completion of the survey, please contact us at [housingpolicy@ontario.ca](mailto:housingpolicy@ontario.ca)

Thank you.

Joshua Paul  
Assistant Deputy Minister  
Housing Division  
Ministry of Municipal Affairs and Housing

cc: Karen Glass, Assistant Deputy Minister, Strategic Policy Division, Ministry of Children, Community and Social Services  
Rupert Gordon, Assistant Deputy Minister, Community Services Division, Ministry of Children, Community and Social Services  
Melanie Kohn, Acting Assistant Deputy Minister, Mental Health and Addictions, Ministry of Health  
MSO Housing Team Leads, Ministry of Municipal Affairs and Housing

**Ministry of Municipal  
Affairs and Housing**

Community Housing Policy  
Branch

777 Bay Street, 14<sup>th</sup> Floor  
Toronto ON M7A 2J3  
Tel. 416-585-7544  
Fax 416-585-7607

**Ministère des Affaires municipales  
et du Logement**

Direction des politiques de logement  
communautaire

777, rue Bay, 14<sup>e</sup> étage  
Toronto ON M7A 2J3  
Tél. 416-585-7544  
Téléc. 416-585-7607



October 1, 2020

Laura LePine, Director, Social Services, County of Renfrew  
[llepine@countyofrenfrew.on.ca](mailto:llepine@countyofrenfrew.on.ca)

Re: 2019 Service Level Standards Action Plan

Dear Laura LePine,

In June of 2019, the Ministry of Municipal Affairs and Housing sent a letter notifying you that the County of Renfrew was not fully meeting its legislated service level standard based on your 2018 Service Manager Annual Information Return (SMAIR). The same letter contained a request for you to submit an action plan containing strategies about how you plan to incrementally work towards meeting the service level standard in your area.

The ministry would like to confirm that your plan has been reviewed and was found to be satisfactory. Thank you for the time and effort put into your Service Level Standard Action Plan. The ministry is reviewing 2019 SMAIR data for progress made on achieving your service level standard and will contact you if further action is necessary.

Service Manager Service Level Standard Action Plans are an important part of implementing the Auditor General of Ontario's recommendation regarding service level standards found in the 2017 Value for Money Audit on Social and Affordable Housing.

Another area of great interest to the Ministry of Municipal Affairs and Housing is promoting the use of the portable housing benefit framework across Ontario. This was not a strategy identified in your Service Level Standard Action Plan.

As you may know, regulations under the *Housing Services Act, 2011* came into effect on September 1, 2017 that permit Service Managers to provide a portable housing benefit as an alternative to rent-geared-to-income assistance. The portable benefit is not tied to a unit. Instead, it allows a person to find a unit in community housing or in the private market, providing greater flexibility.

The ministry would like to encourage you to make use of the portable housing benefit framework in your service area and in future strategies to reach your service level standard. A representative from your regional Municipal Service Office may contact you in the future to discuss any barriers you have experienced in implementing the use of the portable housing benefit framework.

In the meantime, please do not hesitate to contact Neshalia Mohindra by email at [neshalia.mohindra@ontario.ca](mailto:neshalia.mohindra@ontario.ca), with any concerns or follow-up questions on the Service Level Standard Action Plan.

Thank you for your ongoing commitment to meeting housing needs in your community. We look forward to continuing to work in partnership with you.

Yours truly,



Peter Kiatipis  
Director

c: Paul Moreau, Chief Administrative Officer, County of Renfrew  
Joshua Paul, Assistant Deputy Minister  
Neshalia Mohindra, Manager



## ONTARIO WORKS REPORT

Prepared by: Andrea Patrick, Manager of Ontario Works

Prepared for: Social Services Committee

October 14, 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	1199	1,299
July	1160	1,246
August	1125	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 August 2020	Monthly Expenditure
89	\$65,031.80

#### 3. Fetal Alcohol Spectrum Disorder Awareness

September 9, 2020 marked the international Fetal Alcohol Spectrum Disorder (FASD) Awareness Day. To help educate the public about this disorder, Family and Children's Services painted the FASD symbol (red running shoes) on rocks and distributed them around the community. One of their stops was at Renfrew County Place, attached as Appendix OW-I is

an illustration of staff participation in this initiative. Information about available resources was listed on the back of the rocks to connect individuals and families with the supports they need.

#### **4. Social Assistance Recovery and Renewal Update**

Attached as Appendix OW-II are documents from the Ministry of Children, Community and Social Services detailing upcoming plans to modernize the social assistance system. A key component of this transformation is the Provincial-Municipal Risk-based Centralized Intake Pilot. The County of Renfrew will be one of seven Consolidated Municipal Service Managers participating in this initiative set to launch on October 30, 2020. This pilot program will help the Ministry test a risk-based framework for automated eligibility determination and refine the digital application prior to province-wide implementation targeted for spring 2021.

### **RESOLUTIONS**

#### **5. Staffing**

**Recommendation:** THAT the Social Services Committee approves the Business Case for a five-month contract Ontario Works Supervisor position in Group 8 (\$74,172-\$87,260) of Employment By-law #1, Non-Union Staff Salary Grid.

##### **Background**

Attached as Appendix OW-III is a Business Case – Staffing Report for a 5-month contract position for an Ontario Works Supervisor reporting to the Manager of Ontario Works during the period of November 2, 2020 – March 31, 2021.

To modernize and improve supports for vulnerable residents, the Social Services Department has been working towards a consolidated service delivery approach called Human Services Integration (HSI). In December 2019, HSI was launched at Renfrew County Place where residents can now come into one office to access Ontario Works, Housing, and Child Care services. The second phase of the Social Services Department's HSI initiative will take place in early 2021 when renovations at the County Administration Building have been completed.

An existing Ontario Works Supervisor will be assigned the role of Human Services Integration Lead from November 2020 – March 2021 to oversee the transition of the Pembroke social services into the County Administration Building and to support the Service Delivery Improvement Project team. Due to this, an additional Ontario Works Supervisor is required as a temporary backfill to ensure stability and continuity of staff and operational supervision.

## **BY-LAWS**

### **6. County of Renfrew Ontario Works Policies and Procedures**

**Recommendation:** THAT the Social Services Committee recommends that County Council approve the addition of Policy OW-1 Internal Control Measures and Process for Ontario Works Payments and Policy OW-2 Funerals.

#### **Background**

The addition of Policy OW-1 Internal Control Measures and Process for Ontario Works Payments is intended to provide direction to staff regarding the process to print, review and validate Ontario Works cheques and direct deposit payments. There are a number of safeguards built into the Social Assistance Management System (SAMS) as well as within the CheqMaster cheque printing software that govern the production of payments and ensure payments of higher value are subject to additional safety mechanisms. The policy outlines the system controls and the local procedures that staff must adhere to.

The addition of Policy OW-2 Funerals is to provide a transparent process for low-income individuals to apply for assistance with funeral expenses. Funerals are a discretionary benefit within Ontario Works legislation and therefore some municipal discretion exists regarding process and benefit level. The policy outlines how eligibility for Funeral benefits will be determined in the County of Renfrew.

Attached as Appendix OW-IV is Policy OW-1 - Internal Control Measures and Process for Ontario Works Payments and Appendix OW-V – Policy OW-2 Funerals.

**Family and Children's Services of Renfrew County**

17 hrs · 🌐

In recognition of International FASD Awareness Day today, our FASD Services team got very creative to get the message out! Engaging community members and organizations and hand painting over 30 red shoe rocks to decorate the grounds across Renfrew County this past week was no small task! Thanks to our staffer Victoria Gillan and all who supported, including Aidan Barron, the [County of Renfrew Social Services](#) in Renfrew, [County of Renfrew Paramedic Service](#) and [Pembroke Professional Fire Fighters Association Local 488](#)! #FASDIs #FASDAwareness



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

Social Assistance Operations  
Division

Social Assistance Policy,  
Planning and Innovation  
Division

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

Division des opérations  
relative à l'aide sociale

Division des politiques, de la  
planification et de l'innovation en  
matière d'aide sociale



September 30, 2020

**MEMORANDUM TO:** Consolidated Municipal Service Managers Commissioners  
District Social Services Boards Chief Administrative Officers

**FROM:** Keith Palmer  
Assistant Deputy Minister

Nelson Loureiro  
Assistant Deputy Minister

**SUBJECT: Social Assistance Recovery and Renewal Update**

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Today, the government announced its plan to support economic recovery and employment through a new recovery and renewal plan for social assistance.

We want to provide you with an update on social assistance recovery planning and the first phase of changes that will be proceeding across the province, **recognizing that you and your staff have been actively involved to varying degrees in this work.** As we begin economic recovery following the COVID-19 outbreak, people are counting on us more than ever before to give them a bridge back to independence. At the same time, the government is counting on Ontarians to help the economy revive and thrive again.

Building on what we have learned during the COVID-19 outbreak, and the need to fundamentally change ways of delivering services, the first phase of the social assistance recovery and renewal plan, to roll out over the next few months, will be focused on four key areas:

- **Accelerated digital delivery solutions**, including the launch of a new and easy-to-use Social Assistance Digital Application and expansion of the MyBenefits digital platform to improve access for people receiving social

assistance and allow two-way digital messaging between clients and caseworkers.

- **Centralized and automated delivery**, beginning with centralized intake pilots across several municipalities and centralization of benefits in several ODSP offices that reduce paperwork, giving caseworkers more time to support clients through crisis and helping them get back to work.
- **Risk-based eligibility review**, to be developed alongside the centralized intake pilots, that uses provincial, federal and third-party sources to make financial assistance processing faster, while strengthening program integrity.
- **Access to employment and training**, partnering with the Ministry of Labour, Training and Skills Development to support people to get back to work, including people with disabilities who have been particularly hard hit by job losses during the COVID-19 outbreak.

The province, municipalities and District Social Services Administration Boards (DSSABs) face significant change — on top of the changes we've all experienced through the pandemic. We recognize that, and we value the role municipalities, DSAABs and the staff play in directly supporting clients. Clients are our shared purpose. Municipal and DSSAB staff truly alter the course of people's lives and our new plan will help focus on this important work.

Municipalities and DSAABs have a critical role as service delivery partners and will be key partners in enhancing our social assistance system and helping clients get back to work. Moving forward, collaboration and engagement with municipal Ontario Works delivery agents will be essential to develop and implement a plan for recovery. A plan that will look at a shared vision for social assistance to ensure that we are providing and connecting people to the right services at the right time. If you have any questions about this work, please reach out to Lindsay Jones, Director of the Social Assistance Reform Program Management Branch at [Lindsay.Jones@ontario.ca](mailto:Lindsay.Jones@ontario.ca).

Further detail about the plan is available in the attached documents.

We look forward to working with you to help people access the supports they need and creating a sustainable system that provides pathways to jobs and success.

Sincerely,



Keith Palmer  
Assistant Deputy Minister



Nelson Loureiro  
Assistant Deputy Minister

**Attachments:** Q&A; social assistance recovery placemat; centralized intake prototype presentation.

**Cc:**

Ontario Works Administrators

Tom Azouz, Co-Chair, Provincial-Municipal Social Services and Employment Committee

Monika Turner, Co-Chair, Provincial-Municipal Social Services and Employment Committee

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

## **Social Assistance Recovery and Renewal**

### **Questions and Answers for Stakeholders and Partners**

#### **General**

#### **1. What changes are planned for social assistance programs?**

Building on what provinces and municipalities have learned during the COVID-19 outbreak, and the need to fundamentally change how we do business, we will begin to roll-out the first phase of the social assistance recovery and renewal plan over the next few months, focusing on:

- Accelerated digital delivery solutions, including the launch of a new and easy-to-use Social Assistance Digital Application and expansion of the MyBenefits digital platform to improve access for people receiving social assistance and allow two-way digital messaging between clients and caseworkers.
- Centralized and automated delivery, beginning with centralized intake pilots across several municipalities and centralization of benefits in several ODSP offices that reduce paperwork, giving caseworkers more time to support clients through crisis and helping them get back to work.
- Risk-based eligibility review, to be developed alongside the centralized intake pilots, that uses provincial, federal and third-party sources to make financial assistance processing faster, while strengthening program integrity.
- Access to employment and training, partnering with the Ministry of Labour, Training and Skills Development to support people to get back to work, including people with disabilities who have been particularly hard hit by job losses during the COVID-19 outbreak.

Administration of key ODSP health benefits will be centralized. This means that for some ODSP sites, benefits applications will be processed by a central team rather than at the local office.

#### **2. Where and when are these changes taking effect?**

New digital tools and service options will roll out in phases:



- The new online application will roll out over the next few months starting with testing Ontario Works applications in the prototype municipalities
- New features will be added to MyBenefits continuously throughout the year.

Centralized intake and automated eligibility verification will roll out over the next few months starting with testing Ontario Works applications in the prototype municipalities.

Centralized benefits processing for participating ODSP sites will begin November 23, 2020.

### **3. What is the purpose of these changes?**

For years, social assistance has been about paperwork, instead of getting people back to work. Often those who do leave the system end up coming back. As many Ontarians face the possibility of longer-term unemployment, the social assistance system needs to be able to respond to the economic realities being experienced in the province.

The COVID-19 outbreak is showing us a new approach is needed now more than ever - more Ontarians are looking to us for help with basic needs, to stabilize their family's life, and to get back to work and financial security. Now is the time to build on the learnings from COVID-19 and work to fundamentally change how we deliver services.

This includes eliminating red tape and creating a sustainable system that gives recipients a path to jobs, and greater independence and improved outcomes. By setting up automated digital systems, we will help staff to better support social assistance clients who are able to work by connecting them to the support they need to help them get back to work and to financial independence.

People on ODSP will also benefit from this plan. Many people on ODSP also lost jobs as a result of COVID-19. In fact, people with disabilities are disproportionately employed in the retail and services sectors that have been hardest hit and are facing challenges to stabilize their lives.

The ministry's plan isn't just about getting people back to work. It's about being more effective at connecting people to the supports that they need to achieve greater independence and participate in their communities.

### **4. What changes are happening to the online application for social assistance needed?**

In next few months, the new online application will be able to accept Ontario Works applications for municipal prototype sites. Online applications for Ontario Works outside the prototypes sites and for ODSP will continue to be accepted through OASA at this time.

The current process for applying to social assistance is administratively heavy, dependent on paper-based and manual transactions and repetitive tasks. The Social Assistance Digital Application (SADA), will focus on minimizing administrative burden to allow staff the time they need to focus on value-added activities. SADA will also address the projected increased volume of online applications as the province recovers from the COVID-19 pandemic.

### **Ontario Disability Support Program**

#### **5. How will these changes affect the way ODSP is delivered?**

Administration of key ODSP health benefits will be centralized. This means that for some ODSP sites, benefits applications will be processed by a central team rather than at the local office.

We are taking a phased approach to centralizing benefits administration, starting in November 2020 with select benefits for nine (9) ODSP offices, expanding to all ODSP offices early in 2021.

Benefits in scope for centralization right now include:

- Special Diet Allowance
- Pregnancy/Breast-feeding Nutritional Allowance
- Mobility Devices, Batteries, Repairs
- Low Cost Energy Conservation benefit
- MSN invoice and voucher payments.

Benefits centralization will be expanded beyond the Employment Services Transformation (EST) prototypes in January 2021. Information on implementation will be shared as soon as it becomes available.

In addition to benefits centralization, we will be working with the Ministry of Labour, Training and Skills Development (MLTSD) to improve access to employment and

training services for current and potential social assistance clients whose employment was impacted by COVID-19, to help them get back to work as jobs are available.

**6. How will ODSP clients be impacted and informed of any potential impacts?**

ODSP clients will benefit from new features that will continue to be added in MyBenefits, like two-way messaging, which will give them more choices about how to connect and save them time and effort.

Clients will be contacted by their local office as needed, and we will be utilizing the MCCSS website and social media to ensure clients are made aware of any changes as they take place.

**7. How do these changes fit with changes in the Employment Services Transformation in ODSP prototype offices?**

Benefits centralization will support Employment Services Transformation (EST) in ODSP prototype offices by reducing the administrative workload of local office staff, supporting them in focusing on tasks associated with EST. This includes more high-impact activities with clients such as case management and conversations with clients to help support their life stabilization needs and, where appropriate help them move towards employment readiness.

**Ontario Works**

**8. How will these changes affect the way Ontario Works is delivered?**

We will centralize and automate financial assistance intake and initial eligibility decisions, starting with a limited number of Ontario Works prototype sites. This means that intake for new applicants to Ontario Works who apply using the new Social Assistance Digital Application (SADA) will be automated by using data from provincial, federal and third-party sources and supported by a central team instead of being processed through the local office.

Intake for some Ontario Works applicants at the prototype sites will continue to be processed at the local office, including those who apply using the Online Application for Social Assistance or at the local office, or who may be assessed as requiring additional verification.

Starting in 2021, centralized and automated financial assistance intake will be expanded to more municipalities.

**9. Can the province make eligibility decisions for Ontario Works?**

The centralized, risk-based process will focus on using technology to support the CMSMs and DSSABs in their roles as Ontario Works delivery agents. Using a risk-based algorithm developed in collaboration with the municipal service delivery partners, low and medium-risk applications can be auto-granted through SAMS technology. Provincial staff in the central team can support this process through manual interventions where required. Higher risk cases will be passed to municipalities and DSSABs for determination. As this is a prototype, there will be ongoing testing of the model, and we will make adjustments where necessary.

**10. How will municipalities be engaged on co-design and implementation?**

Municipal and DSSAB stakeholders and partners will be engaged in a co-design process to develop plans for implementation of Ontario Works intake centralization through existing engagement tables such as bi-weekly touch points with the Commissioners and Chief Administrative Officers and the Provincial Municipal Social Assistance Employment Committee (PMSAEC). The ministry will establish additional working groups or sub-committees as required.

In the longer term, a new provincial-municipal transformation vision will be co-designed with municipal and DSSAB stakeholders and partners and set the stage for system transformation that drives outcomes, accountability and system performance.

**11. Will funding for municipal delivery agents be impacted?**

2021 Ontario Works planning allocations are being kept at the 2020 baselines to provide stability for Ontario Works delivery partners during the COVID-19 recovery period. Ontario Works delivery partners will be able to re-invest in additional capacity resulting from recent modernization investments and policy initiatives, to respond to local priorities and enhance outcomes for clients.

Please note the applicable Employment Services Transformation (EST) transfers will be applied to EST prototype 2020 baselines.

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

**12. How will Ontario Works applicants and clients be impacted and informed of any potential impacts?**

Ontario Works applicants will benefit from a seamless onboarding process that allows their first caseworker interactions to focus on building a good relationship and building a plan for the future rather than on administration.

Clients will be contacted by their local office as needed, and we will utilize the MCCSS website and social media to ensure clients are made aware of any changes as they take place.

**13. Do these plans apply to First Nations Ontario Works delivery partners?**

In recognition of their unique needs and priorities, the province will work with First Nations delivery partners on a separate plan to renew social assistance in First Nations communities.

**14. How will information be shared with municipal and DSSAB stakeholders and partners going forward?**

Information will be shared as soon as it becomes available through a number of sources including regular engagements with municipal and DSSAB stakeholder and partners and written communications from the ministry.

**15. How do these changes fit with changes in the Employment Services Transformation in Ontario Works prototype offices?**

Centralized and automated financial assistance intake and initial eligibility reviews will support Employment Services Transformation (EST) in ODSP prototype offices by reducing the administrative workload of local office staff, supporting them in focusing on tasks associated with EST. This includes more high-impact activities with clients such as case management and conversations with clients to help support their life stabilization needs and, where appropriate help them move towards employment readiness.

**16. How will the government respond if federal benefits are not implemented as expected?**

The changes being introduced today as part of the social assistance recovery and renewal plan help prepare us to support a variety of potential needs from social assistance clients and applicants, including in the event federal benefits are not implemented as expected.

We continue to plan for a wide range of contingencies and will engage with delivery partners to co-develop approaches and implementation plans.

**17. Who should municipal and DSSAB stakeholders and partners contact if they have questions or concerns?**

For program-specific questions, please contact your program supervisor.



# A long-term vision, starting with recovery:

People on social assistance achieve independence and financial resilience through an ecosystem of connected and personalized supports, supported by a streamlined and responsive system

## Where we've been...



- Growing caseload and costs (5%/year)
- Focus on administration and processes, not support
- Broader system is siloed, hard to navigate, leading to poor life and employment outcomes

## Where we're headed...



- When federal benefits end, Ontarians who remain out of work are likely to turn to Ontario Works – the scale and timing of the impact to social assistance depends on the speed and nature of economic recovery, and public health factors

## What we'll do now: focused action in four key areas to get ahead of a surge in social assistance cases



### Accelerated digital delivery solutions

To improve access and service delivery during the pandemic

- new, easy online application
- digital disability forms
- MyBenefits expansion
- 2 way messaging
- video chat
- e-document management



### Centralized and automated delivery

Reduce red tape and let caseworkers focus on working with clients

- centralized intake
- digital identity verification
- centralized key ODSP health benefits
- e-signatures



### Risk-based eligibility review

To automate eligibility assessments, reduce time spent on administration

- real-time digital verification to confirm key eligibility information
- automatic verification and validation of financial information to confirm eligibility



### Access to employment and training

Working with MLTSD, will improve access to employment and training services for clients

- enhance access to employment and training supports to help clients get back to work as jobs are available

## Where we'll go:



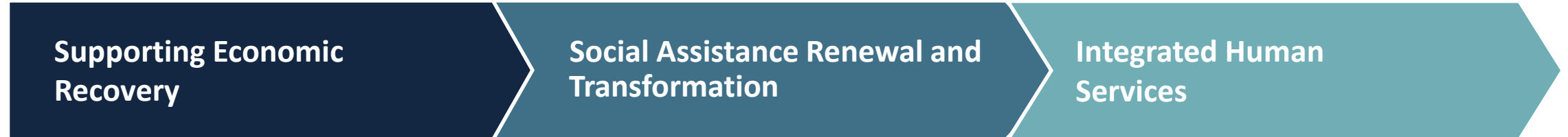
### Co-design a new provincial-municipal transformation vision

with municipal Ontario Works delivery partners and set the stage for longer term system transformation that drives outcomes, accountability and system performance

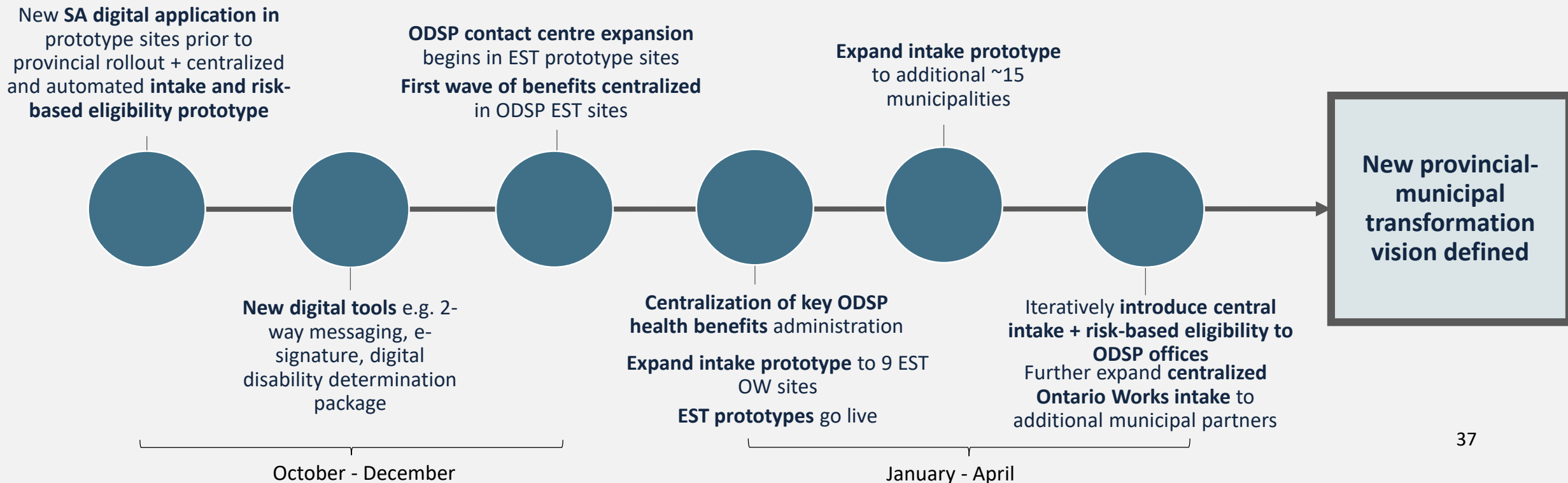
- **Engagement, co design, and testing with staff and partners:** Developing a future state together
- **SA One:** Healthy, energizing workplaces; open communication that supports change; resilient organization; improved client relationships
- **Service continuity:** Continuing to deliver service excellence and accountability through change

# Social Assistance: Where We're Headed

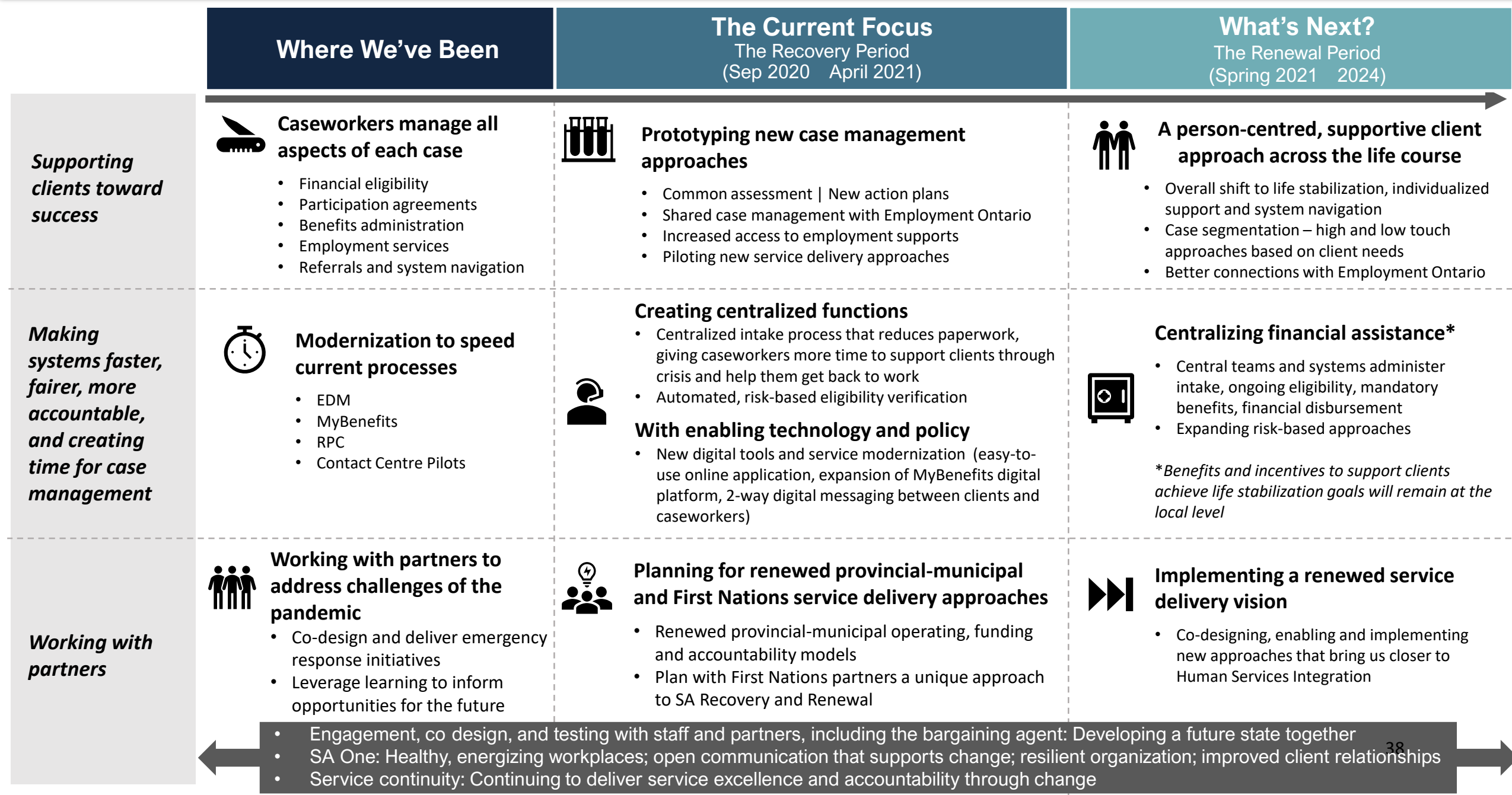
... in the long term



... in the short term









## BUSINESS CASE - STAFFING REPORT

**Date:** October 14, 2020

**Department:** Social Services  
Ontario Works

**Report Prepared by:** Andrea Patrick  
Ontario Works Manger

<b>PROPOSAL</b>	That an additional Ontario Works Supervisor position be added on a temporary contract basis for the period of November 2, 2020 to March 31, 2021.
<b>POSITIONS</b>  Union <input type="checkbox"/>  Non-Union <input checked="" type="checkbox"/>	Ontario Works Supervisor – Temporary Contract Group 8, Step 1, \$74,172 annually, \$40.71 per hour
<b>SUMMARY</b> <ul style="list-style-type: none"> <li>• Background</li> <li>• Discussion</li> </ul>	Renfrew County's Service Delivery Improvement Project (SDIP) is well underway with construction ongoing at the County Administration Building. Concurrently, the modernization of social services has necessitated a consolidated approach to service delivery called Human Services Integration (HSI). In December 2019, HSI was launched at Renfrew County Place creating an efficient, client-focused service delivery approach for Ontario Works, Housing, and Child Care and providing County residents with a single point of access for these services. The second phase of the Social Services Department's HSI initiative will take place at the County Administration Building in early 2021 when renovations are complete. To facilitate phase two implementation and oversee the transition of the Pembroke offices into the County Administration Building, an existing Ontario Works Supervisor will be assigned the role of HSI Lead. Consequently, an additional Ontario Works Supervisor is required to backfill the daily responsibilities of staff and operational supervision during this temporary period.
<b>RECOMMENDATION</b>	THAT the Social Services Committee recommend to County Council the hiring of an Ontario Works Supervisor – Temporary Contract for the period of November 2, 2020 to March 31, 2021.
<b>FINANCIAL CONSIDERATIONS</b>	5 Month Contract - \$30,905 plus benefits @ 30% = \$40,176 *Funds can be covered through staffing savings due to some position vacancies which were not backfilled during COVID.

<b>Social Services Policies and Procedures</b>			
<b>SECTION:</b> Ontario Works			<b>Policy #:</b> OW-1
<b>POLICY:</b> Internal Control Measures and Process for Ontario Works Payments			
<b>DATE:</b> October 2020	<b>REV. DATE:</b>	<b>COVERAGE:</b> Ontario Works Staff	<b>PAGE #:</b> 1 of 9

## **POLICY STATEMENT**

This policy identifies the internal Authority and Approval process and procedures for printing and issuing Ontario Works payments; Cheques and Direct Bank Deposits.

## **PROCEDURE**

Ontario Works produces two types of payments – Cheques and Direct Bank Deposits (DBDs). Cheque and DBD payments are created based on the information that is input into the Ministry of Children, Community and Social Services software system – Social Assistance Management System (SAMS). Information entered into SAMS must meet the eligibility requirements and rules that are built into SAMS. All payments are directly connected to a client who exists in SAMS. Once deemed eligible for a payment, SAMS creates a payment file that is encrypted and then downloaded to a secure computer at Pembroke site. The payment file is automatically transferred to the CheqMaster system which is coded to ‘read’ the encrypted data and convert it into printable payments – cheques and DBD statements. Once the pay files have been downloaded from the Ministry of Children, Community and Social Services (MCCSS), the information on them cannot be altered. Pembroke Site is the only office that is authorized to operate the CheqMaster system.

Payments are issued overnight unless the user selects a ‘real time’ cheque payment – a payment option in SAMS. ‘Real time’ cheque information quickly downloads to a payment file and the payment file information is sent to CheqMaster within 15-20 minutes; allowing ‘real time’ cheques to be printed on the same day they were created in SAMS.

All DBD payment files are downloaded overnight and sent by MCCSS to the Bank of Montreal each business morning at approximately 7:00 am for daily DBD processing. DBDs can only be issued once per day.

## **Software/Vendor Support Information**

Software: CheqMaster

Vendor Support: VisionCraft Development Corporation

Purpose: Payment file data from SAMS is converted into a printable format for cheque and DBD statements.

Social Services Policies and Procedures			
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Software: DirectLine

Vendor Support: Bank of Montreal

Purpose: The Bank of Montreal receives our daily DBD pay files and ensures that funds are transferred to eligible recipients. This software tracks the issuance of funds and there is functionality to recall payments within certain timeframes.

## Authority and Approval for Payments

The CheqMaster software system is pre-programmed using a secure process for logging in and authorizing the 'print' of the cheques and DBD statements. Each user must be authorized to use the system and each user is issued a username and code specific to them as all transactions in the CheqMaster system are traceable.

In addition to the pre-programmed user requirements in CheqMaster, the following internal controls are also applied to payment processing:

There are three (3) user authority levels – Operators, Supervisor, and Management. Each level is password protected. Each staff person authorized will have his or her own password to access the CheqMaster print program. Passwords will not be shared and will be changed on a regular basis.

- **Operators – Level 1** – Pembroke Site Customer Service Representative or designate will be limited to standard regular cheque printing of cheques.  
Level 1 will input the data for a manual cheque, only.
- **Supervisor – Level 2** – The Pembroke Site Supervisor or designate will be responsible for reprints or voids and controls cheque reprints.  
Level 2 will be notified of all entries in the cheque stock log.  
Level 2 will be responsible for the printing of all Ontario Works manual cheques. Level 2 will sign off on all manual cheques.
- **Manager/Director/Finance - Level 3** – The Manager or designate oversees all cheque re-prints; account selection overrides, manages system resources, signatures, and authorizes user ID's and authority levels.  
Level 3 will sign-off on all manual cheques.  
Level 3 will sign-off on all cheques over \$5,000

Social Services Policies and Procedures			
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In addition to the controls within CheqMaster, the following also applies to payments that are printed:

- All manual cheques will require two sign-off signatures – Level 2 and Level 3 authority. Level 1 inputs the information, Level 2 prints the manual cheque, Level 2 and Level 3 both sign-off on the cheque.
- All cheques and DBD statements for payments between \$2,000 - \$2,999 will require Level 2 approval (supervisor review of payment and initial the cheque/statement).
- All cheques and DBD statements for payments between \$3,000 - \$4,999 will require Level 2 and Level 3 approval (supervisor and manager review of payment and both initial the cheque/statement).
- A Cheque and DBD Management Approval Form is to be completed by the staff member requesting a payment of \$5,000 or more and this form must be signed by Level 2 and Level 3 (supervisor and manager).
- SAMS internal controls will not release a payment of \$5000 or more to a 'print file' without the supervisor authorizing it in SAMS. Once the supervisor authorizes the payment to be issued in SAMS, it will be downloaded to a 'print file'.
- CheqMaster will not print the signature line on any cheque that is over \$5000 and will be sent by courier to the Director of Finance for authorization and sign off.

## Cheque Printing

Cheques are printed as Daily Cheques, Monthly Pay Run Cheques or Manual Cheques and are all subject to the **Authority and Approval for Payments** listed above.

1. **Daily Cheque Payments:** Ontario Works cheque payments can be produced several times a day as a result of the data input into SAMS. Although downloaded throughout the day, these cheque payments will only print when the authorized user logs into the CheqMaster system and authorizes the system to print the payments that are available. Daily cheques will be printed at either Pembroke site, Renfrew site or Arnprior site and will be pre-selected for the location in which to print by programming within the CheqMaster system. The process for this is known as '**distribution/remote**' printing. The printing is authorized in Pembroke as the only authorized user of the CheqMaster system. At various times in the day – preset on a cheque printing schedule, the

Social Services Policies and Procedures			
<b>SECTION:</b> Ontario Works			<b>Policy #:</b> OW-1
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authorized CheqMaster system user at Pembroke site will authorize the printing of cheques that are waiting to be printed.

- a. The cheque printers located at Renfrew site and Arnprior site will only print once authorized via the CheqMaster system located in Pembroke.
  - b. At the end of each 'printing event' the Customer Service Representative or designate at Renfrew and Arnprior site will send notification to Pembroke site identifying the number of cheques that printed and that there were no errors in the printing.
  - c. At Renfrew and Arnprior site, at the end of each day, the cheque stock will be removed from the cheque printers and locked in a secure location overnight.
  - d. All of the **Authority and Approval for Payments** are to be adhered to at all 3 sites where cheques will print. It is the responsibility of the Customer Service Representative (CSR) and Ontario Works Agent (OWA) to ensure that the proper approvals have been obtained before the cheque can be picked up or mailed.
2. **Manual Cheque:** Very infrequently, a user may require the production of a manual cheque outside of SAMS and the downloaded payment file. This would only happen when SAMS has technical issues in the client case and cannot issue the payment. Manual cheques must be requested on the *Manual Cheque Request Form* (see attached) and **must be signed off by 2 individuals with signing authority**. Manual cheques can only be created and printed at the Pembroke site. For Renfrew, Arnprior and Killaloe sites, this form must be sent to the Pembroke site CSR. Unless noted on the *Manual Cheque Request Form*, the manual cheque, once created, will be mailed from the Pembroke site. The Ontario Works Agent must include the reason for the manual cheque request. Once approved, the authorized user for the CheqMaster system will input the data into the CheqMaster system in order to print a manual cheque. As soon as SAMS is able to receive the information on the manual cheque, the manual cheque information must be entered into SAMS. The cheque stock number and the SAMS cheque number must be entered into the Cheque Stock Verification Form logbook.  
\*Note, manual cheques cannot be issued via DBD (only by cheque).
3. **Monthly 'Pay Run' Payment:** This type of payment is issued once per month on a Ministry scheduled date. These payments represent the following month's benefit payment for Ontario Works clients, and it is a large payment file. These payments are

<b>Social Services Policies and Procedures</b>			
<b>SECTION:</b> Ontario Works			<b>Policy #:</b> OW-1
<b>POLICY:</b> Internal Control Measures and Process for Ontario Works Payments			
<b>DATE:</b> October 2020	<b>REV. DATE:</b>	<b>COVERAGE:</b> Ontario Works Staff	<b>PAGE #:</b> 5 of 9

downloaded overnight in a single batch known as 'pay run'. These payments consist of cheques and DBDs. These payments will print at the Pembroke site.

## **Procedures for Payment Printing**

- All cheque stock will have serial numbering on the back and be stored in a locked cabinet. There will be a cheque stock logbook at each of the sites that tracks all cheque stock that is used, ordered, and received. The Site Supervisor and the Manager will monitor this logbook.
- The CSR/designate at Renfrew and Arnprior site will be responsible for loading the cheque stock into the cheque printer every morning and removing it at the end of each day. Cheque stock is to be locked in the secure location overnight. The CSR/designate will also be responsible for notifying the Pembroke site supervisor when additional cheque stock is required.
- When cheque stock is ordered it will be delivered and stored at Pembroke site. When cheque stock is requested for Renfrew and Arnprior site, the stock is recorded in the cheque stock logbook. This logbook will record when and how much stock has been sent to the other offices. The receiving office will also record the received cheque stock in their cheque stock logbook. The cheque stock logbook will be reconciled monthly by the CSR/designate to ensure all cheque stock is accounted for.
- All cheques that are issued are numbered and documented by the Cheque Register. Finance receives monthly cheque register reports.
- Finance will retain the Cheque Registers and Form 5's.
- All voided and or cancelled cheques will be sent to Finance.
- The CheqMaster system prints cheques and DBD statements on Cheque Stock (tray 3 of the cheque printer) and the Statement of Income/Changes Report on plain white paper (tray 2 of the cheque printer).
- Each morning the SAMS daily pay list is downloaded and saved on the shared drive for all staff. Staff are required to review the daily pay list (which lists all payments issued by cheque and DBD). If there are any payment errors, the OWA will pull the cheque before it is mailed and if the payment was issued via DBD they will request a payment recall.

Social Services Policies and Procedures			
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### Trace/Recall of DBD Payments

- All Direct Bank Deposit information is sent to the Bank of Montreal through the Ministry overnight. Daily DBD throughout the day is not available.
- Authorized users for DBD will be assigned a User ID and password to access DirectLine through the Bank of Montreal. This is arranged through the County of Renfrew finance department. At all times there will be an authorized user for DBD supervisor and 3 staff users who can perform the trace and recall function.
- The authorized staff for DBD will go online using DirectLine to trace/recall payments when required.
- A DBD trace can take place at any point within the month and will provide details about the DBD deposit.
- Once the payment has been recalled or traced, the authorized staff for DBD will notify the staff member the status of the trace or recall. When an OWA receives notification that a DBD payment has been recalled in DirectLine, the OWA will go into SAMS and cancel the payment.



Social Services Policies and Procedures			
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### Attachments

<b><u>Cheque and Direct Banking Deposit (DBD) Management Approval Form</u></b>
<p>When a cheque or DBD payment exceeds \$5,000, management approval is required.</p> <p>Client Name: _____</p> <p>Member ID: _____</p> <p>Payment Amount: _____</p> <p>Payment Due Date: _____</p> <p>Payment Details:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Comments:</p> <p>_____</p> <p>_____</p> <p>Date of Approval Request: _____</p> <p>Supervisor Approval: _____</p> <p>Manager Approval: _____</p> <p><b>(Note form must be retained for auditing purposes)</b></p>

Social Services Policies and Procedures			
<b>SECTION:</b> Ontario Works			<b>Policy #:</b> OW-1
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## MANUAL CHEQUE REQUEST

Manual Cheque Number:	Agent:
Date on Manual Cheque: _____	

### Cheque Information

Start Date: _____	End Date: _____
Applicant's Name: _____	Member ID #: _____
Name on the Cheque (i.e. - payee): _____	
Address on Cheque: _____	
_____	
_____	
_____	

Cheque Total: \_\_\_\_\_

### Cheque Breakdown

Benefits		Deductions	
Type	Amount	Type	Amount

Reason for Requesting Manual: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
OW Manager

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TYPE OF PAYMENT BEING TRACED/RECALLED:	
Daily DBD <input type="checkbox"/>	
Monthly at Pay Run <input type="checkbox"/> Monthly DBD after Pay Run <input type="checkbox"/> Date issued _____	
Forward to Jenny Sicilia, Arnprior site	
TRACE <input type="checkbox"/> RECALL <input type="checkbox"/> the following payment:	
MEMBER ID: _____	
PAYEE NAME: _____	
PAYMENT AMOUNT: _____	
DBD PAYMENT NUMBER: _____ (8 digits)	
NEGOTIABLE/DUE DATE: _____	
BANK/INSTITUTION NUMBER: _____	
BRANCH NUMBER: _____	
ACCOUNT NUMBER: _____	
TRACE/RECALL REQUESTED BY: _____	
REASON FOR TRACE/RECALL:	
_____	
TRACE/RECALL SUCCESSFUL? <input type="checkbox"/> YES <input type="checkbox"/> NO	
STAFF COMPLETING TRACE/RECALL: _____	
DATE: _____	
METHOD OF NOTIFICATION TO STAFF MEMBER:	
_____	
_____	

Social Services Policies and Procedures			
<b>SECTION:</b> Ontario Works			<b>Policy #:</b> OW-2
<b>POLICY:</b> Funerals			
<b>DATE:</b> October 2020	<b>REV. DATE:</b>	<b>COVERAGE:</b> Ontario Works Staff	<b>PAGE #:</b> 1 of 5

## POLICY STATEMENT

Applicants who may be eligible for assistance with the cost of a funeral include Social Assistance Recipients (SAR) in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP), and non-SAR who would have otherwise qualified to receive ongoing Ontario Works at the time of death.

## PROCEDURE

The Funeral Director or a family member must contact the Ontario Works office for funeral approval prior to proceeding with the application for any funeral. Contact must be within 10 business days of the death. Management must approve taking an application after the 10-day time limit.

The payment for the funeral benefit will be issued directly to the funeral home. Under no circumstance will a family be reimbursed if they have paid for the funeral in advance. In order to qualify for the funeral benefit, the next of kin must authorize the County of Renfrew to apply for the Canada Pension Plan Death Benefit on behalf of the deceased.

## Application for Funeral Assistance

The next of kin who is identified on the death certificate will be the one responsible to sign all documents for the application for a funeral benefit.

1. To complete the funeral application and determine eligibility for the benefit, the OWA will need to request or obtain the following documentation on the deceased person:
  - ☐ Birth Certificate (certified true copy needed for file)
  - ☐ Social Insurance Number (certified true copy needed for file)
  - ☐ Health Card (certified true copy needed for file)
  - ☐ Original Statement of Death (from the funeral home)
  - ☐ Invoice for funeral costs (from the funeral home)

Social Services Policies and Procedures			
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- ☐ Life Insurance policy (photocopy needed for file)
- ☐ Prepaid Funeral (photocopy needed for file)
- ☐ Will (photocopy needed for file)

**The following additional documents are required for NON-SAR ONLY**

- ☐ Updated bank book or current bank statement (photocopy needed for file)
  - ☐ Proof of income (photocopy needed for file)
  - ☐ Management approval (signature on Burial Approval Sheet)
2. The designated OWA schedules an appointment with the next of kin and/or trustee in the appropriate Ontario Works Office, based on next of kin preference.
  3. The following forms are required for the funeral benefit application:
    - ☐ Consent to Disclose and Verify Information (Form 0985)
    - ☐ Authorization to Communicate Information Canada Pension Plan  
(SC-ISP 1606 (2011-11-15 E))
    - ☐ Application for Canada Pension Death Benefit (ISP-1200-09-07 E)
    - ☐ Burial Approval Sheet (only required for non-social assistance recipients)

Once paperwork has been completed and signed by next of kin, the OWA will scan the information into the Funeral File Archive in the shared drive (X/OW/S/S04).

Social Services Policies and Procedures			
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## Funeral Approval

Actual funeral costs are approved for eligible recipients **up to a maximum of \$4000.00**. If the OWA does not approve the funeral, a letter will be forwarded to the next of kin/trustee to advise them of the ineligibility decision.

## Payments

There are two scenarios for setting up payments in SAMS: 1) payments for OW/ODSP recipients (OW Discretionary), 2) payments for Non-Social Assistance Recipients (Non-Shareable).

### Scenario 1: Payments for OW/ODSP recipients

1. Navigate to the recipient's Integrated Case
2. Issue the OW Discretionary "Funeral and Burials" (for assistance see SAMS User Guide: "Issuing, Denying and Cancelling Benefits") \*Be sure to enter the funeral payment using the month prior to the date of death to ensure that the full benefit amount will be issued
3. Navigate to the Registered Person Case for the deceased and Edit their person details to indicate their date of death (Edit is located at the top right of the person page within the Actions button).
4. Navigate to the Contact tab at the left side of the Registered Person Case and create a new record, noting the Next of Kin's name and contact information.

### Scenario 2: Payments for Non-Social Assistance Recipients (Non-Shareable)

1. Search for the deceased person in SAMS using their name and/or unique identifiers such as SIN or date of birth.
2. If the deceased person was not in receipt of OW/ODSP at the time of their death, and if there is no Registered Person Case, then a Registered Person Case and Integrated Case will need to be created.

Social Services Policies and Procedures			
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- Please refer to page 71 of the SAMS User Guide for instructions on how to register Person and Integrated Cases and how to issue the Non-Shareable Funeral and Burial Benefit.

## Correspondence

The following documentation shall be prepared for mail out:

**Letter 1 to the Funeral Home** – Notification sent to funeral home that funeral cheque is enclosed. Request a receipt from the funeral home and indicate office address and contact name.

**Letter 2 to Next Kin** – Notification sent to next of kin that funeral benefit has been approved, the amount the benefit was approved for and where the payment was sent.

**Letter 3 to CPP** – Application package and letter sent to CPP to apply for the CPP Death Benefit requesting any eligible monies be forwarded to the County of Renfrew Ontario Works. The application to CPP along with the signed Authorization to Communicate Information form for CPP, and all other documentation as required for the CPP application.

These include:

- ☐ **Original** Death Certificate
- ☐ Copy of Estimate of funeral expenses (must be stamped certified true copy)
- ☐ Copy of funeral cheque payable from Ontario Works to the applicable funeral home (must be stamped certified true copy)
- ☐ Copy of Birth Certificate, Social Insurance Number, and Health Card (must all be stamped certified true copies)

Social Services Policies and Procedures			
<b>SECTION:</b> Ontario Works			<b>Policy #:</b> OW-2
<b>POLICY:</b> Funerals			
<b>DATE:</b> October 2020	<b>REV. DATE:</b>	<b>COVERAGE:</b> Ontario Works Staff	<b>PAGE #:</b> 5 of 5

### **Warrant to Dispose of an Unclaimed Body**

If a next of kin or other individual does not enter into a contract with a funeral home to take responsibility for a deceased person, the body may be considered “unclaimed”. A Warrant to Dispose of an Unclaimed Body could be issued to the County of Renfrew by the Coroner’s office. If such warrant is received the County of Renfrew must proceed with an application to cover the cost of this individual’s cremation, etc. The OWA will complete as much paperwork as possible and try to obtain any identification for the deceased. The County of Renfrew can still recover any monies that are available such as the CPP-Death Benefit, monies through a Public Guardian & Trustee estate, etc.

### **Repayments**

Once the County of Renfrew issues funds for a funeral, we may receive monies back from Canada Pension Plan Death Benefit, or other sources. The Customer Service Representative prepares a receipt for the reimbursement cheque and forwards the original cheque to the Finance Technician at the County Administration building.

The OWA is responsible to post the payment in SAMS. Effective July 2018 SAMS has been updated to simplify posting reimbursements to funeral benefits.

For instructions on how to post a repayment to a funeral benefit go to see: [73-18 Reimbursements for Funeral and Burials](#).

### **Funeral Statistics**

Funeral Statistics are provided monthly to the OW Manager, Supervisors, and OW County Finance Technician regarding funeral payments issued and repayments/reimbursements received. Funeral statistics are pulled from the monthly COGNOS reports.



## **CHILD CARE AND EARLY YEARS REPORT**

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

Prepared for: Social Services Committee

October 14, 2020

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### **INFORMATION**

**1. Licensed Child Care Statistical Report**

Attached as Appendix CC-I is the Statistical Report outlining the service delivery levels for licensed child care.

**2. Public Reporting Of Confirmed Cases Of COVID-19 In Licensed Child Care**

Attached as Appendix CC-II is a memo from Shannon Fuller, Assistant Deputy Minister, Early Years and Child Care division, dated September 11, 2020. This memo outlines the new online resource that provides the public with daily COVID-10 confirmed and suspected cases as well as any centre closures of licensed child care.

**3. Licensed Child Care Journey To Re-Opening**

Since March 2020, following the provincial government orders of the closure of Child Care and EarlyON programs across Ontario in response to COVID-19 Pandemic, licensed child care has been working diligently on four phases of re-opening.

In an effort to recognize the tireless effort that licensed child care programs have committed to since March, the County of Renfrew Facebook page posted the following message on Friday September 25, 2020;

*“The new faces of child care in Renfrew County! On June 12th, when the province of Ontario permitted the reopening of licensed child care, the supervisors and staff immediately leapt into action. They worked collaboratively with the Renfrew County & District Health Unit, Child Care & Early Years Division, and the Ministry of Education to set up policies and procedures to keep everyone safe. They took on new ways of doing things—such as hiring a screener and purchasing electrostatic sprayers to disinfect everything daily. There have been sacrifices- removing loose parts, sensory*

*tables, and textiles from their spaces. Not to mention working their shifts while wearing a medical grade mask and face shield. We could not be more proud of these individuals who have stepped up to the plate and return to the careers that they love, all in the while continuing to make Renfrew County the best place to raise a child. Thank you to all of the Licensed Child Care staff and Licensed Home Child Care Providers for your continued efforts in setting a precedent for quality licensed child care. Your dedication to your centers, families, coworkers, and community is highly regarded. Stay safe everyone!”*

Some of the accompanying photos are attached as Appendix CC-III

**4. Updated Screening Guidance**

Attached as Appendix CC-IV is a memo from the Deputy Minister, Nancy Naylor, Ministry of Education dated October 1, 2020 that provides an update to screening for both licensed child care and school boards.

**5. Child Care And EarlyON Agreement Extension**

Attached as Appendices CC-V, CC-VI and CC-VII are the updated budget schedules attached in a memo dated October 2, 2020 from the Early Years and Child Care Programs and Service Integration Branch, an update to the Federal Safe Restart Funding. The County of Renfrew will have the flexibility to spend Safe Restart Funding provided up to March 31, 2021 instead of December 31, 2020.

The County of Renfrew’s allocation for the period from September 1 to December 31, 2020 (now March 31, 2021) is \$978,947. In the September 2020, Social Services Committee Report, Committee was advised that the County of Renfrew will flow funding to operators for additional personal protective equipment, enhanced cleaning, additional staff to meet health and safety requirements, support for short term vacancies and small capital requirements identified as necessary.

In October licensed Child Care operators were advanced a General Operating allocation, based on a percentage of the regular General Operating formula totaling \$551,632. The residual funding will be utilized to stabilize the licensed child care system and provide support to the EarlyON programs as required.

All operators have been provided with a reconciliation template which must identify the funding usage totals prior to year-end.

6. **Report on the Review of the Child Care and Early Years Act, 2014, Consultation on Proposed Regulatory Amendments, and the Early Years and Child Care Annual Report 2020**

Attached as Appendix CC-VIII is a memo from Shannon Fuller, ADM Ministry of Education Early Years Division, dated October 2, 2020 regarding a Report on the Review of the Child Care and Early Years Act 2014, Consultation on proposed Regulatory Amendments and the Early Years Child Care Annual Report 2020.

**Strengthening Early Years and Child Care in Ontario**

The Report on the Review of the Child Care and Early Years Act 2014 (CCEYA), which came into force on August 31, 2015 is required under legislation to be reviewed within five years of its coming into force. On July 7, 2020, the Minister of Education announced the start of the review and encouraged families, educators and staff, and organizations to share their views through online surveys. In addition, the ministry invited sector partners to submit reports with their ideas on how to improve the child care and early years system. The Report outlines the key actions the government will undertake to in response to feedback including the following;

- support quality in child care and early years settings
- create flexible options for families and providers
- update staffing qualifications to support workforce retention
- clarify requirements for inclusion of children with special needs
- support Indigenous-led and culturally relevant programming
- reduce administrative burden and address technical issues and gaps

**Consultation on proposed Regulatory Amendments**

The Ministry of Education is seeking feedback on proposed regulatory amendments under the Child Care and Early Years Act, 2014 (CCEYA). Visit the consultations at [Proposed Regulatory Amendments under the Child Care and Early Years Act, 2014](#)

### **The Early Years Child Care Annual Report 2020.**

This report provides an annual snapshot and trends of Ontario's early years and child care sector. Much of this data was collected between March 2019 to March 2020. While most of this data is current to March 31, 2020, some of the numbers reflect the period immediately prior to the emergency closure of child care centres in the province that resulted from the initial outbreak of COVID-19. As a result some of the most recent data in the report were not available. View the [Early Years and Child Care Annual Report 2020](#).

### **7. 2020 Licensed Child Care Data Profiles**

Attached as Appendix CC-IX is a memo from Becky Doyle, Director, Financial Accountability and Data Analysis Branch, Ministry of Education Financial Accountability and Data Analysis Branch, regarding the 2020 Licensed Child Care Data Profiles.

Attached as Appendix CC-X is the Licensed Data Profile for the County of Renfrew. This data indicates the tremendous growth that has occurred in Renfrew County in the past ten years.

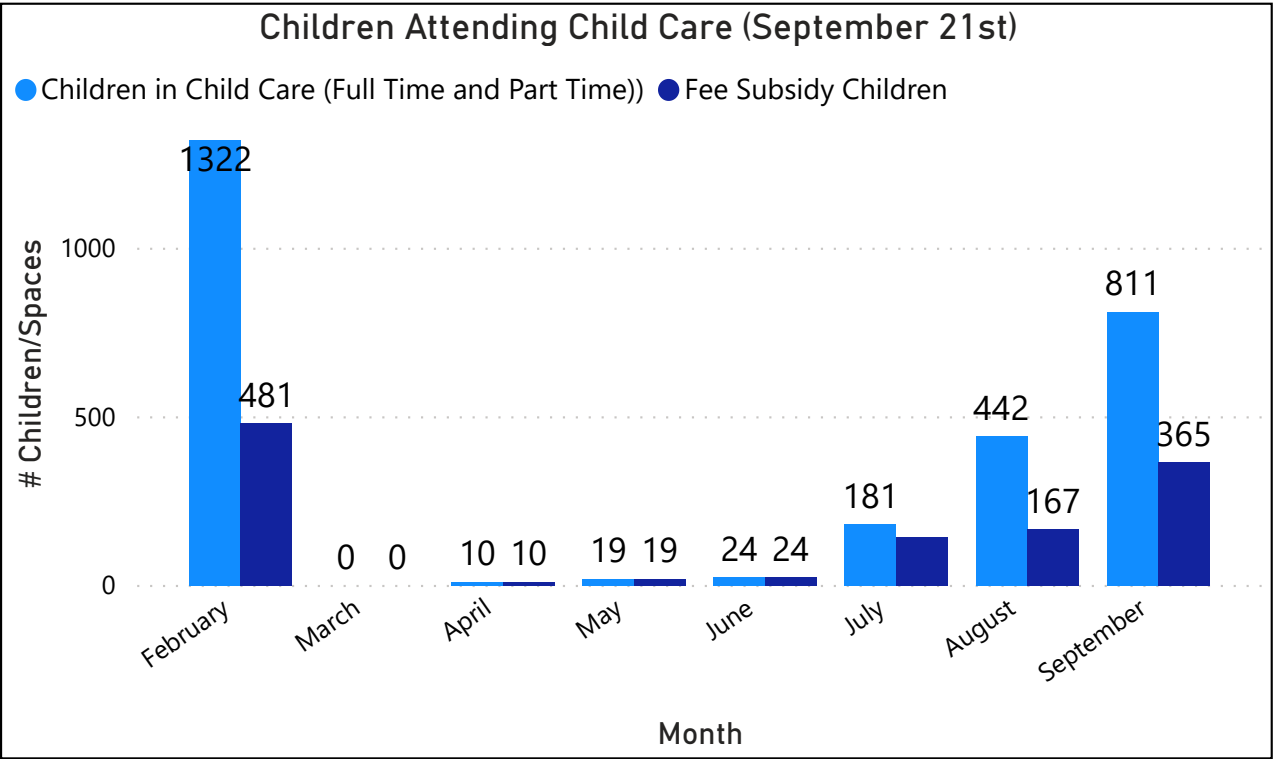
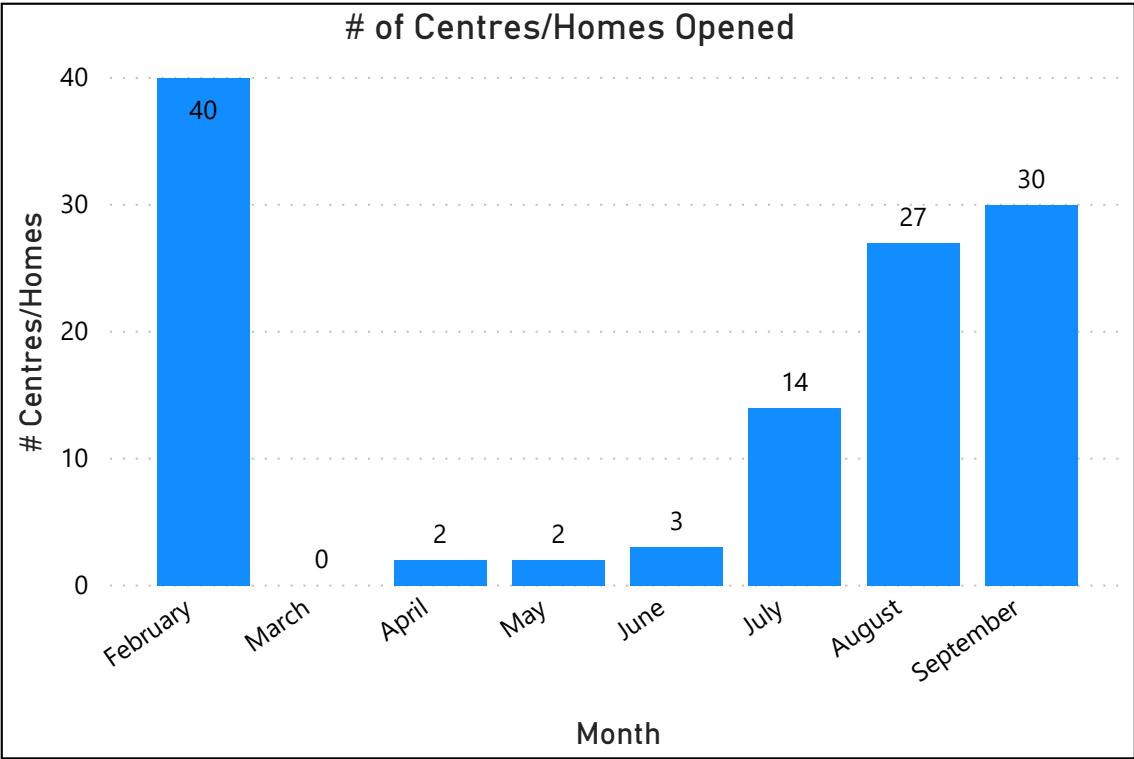


Department of Social Services  
Child Care and Early Years Division

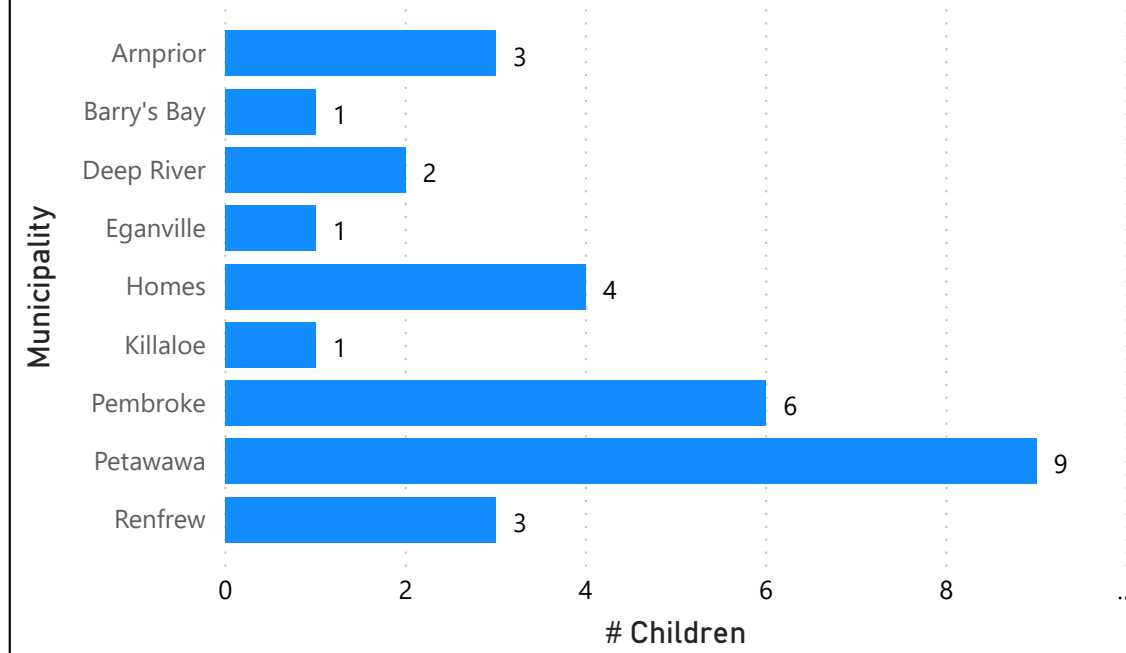
CHILD CARE STATISTICAL REPORT, September, 2020

30 centres / homes are open  
2 homes have closed  
1 center will open in October: Columbus House Pembroke  
3 centers are closed because the lack of staff  
1 center has closed permanently

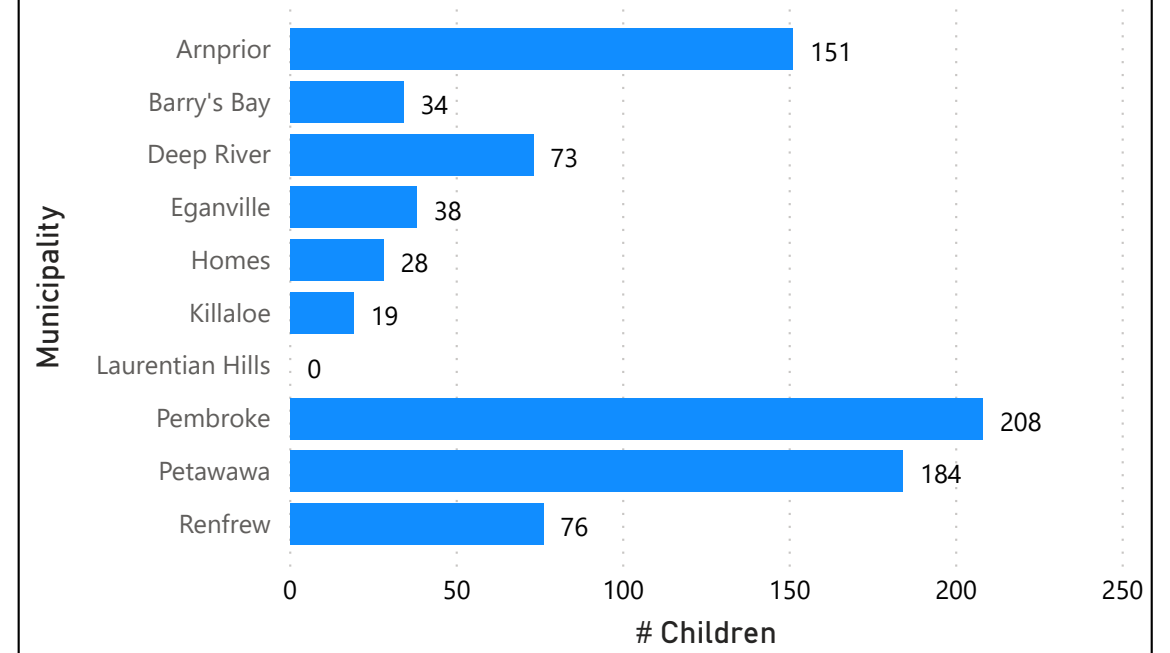
811 children are currently attending child care  
365 children are receiving fee subsidy



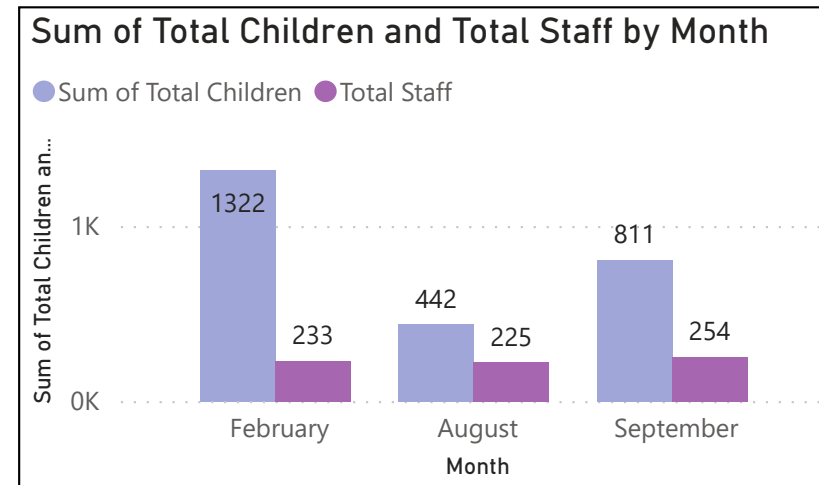
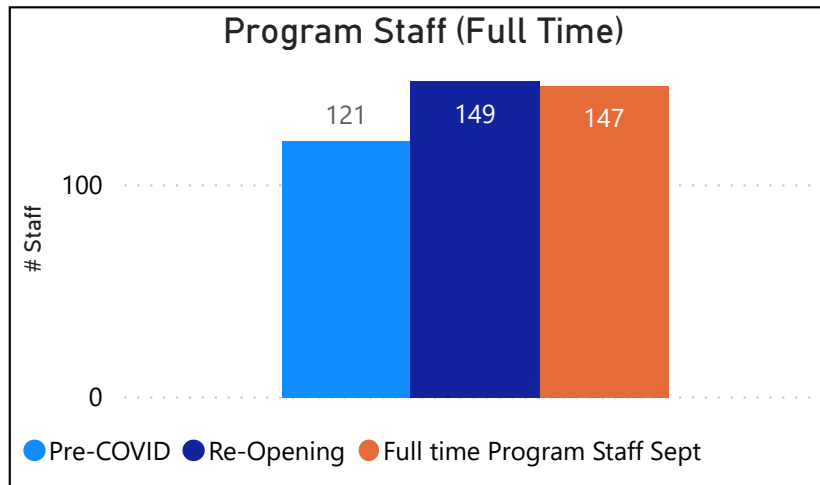
# Centres opened by municipality



# Children attending child care by municipality



## Staffing



These numbers correspond to centers currently open.

## Special Needs

Special Needs Resource		
July		
168	55	10
Active files	Receiving Resource Fun...	Returned to care at this time
August		
170	53	10
Active files	Receiving Resource Fun...	Returned to care at this time

**With respect to Child Care Operation Pre-COVID (February, 2020), until September 21:**

**75**

% Centres Opened

**61**

% Children back to Child Care

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

315 Front Street West, 11<sup>th</sup> floor  
Toronto ON M5V 3A4

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

315, rue Front Ouest, 11<sup>e</sup> étage  
Toronto ON M5V 3A4



**TO:** Licensed Child Care Programs

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

**DATE:** September 11, 2020

**SUBJECT:** Public Reporting of Confirmed Cases of COVID-19 in Licensed Child Care

---

To support transparency for parents, families and communities, a daily summary of COVID-19 activity associated with licensed child care programs will be posted online beginning September 11, 2020. This daily summary will be found as part of the government's open data catalogue and can be viewed at the following link:

<https://www.ontario.ca/page/covid-19-cases-schools-and-child-care-centres>

As you are aware, licensed child care programs are required to report to the ministry confirmed and suspected cases of COVID-19, as well as centre and premises closures. Information from these serious occurrence reports will be used to populate the daily summary that is posted online.

The information that will be posted includes the following:

- Number of child care centres and home child care premises with at least one confirmed case of COVID-19;
- Number of confirmed cases of COVID-19 in children;
- Number of confirmed cases of COVID-19 in staff or home child care providers;
- Total number of closed child care centres; and,
- Total number of closed home child care premises.

Additionally, the name of each child care centre and home child care agency with an open serious occurrence for a confirmed case of COVID-19 will be posted. The name of the city where the program or agency head office is located will also be posted, along



with the number of children or staff/providers who have tested positive. No identifying information for the individuals who have tested positive will be posted, and the Ministry will not be publicly reporting the numbers of post-secondary students, parents or individuals ordinarily resident/regularly at the home child care premises who have tested positive. **Please note, you are still required to submit a serious occurrence for a confirmed or suspected case of COVID-19 in these individuals.**

If you have any questions about serious occurrence reporting, please contact your assigned Ministry of Education Program Advisor.

The health and safety of children, staff and providers remains the government's number one priority. I want to thank you again for your dedication, commitment and ongoing partnership as we work together to ensure child care programs are safe and supportive places for children and families in these unprecedented times.

Thank you,

Shannon Fuller

c/ Consolidated Municipal Service Managers and District Social Services Administration Boards



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**Memorandum to:** Chairs of District School Boards  
Directors of Education  
School Authorities  
Chiefs of First Nations with Child Care & Child and Family  
Programs Agreements  
First Nations Administrators  
Consolidated Municipal Service Managers / District Social  
Services Administration Boards  
Licensed Child Care Programs

**From:** Nancy Naylor  
Deputy Minister

**Subject:** Updated Screening Guidance

---

Thank you for the ongoing work of you and your teams to support the safe reopening of our schools, and child care and early years settings.

We appreciate the daily reporting, collaboration with local public health, responsiveness to COVID-19 cases in schools and child care settings, and the continuing work with the Ministry of Health to monitor cases across the province.

The purpose of this memo is to provide an update regarding changes to COVID-19 school and child care screening guidance and to provide additional information about when it is most appropriate for students, children and their families to seek a test for COVID-19.

As you know, the government has released guidance documents along with a [COVID-19 School Screening Tool](#) to assist families, school and child care staff, and essential visitors to meet their obligation to screen themselves or their children for symptoms of illness each day before going to school or child care. These two pieces are critical to ensuring the safety of children and their families along with all education and child care staff.

The Ministry of Health has updated the symptoms list and language on school screening. **For students and children**, the screening tool will now have two sets of questions about symptoms that may yield different next steps depending on which symptoms are selected:

- The first set of questions asks about symptoms such as fever or persistent cough. Students and children with any of these symptoms will still be advised to stay home until they are able to consult with a medical provider and receive an alternative diagnosis or a negative COVID-19 test.

- The second set of questions asks about other symptoms that are commonly associated with other illnesses, such as a runny nose or headache:
  - Students and children with only one of these symptoms will be advised to stay home for 24 hours, after which they can return to school if their symptoms are improving.
  - Students and children with two or more of these symptoms will be advised to stay home until they are able to consult with a medical provider and receive an alternative diagnosis or a negative COVID-19 test.

In addition, the symptom list no longer includes abdominal pain or conjunctivitis (pink eye). The updated symptoms and language have been approved by the Office of the Chief Medical Officer of Health. **Please note that these changes apply to students and children only. Staff and essential visitors are to continue to use the existing screening criteria and/or make use of the Ministry of Health's [COVID-19 self assessment tool](#).**

The government's web-based screening tool will be updated to reflect these changes. The updated tool is expected to be posted on Friday, October 2.

As you are aware, the Ministry developed [guidance documents](#) to support the safe reopening of child care and early years settings, including before and after school programs. These guidance documents are currently being updated to more closely align with the guidance for schools, where applicable. Updates will include revised guidance on screening processes and the use of the screening tool. The revised documents will be shared soon.

Given these updates, we ask that you align the criteria in board-specific tools or materials, or those developed by municipal partners, to the provincial tool, so that parents and staff are provided with updated and consistent information.

### **When to Get a Test**

I would also like to take this opportunity to highlight the [statement](#) provided on September 24<sup>th</sup> by Dr. Barbara Yaffe, Associate Chief Medical Officer of Health, regarding additional guidance on when it is most appropriate to seek a test for COVID-19.

As per Dr. Yaffe's statement, individuals are eligible for testing at an assessment centre if they are:

- Showing COVID-19 symptoms;
- Have been exposed to a confirmed case of the virus, as informed by their public health unit or exposure notification through the COVID Alert app;
- A resident or someone who works in a setting that has a COVID-19 outbreak, as identified and informed by their local public health unit; or
- Eligible for testing as part of a targeted testing initiative directed by the Ministry of Health or the Ministry of Long-Term Care.



We encourage you to communicate this information to your staff and partners, families, and students along with continuing to promote the updated screening tool and following the operational guidance.

We will continue to review and update guidance based on public health advice, and keep you informed of notable updates. We welcome your questions and feedback as we work together to support our schools and child care and early years settings in Ontario.

Thank you for your ongoing partnership.

Sincerely,

Nancy Naylor  
Deputy Minister

Attachment

- c: Executive Director, Association des conseils scolaires des écoles publiques de l'ontario (ACÉPO)
- Executive Director, Association franco-ontarienne des conseils scolaires catholiques (AFOCSC)
- Executive Director, Ontario Catholic School Trustees' Association (OCSTA)
- Executive Director, Ontario Public School Boards' Association (OPSBA)
- Executive Director, Council of Ontario Directors of Education (CODE)
- Executive Director and Secretary-Treasurer, Association des enseignantes et des enseignants franco-ontariens (AEFO)
- General Secretary, Elementary Teachers' Federation of Ontario (ETFO)
- General Secretary, Ontario English Catholic Teachers' Association (OECTA)
- General Secretary, Ontario Secondary School Teachers' Federation (OSSTF)
- President, Ontario Council of Educational Workers (OCEW)
- Chair, Education Workers' Alliance of Ontario (EWAO)
- Co-ordinator, Canadian Union of Public Employees – Ontario (CUPE-ON)
- Executive Director, Association des directions et directions adjointes des écoles franco-ontariennes (ADFO)
- Executive Director, Catholic Principals' Council of Ontario (CPCO)
- Executive Director, Ontario Principals' Council (OPC)
- Early Years Leads

**SCHEDULE "B"**  
**PROGRAM SPECIFIC INFORMATION AND ADDITIONAL**  
**PROVISIONS**

Maximum Funds	2018	2019	2020
	\$10,410,338	\$10,552,608	\$11,121,213
	<b>Total funds: \$32,084,159</b>		
	January 1, 2020		
	December 31, 2022		
	\$ 1,500,000		
	\$ 2,000,000		
	<b>Position:</b> Director Early Years Child Care Programs and Service Integration Branch Early Years and Child Care Division Ministry of Education  <b>Address:</b> 11th floor, 315 Front Street West Toronto, Ontario M7A 0B8  <b>Fax:</b> 416-314-7836 <b>Email:</b> Jill.Dubrick@ontario.ca		
	<b>Position:</b> Director of Social Services The County of Renfrew  <b>Address:</b> 9 International Drive Pembroke, ON K8A 6W5  <b>Fax:</b> 613-735-2081 <b>Email:</b> llepine@countyofrenfrew.on.ca		
	<b>Position:</b> Chief Administrative Officer/Clerk The County of Renfrew  <b>Address:</b> 9 International Drive Pembroke, ON K8A 6W5  <b>Fax:</b> 613-735-2081 <b>Email:</b> pmoreau@countyofrenfrew.on.ca		

**Additional Provisions:**

The Recipient will provide services in accordance with the policies, guidelines and requirements of the Province, as communicated to it.

## SCHEDULE “C” PROGRAM DESCRIPTION

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### Definitions

In Schedule “C”, the following terms will have the following meanings:

“**Guideline**” means the Ontario Child Care and EarlyON Child and Family Centres Service Management and Funding Guideline for Consolidated Municipal Service Managers and District Social Services Administration Boards 2020 published by the Province in October 2019.

“**Ontario Works**” means the Ministry of Children, Community and Social Services financial and employment assistance programs governed under the *Ontario Works Act, 1997*.

### Background

The province will provide Funds to the Recipient to support the provision of services related to child care programs licensed under the *Child Care and Early Years Act, 2014* as well as EarlyON Child and Family Centres. The Guideline contains more information about the Program and, in some cases where the Agreement provides, elaborates on the Recipient’s requirements in connection with the Funds. Nothing in this Agreement detracts from the Recipient’s obligations under the *Child Care and Early Years Act, 2014* or any other legislation and to the extent of a conflict the legislative requirement will govern. The Program is made up of the following parts:

Part C1: Child Care - Core Service Delivery

Part C2: Child Care – Special Purpose

Part C3: Wage Enhancement and Home Child Care Enhancement Grants

Part C4: Child Care Expansion Plan

Part C5: The Canada-Ontario Early Learning and Child Care Agreement (ELCC)

Part C6: EarlyON Child and Family Centres

Part C7: Indigenous-Led Child Care and Child and Family Programs

Part C8: Safe Restart Funding

### Service Targets

There are service targets tied to each part of the Child Care Program to support accountability and facilitate the recovery of Funds where required. There are three service targets associated with the general allocation (i.e. excluding Child Care Expansion Plan and ELCC funding) made up of data elements from three expense categories - Fee Subsidy, Ontario Works and Special Needs Resourcing. There are also targets associated with the Child Care Expansion Plan and Canada-Ontario Early Learning and Child Care Agreement.



## **French Language Services – Not at Full Capacity**

- The Recipient shall, in areas designated under the French Language Services Act, R.S.O. 1990, c. F.32, (“French Language Services Act”), have the capacity to provide services in French to Francophone parents applying for fee subsidy and have the capacity to provide child and family program services in French to Francophone children, parents and caregivers.
- The Recipient shall take appropriate measures, including providing signs, notices and other information on services and initiating communication with the public, to make known to members of the public that the service is available in French at the choice any member of the public.
- Additionally, the Recipient shall:
  - have the capacity to provide services in French to Francophone organizations with agreements for child and family programs, fee subsidy and/or general operating;
  - ensure that special needs resourcing services are available in French to Francophone organizations, as well as Francophone parents/guardians and their children; and
  - plan for a range of coordinated early years and care services that respond to the unique needs of Francophone children, their families, and the communities where they live.
- Where the Recipient does not have full capacity to provide services in French, the Recipient shall annually submit to the Province a plan to build capacity with the above objectives.

## **C1: CHILD CARE - CORE SERVICE DELIVERY**

### **C1.1 CHILD CARE FEE SUBSIDIES**

#### **Purpose**

The Recipient will use child care fee subsidies Funds to pay fee subsidies to families. A fee subsidy is financial assistance provided by the Recipient to families towards the cost of licensed child care services, licensed home child care services, camps and children's recreation programs, third party and school board-operated before and after school programs and non-instructional days.

Fee subsidies for eligible families are subject to the availability of subsidy Funds within the Budget of the Recipient and space availability within a child care program.

#### **Requirements**

1. The Recipient will provide fee subsidies for children whose parents are:
  - (a) Eligible for income support under the *Ontario Disability Support Program Act, 1997*;
  - (b) Eligible for income assistance under the *Ontario Works Act, 1997* and employed or participating in employment assistance activities under the *Ontario Works Act, 1997* or both; or
  - (c) Eligible for assistance on the basis of their adjusted income as prescribed by O. Reg. 138/15 made under the *Child Care and Early Years Act, 2014*.
2. The Recipient will provide fee subsidies to families for children younger than 13 years of age.
3. Children with special needs who are already in the child care system or enter the child care system by August 31, 2017 are eligible to receive financial assistance from the Recipient until they reach 18 years of age, provided that they meet other eligibility criteria that are unrelated to age (see Ontario Regulation 138/15).
4. The Recipient will provide fee subsidies for children enrolled in an extended day program as defined in the *Education Act* or licensed child care under the *Child Care and Early Years Act, 2014* with a qualifying ongoing agreement with a school board to provide before and/or after school child care at school sites.
5. The Recipient will determine the amount of the fee subsidy for each family in accordance with the policy statement attached as Appendix C to the Guideline. This requirement also applies to Ontario Works Child Care – Formal and Informal subsidies.
6. The Recipient must comply with the eligibility requirements for camps and children's recreation programs as set out in section 4 of the Guideline. This requirement also applies to Ontario Works Child Care – Formal and Informal subsidies.

## **C1.1A ONTARIO WORKS CHILD CARE – FORMAL FEE SUBSIDY**

### **Purpose**

The Recipient will use Ontario Works child care subsidy Funds to enable Ontario Works participants to work, or engage in employment assistance activities while their children are being cared for in child care, camps or children's recreation programs and third party-operated and school board-operated before and after school programs and non-instructional days.

### **Requirements**

1. The Recipient will provide Ontario Works child care subsidies to eligible families to cover the cost of licensed child care or licensed home child care services, camps or children's recreation programs, before and/or after school programs including third party-operated and school board operated, and non-instructional days for children of Ontario Works participants.
2. The Recipient will provide Ontario Works child care subsidy for children whose parents are eligible for income assistance under the *Ontario Works Act, 1997*, who are employed or participating in employment assistance activities under Ontario Works or both.
3. The Recipient will provide Ontario Works child care subsidy for children younger than 13 years of age.
4. Children with special needs who are already in the child care system or enter the child care system by August 31, 2017 are eligible to receive financial assistance until they reach 18 years of age, provided that they meet other eligibility criteria that are unrelated to age (see Ontario Regulation 138/15).

## **C1.1B ONTARIO WORKS CHILD CARE – INFORMAL FEE SUBSIDY**

### **Purpose**

The Recipient will use Ontario Works child care subsidy Funds to enable Ontario Works participants to work or engage in employment assistance activities. Informal child care provides an option for parents when a licensed child care arrangement is not possible due to the client's needs and the availability of service (e.g. need for weekend or overnight care) to meet Ontario Works participation requirements.

### **Requirements**

1. The Recipient will provide Ontario Works child care subsidies to eligible families to cover the cost of informal (unlicensed) child care provided to children of Ontario Works participants. Maximum payment levels are specified under the *Ontario Works Act, 1997* and in the Ontario Works directives.

2. The Recipient will provide Ontario Works child care subsidy to families for children whose parents are eligible for income assistance under the *Ontario Works Act, 1997*, who are employed or participating in employment assistance activities under Ontario Works or both.
3. The Recipient will only provide the Ontario Works child care subsidy for unlicensed child care where a licensed child care arrangement is not possible.
4. The Recipient will provide Ontario Works child care subsidy for children younger than 13 years of age.
5. Children with special needs who are already in the child care system or enter the child care system by August 31, 2017 are eligible to receive financial assistance until they reach 18 years of age, provided that they meet other eligibility criteria that are unrelated to age (see Ontario Regulation 138/15).
6. The Recipient will establish a formal policy, or include language in its existing policy, on the prioritization of licensed child care options and the use of unlicensed child care options for Ontario Works participants effective January 1, 2016. Components of the policies are set out in section 4 of the Guideline.

## **C1.2 CHILD CARE GENERAL OPERATING**

### **Purpose**

The Recipient will use general operating expenses Funds to support the costs of operating licensed child care programs in order to reduce wait times and fees for services, stabilize service levels, and (where funds allow), improve access to high quality affordable early learning and child care services for children and their families. The Recipient may operate child care centres directly or provide Funds to eligible licensed child care centre operators.

### **Requirements**

1. The Recipient will spend the Funds allocated for general operating expenses to:
  - (a) Fund licensed child care centres, home child care agencies and special needs resourcing agencies to support the cost of providing licensed child care services.
  - (b) Support the costs of operating licensed child care programs in order to reduce wait times and fees for services.
  - (c) Stabilize service levels and improve access to high quality affordable early learning and child care services for children and their families.
2. The Recipient will prioritize operating Funds based on the principles in section 4 of the Guideline.
3. The Recipient will enter into an agreement with a licensed child care operator only if the licensee is able to demonstrate that it is able to meet minimum wage and mandatory benefits requirements without operating funding in order to qualify for funding.

## **C1.2A CHILD CARE GENERAL OPERATING – LICENSED HOME CHILD CARE (LHCC) BASE FUNDING**

### **Purpose**

The Recipient will use general operating expenses Funds to support a base funding model for licensed home child care agencies. The intent of licensed home child care base funding (LHCC base funding) is to support the provision of stable, predictable funding to assist agencies with forecasting, planning, and actively recruiting more providers.

### **Requirements**

1. The Recipient will spend the Funds allocated for LHCC in general operating expenses to:
  - (a) Work with licensed home child care agencies to reduce per diem charges and demonstrate that this reduction benefits both:
    - Providers, in the form of increased compensation; and
    - Parents, in the form of reduced fees.
  - (b) Support the costs of operating licensed child care programs in order to reduce wait times and fees for services.
  - (c) Stabilize service levels and improve access to high quality affordable early learning and child care services for children and their families.
2. The Recipient will collaborate with other CMSMs and DSSABs to fund agencies that cross municipal boundaries.
3. The Recipient will have a policy and approach in place for the equitable allocation of general operating funding to licensees in their communities. The policy will be shared with the community and may be requested by the Province.
4. The Recipient will prioritize operating Funds based on the principles in section 4 of the Guideline.
5. The Recipient will not be required to enter into new purchase of service agreements with LHCC agencies where it does not meet community needs.

### **C1.3 PAY EQUITY MEMORANDUM OF SETTLEMENT**

#### **Purpose**

The Recipient will transfer pay equity Funds to eligible organizations for the purpose of assisting with the cost of implementing proxy pay equity. The *Pay Equity Act* requires employers to make annual adjustments of a minimum of 1 per cent of the previous year's payroll toward proxy pay equity targets until pay equity has been achieved.

#### **Requirements**

1. The Recipient will distribute Funds to licensed child care providers and will require the licensees to use the Funds to meet their pay equity obligations. In order to be eligible for Funds under this part, child care programs are required to:
  - (a) Have a proxy order from the Pay Equity Commission;
  - (b) Have posted pay equity plan(s) based on proxy comparisons;
  - (c) Have current and/or outstanding proxy obligations; and
  - (d) Receive funding through CMSMs or DSSABs to provide child care.

### **C1.4 SPECIAL NEEDS RESOURCING**

#### **Purpose**

The Recipient will use special needs resourcing Funds to support the inclusion of children with special needs in licensed child care settings, including home child care, camps and "children's recreation programs" at no additional cost to parents or guardians. Under the Ontario Regulation 138/15, a "child with special needs" means a child whose cognitive, physical, social, emotional or communicative needs, or whose needs relating to overall development, are of such a nature that additional supports are required for the child.

#### **Requirements**

1. The Recipient will provide special needs resourcing to families with children with special needs younger than 13 years of age. Children with special needs who entered the child care system by August 31, 2017 will be eligible to receive funding and financial assistance until they reach 18 years of age, provided that they meet other eligibility criteria that are unrelated to age (see Ontario Regulation 138/15).
2. The Recipient will support the inclusion of children with special needs in licensed child care settings or in places where a camp or children's recreation program is provided with services that are:

- (a) Reflective and responsive to individual, family and community strengths and needs;
  - (b) Accountable to the individual, family and community;
  - (c) Sensitive to the social, linguistic and cultural diversity of families;
  - (d) Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adults, children and their families;
  - (e) Supported based on the individual's assessed needs, preferences and available individual, agency, community and contracted Provincial resources.
3. The Recipient will support planning and collaboration among community partners to improve seamlessness for families, support transitions between settings and improve service levels.
  4. The Recipient may use special needs resourcing Funds for the provision of staff equipment, supplies or services for children with special needs.
  5. The Recipient will prepare or obtain a current plan of care for each child receiving ongoing special needs resourcing supports that reflects an assessment of needs and program and service preferences.

## **C1.5 CHILD CARE ADMINISTRATION**

### **Purpose**

The Recipient will use child care administration Funds to support administrative costs associated with all types of child care funding.

### **Requirements**

1. The Recipient may spend Funds on allowable expenses as set out in section 4 of the Guideline. The Recipient will ensure that administration expenses represent actual expenses incurred for program administration, and are not expressed solely in terms of a percentage of program expenditures. Eligible expenses, as further detailed in the Guideline are:
  - (a) Staffing
  - (b) Benefits
  - (c) Purchased professional services
  - (d) Accommodation
  - (e) Travel
  - (f) Education and staff training
  - (g) Technology
  - (h) General office expenses

## **C2: CHILD CARE - SPECIAL PURPOSE**

### **C2.1 CAPACITY BUILDING**

#### **Purpose**

The Recipient will use capacity building Funds to support professional learning and development opportunities for child care licensees, supervisors, staff and caregivers, home child care visitors, home child care providers and non-profit volunteer board members to support the provision of high-quality programs for children under 13 years of age.

#### **Requirements**

1. The Recipient will spend the Funds allocated for capacity building on professional learning opportunities that support:
  - (a) professional learning and development opportunities that align with the *Child Care and Early Years Act, 2014* and regulations and the Province's policy;
  - (b) Program-related professional learning opportunities that align with the views and approaches outlined in *How Does Learning Happen? Ontario's Pedagogy for the Early Years*, available on the Ministry of Education website;
  - (c) high-quality child-care programs for children younger than 13 years of age that are child-centered in dynamic learning environments;
  - (d) diverse learning experiences that engage children in active, creative and meaningful exploration, play and inquiry;
  - (e) the health, safety and well-being of children; and
  - (f) capacity in child care program business administration.
2. The Recipient may support professional learning and development opportunities directly or may provide capacity building Funds to other organizations in accordance with section 5 of the Guideline.
3. The Recipient will only spend capacity building Funds on allowable expenses as set out in section 5 of the Guideline.

### **C2.2 TRANSFORMATION**

#### **Purpose**

The Recipient will use transformation Funds to support viability and facilitate the transformation of licensed child care programs. The Recipient may spend transformation funding to support one-time business transformation costs for eligible child care licensees that are involved in business transformation activities or require business transformation supports.



## **Requirements**

1. The Recipient will spend the Funds allocated for transformation on business transformation activities meaning:
  - (a) the amalgamation of two or more child care centres in a school or community setting;
  - (b) the relocation of a child care centre to a school or within the community; or,
  - (c) the retrofitting of an existing child care centre to serve younger age groups.
2. The Recipient will only spend transformation Funds on eligible expenditures as set out in section 5 of the Guideline.

## **C2.3 SMALL WATER WORKS**

### **Purpose**

The Recipient will use small water works Funds to assist child care licensees with programs located on small water systems with costs associated with testing and system maintenance.

### **Requirements**

1. The Recipient will spend the Funds allocated for small water works on the following expenses for regular ongoing water testing and maintenance: laboratory testing, chemicals, supplies/filters, courier costs, and maintenance of water treatment equipment including replacement UV bulbs and training.
2. The Recipient will only spend small water works Funds on eligible expenditures as set out in section 5 of the Guideline.

## **C2.4 PLAY-BASED MATERIAL AND EQUIPMENT**

### **Purpose**

The Recipient will use play-based material and equipment Funds to support the provision of high quality programs for children younger than 13 years of age. The Recipient will support licensed child care centres and home child care agencies to purchase or replace play-based material and equipment.

### **Requirements**

1. The Recipient will spend the Funds allocated for play-based material and equipment on licensed child care centres and home child care agencies.
2. The Recipient will prioritize Funds for licensees who will use it to support children's active exploration and learning through play.

## **C2.5 REPAIRS AND MAINTENANCE**

### **Purpose**

The Recipient will use repairs and maintenance Funds to assist child care licensees in complying with licensing requirements under the *Child Care and Early Years Act, 2014*, as well as health and safety practices, the upkeep of equipment, property repairs and maintenance.

### **Requirements**

1. The Recipient will spend the Funds allocated for repairs and maintenance on licensed child care centres and home child care agencies that have one-time repairs and maintenance expenses related to repairs, minor renovations, furnishings and equipment.
2. The Recipient will pay Funds allocated for repairs and maintenance to licensees on a claims-basis only.
3. The Recipient will not pay Funds allocated for repairs and maintenance to licensees for the purpose of program expansion.
4. The Recipient will only spend repairs and maintenance Funds on eligible repairs and maintenance outlined in section 5 of the Guideline.

### **C3: WAGE ENHANCEMENT AND HOME CHILD CARE ENHANCEMENT GRANTS**

#### **C3.1 WAGE ENHANCEMENT AND HOME CHILD CARE ENHANCEMENT GRANTS**

##### **Purpose**

The Recipient will use child care wage enhancement and home child care enhancement Funds to close the wage gap between Registered Early Childhood Educators (“RECEs”) working in the publicly funded education system and those in the licensed child care sector. The Recipient will also help to stabilize operations by supporting licensed child care operators’ ability to retain RECEs and non-RECE program staff.

##### **Requirements**

1. The Recipient will spend the Funds allocated for wage enhancement on increasing salaries and benefits of eligible program staff working in licensed child care centres and home visitors employed by a home child care agency.
2. The Recipient will spend the Funds allocated for the home child care enhancement grant on increasing the daily rate payments made to licensed home child care providers.
3. To be eligible for wage enhancement funding, child care positions must be categorized as a child care supervisor, RECE, home child care visitor, or otherwise counted toward adult to child ratios under the *Child Care Early Years Act, 2014* and must meet any other eligibility criteria in section 8 of the Guideline.
4. To be eligible for home child care enhancement grant, home child care providers must have an active agreement with a licensed home child care agency and must meet any other eligibility criteria in section 8 of the Guideline.
5. The Recipient will only spend Funds allocated for wage enhancement and home child care enhancement on allowable expenses as defined in section 8 of the Guideline.

#### **C3.2 WAGE ENHANCEMENT/ HOME CHILD CARE ENHANCEMENT GRANT – ADMINISTRATION**

##### **Purpose**

The Recipient will use wage enhancement and home child care enhancement grant administration Funds to support the Recipient and licensed child care operators administration costs associated with implementing the wage enhancement/home child care enhancement grant.

## **Requirements**

1. The Recipient will spend the Funds allocated for wage enhancement and home child care enhancement grant administration on providing a minimum of 10% of the administration funding to licensed child care operators to support the implementation of the wage enhancement/home child care enhancement grant.
2. The Recipient will develop an approach to determine funding entitlements within its region.
3. The Recipient will only spend Funds on allowable expenses as defined in section 8 of the Guideline.

## **C4: CHILD CARE EXPANSION PLAN**

### **Purpose**

The Recipient will use child care expansion plan (the “plan”) Funds to support increased access to licensed child care for children aged 0-4 years. The plan will support new child care fee subsidies, expand access to affordable licensed child care spaces and reduce fee subsidy waitlists to help families access quality child care.

### **Requirements**

1. The Recipient will spend the Funds allocated for the plan on:
  - (a) fee subsidies for eligible children
  - (b) increased access to licenced child care
2. If these two priorities cannot be met due to local considerations, the Recipient may use this funding to broadly reduce licensed child care fees and increase affordability for children aged 0-4 years old.

To be eligible for a fee subsidy under the plan, a child must be 0-4 years old. In determining eligibility, managing and implementing the fee subsidies, the Recipient must comply with the fee subsidy expense requirements in section 6 of the Guideline.

## **C5: THE CANADA-ONTARIO EARLY LEARNING AND CHILD CARE AGREEMENT**

### **Purpose**

The Recipient will use Canada-Ontario Early Learning and Child Care Agreement<sup>1</sup> (ELCC) Funds in accordance with section 7 of the Guidelines for the purpose of supporting the Province's commitments under the ELCC.

### **Background**

On June 12, 2017, the ELCC was announced in order to support parents, families and communities across Canada in their efforts to ensure the best possible future for their children. The Province's action plan under the ELCC supports a shared commitment by the Province and the government of Canada to provide investments in early learning and child care to increase quality, accessibility, affordability, flexibility, and inclusivity, with prioritization for children aged 0-6 years old. This funding supports access to licensed child care for approximately 11,200 children.

The ELCC aligns with the plan to create access to licensed child care for children aged 0-4 years old. It also aligns with the expanded duty for district school boards for the provision of before-and-after school programs.

### **Requirements**

1. The Recipient will spend the Funds allocated for the ELCC on:
  - (a) Additional fee subsidies for children aged 0-12;
  - (b) Increased access to licensed child care for children aged 0-12; and/or
  - (c) The creation and support of new community-based capital retrofit projects for child care programs for children aged 0-6.
2. If Recipient cannot meet these priorities due to local considerations, the Recipient may use the Funds to broadly reduce licensed child care fees and increase affordability. The Recipient will demonstrate to the Province that it has attempted to meet the priorities before exploring this option.
3. The Province will recover any Funds not spent on the expenditures prescribed in Section 7 of the Guideline (recovery would occur upon the Province's review of the 2020 Financial Statements Report, which is the last financial reporting cycle of the year).

<sup>1</sup> The current ELCC agreement ends on March 31, 2020 and revisions to the ELCC funding methodology, funding allocations and service targets may take place if federal investments change after this date. ELCC funding beyond March 31, 2020 is not confirmed at this point in time.

## **C6: EARLYON CHILD AND FAMILY CENTRES**

### **C6.1: EARLYON MANDATORY CORE SERVICES AND CUSTOMIZED COMMUNITY CONNECTIONS**

#### **Purpose**

The Recipient will use mandatory core services and customized community connection Funds to make available the suite of mandatory core services identified by the Ministry in the Guideline. The Recipient will use the mandatory core services and customized community connections Funds to deliver EarlyON Child and Family Centre programs and services, stabilize new and existing sites, and increase access to EarlyON programs and services.

#### **Requirements**

1. The Recipient will use mandatory core services and customized community connection Funds to provide funding to EarlyON Child and Family Centre providers to support the cost of providing mandatory core services related to:
  - Supporting early learning and development;
  - Engaging parents and caregivers; and,
  - Making connections for families.
2. The Recipient will use mandatory core services and customized community connection Funds to provide centre-based core services at least five days per week, including either Saturday or Sunday, at physical program sites where children, parents and caregivers can participate in programs and services in-person and may use these Funds to further integrate EarlyON Child and Family Centres with broader community services using optional service delivery methods outlined in the Guideline.
3. The Recipient will prioritize mandatory core service Funds to ensure the provision of consistent, high-quality core services at no fee to participants.
4. The Recipient will use core services and customized community connections Funds on customized community connections only once the EarlyON Child and Family Centre core service expectations are being met on a regular and consistent basis.
5. The Recipient will only spend mandatory core services and customized community connections Funds on eligible expenses as set out in section 13 of the Guideline.

### **C6.2: EARLYON PROFESSIONAL LEARNING AND CAPACITY BUILDING**

#### **Purpose**

The Recipient will use professional learning and capacity building Funds to provide professional learning and development opportunities that build the capacity of staff and non-profit volunteer board members to provide high-quality, inclusive EarlyON

Child and Family Centre programs and services.

**Requirements**

1. The Recipient will use professional learning and capacity building Funds to fund EarlyON service providers to engage in professional learning or development and to fund non-profit organizations and/or post-secondary institutions to develop and/or deliver early years professional learning and development for EarlyON Child and Family Centre staff.
2. The Recipient will prioritize professional learning and capacity building Funds for service providers that meet the criteria set out in section 13 of the Guideline.
3. The Recipient will only spend professional learning and capacity building Funds on eligible expenses as set out in section 13 of the Guideline.

**C6.3: EARLYON ADMINISTRATION**

**Purpose**

The Recipient will use the administration Funds to support the Recipient's cost of administering EarlyON Child and Family Centre programs and services.

**Requirements**

1. The Recipient will use administration Funds to support administrative costs for the management of EarlyON Child and Family Centre programs and services.
2. The Recipient will only spend administration Funds on eligible expenses as set out in section 13 of the Guideline.

**C6.4: CHILD CARE AND EARLY YEARS PLANNING AND DATA ANALYSIS SERVICES**

**Purpose**

The Recipient will use Funds for service system planning and data analysis to support meaningful community planning processes that inform service system planning decisions. This planning includes engaging and consulting with children and families, service providers, school boards, and community agencies in order to deliver and implement a child care and early years service system plan.

**Requirements**

1. The Recipient will spend the minimum amount set out in the Budget as detailed in Part D2 on child care and early years planning and data analysis services.
2. The Recipient will engage Indigenous partners on an ongoing basis as part of local planning for the early years.
3. The Recipient will only spend child care and early years planning and data analysis services Funds on eligible expenses as set out in section 13 of the Guideline.



## **C6.5: COMMUNITY-BASED EARLYON CHILD AND FAMILY CENTRE CAPITAL PROGRAM (CBEP)**

### **Purpose**

The Recipient will use CBEP Funds to support the delivery of EarlyON Child and Family Centre programs and services, to increase access to EarlyON Child and Family Centres, and to support community-based, non-consolidated<sup>2</sup> EarlyON Child and Family Centre capital costs associated with approved Community-Based Early Years and Child Care Capital Program (CBCP) capital projects listed in Schedule “D” (“CBCP Approved Project Budget”).

This program is funded through the Canada-Ontario Early Learning and Child Care Agreement. The Canada-Ontario Early Learning and Child Care Agreement supports a shared commitment by the province of Ontario and the federal government to provide investments in the early years to increase quality, accessibility, affordability, flexibility, and inclusivity.

### **Requirements**

1. The Recipient will implement CBEP Funds in accordance with:
  - *Memorandum 2017: EYCC15 – Request for Community-Based Early Years and Child Care Capital Program Funding Submissions;*
  - *Memorandum 2019: EYCC1 – Community-Based Early Years and Child Care Capital Program and Community-Based EarlyON Child and Family Centre Capital Program 2018-19 Funding Allocations for EarlyON Child and Family Centres, and 2018-19 Ontario Early Years Child and Family Centre Transfer Payment Agreement Amendment;* and
  - *The 2018 Ontario Early Years Child and Family Centre Business Practices and Funding Guidelines for Service System Managers* (where applicable).
2. If the Recipient uses CBEP Funds toward additional funding for previously approved EarlyON Child and Family Centre capital projects listed in Schedule “D” (“CBCP Approved Project Budget”), it will be in accordance with the requirements listed under the CBCP.
3. Eligible CBEP capital expenses include:
  - a. additional funding for community-based, non-consolidated EarlyON Child and Family Centre capital costs associated with approved CBCP capital projects listed in Schedule “D” (“CBCP Approved Project Budget”);
  - b. first-time equipping<sup>3</sup>;

<sup>2</sup> A “non-consolidated” EarlyON Child and Family Centre is an EarlyON Child and Family Centre operated in a facility that is not controlled by the government, and as such does not reflect its financial results on the Province’s financial statements (e.g., municipalities, universities).

<sup>3</sup> “First-time equipping” is the purchase of first-time furniture and equipment, play and learning materials, minor renovations, and minor betterments to support the delivery of services (i.e., for a new child care and/or EarlyON Child and Family Centre room, or for an existing space that requires a distinct change in purpose and physical appearance (e.g., a library to a child care room)). First-time equipping includes items such as desks, chairs, kitchen appliances, cribs/cots, blinds, sand/water table, wooden play blocks, vinyl floor activity mats, etc. First-time equipping does not include any purchases for operating (e.g., maintenance or repairs), consumables, rented goods, and clothing.

- c. expenses incurred to meet Building Code standards (including minor capital renovations); and
  - d. supplies to support the delivery and daily operation of programs as well as maintenance costs related to the general upkeep, safety, and maintenance of EarlyON Child and Family Centre facilities, including minor capital renovations.
4. Ineligible CBEP capital expenses include:
- a. operating expenses detailed on page 17 of the 2018 Ontario Early Years Child and Family Centre Business Practices and Funding Guidelines for Service System Managers, unless accepted under the Eligible CBEP Capital Expenses section detailed in this Schedule;
  - b. municipal infrastructure items outside of the site plan (i.e., property boundary);
  - c. interest costs related to any third-party borrowing for EarlyON Child and Family Centre projects;
  - d. the purchase of land or buildings; and
  - e. new build construction projects.

### **Disposal of Assets**

The Recipient will not, without the Province's prior written consent, sell, lease, or otherwise dispose of any asset purchased or created with the CBEP Funds or for which this funding were provided, the cost of which exceeded the amount as provided for in Schedule "B" at the time of purchase. This will continue in full force and effect for a period of seven years from the date of termination of the Agreement.

## **C7: INDIGENOUS-LED CHILD CARE AND CHILD AND FAMILY PROGRAMS**

### **Purpose**

The Recipient will use Funds for Indigenous-led child care and child and family programs to increase access to culturally relevant licensed child care and child and family programs in urban and rural areas.

### **Requirements**

1. The Recipient will use the Funds allocated for Indigenous-led child care and child and family programs only on expenses for projects approved by the Province, as outlined in Schedule D.
2. The Recipient will use the Funds to increase access to culturally relevant licensed child care and EarlyON child and family programs and on programming delivered by Indigenous-led organizations working with the Recipient.

## **C8: SAFE RESTART FUNDING (SRF)**

### **Purpose**

The Recipient will use Funds for Safe Restart Funding to adapt to the COVID-19 environment and address unique needs stemming from the pandemic to keep children and staff safe in child care and early years settings.

### **Requirements**

1. The Recipient will use the Funds allocated for SRF to support:
  - (a) personal protective equipment,
  - (b) enhanced cleaning,
  - (c) additional staff to meet health and safety requirements,
  - (d) short term vacancies as operators transition to full capacity, and
  - (e) minor capital required (less than \$5,000) in accordance with Ministry's reopening operational guidance or local public health requirements.
2. The Recipient can spend up to 10% of the SRF allocation on administration, provided the administration costs are required to meet the criteria of helping adapt to the COVID-19 environment and address the reduced availability of child care spaces and the unique needs stemming from the pandemic.
3. The Recipient will use discretion to distribute the Federal Safe Restart Funding (SRF) between Child Care and EarlyON programs.

**TABLE 1: GENERAL ALLOCATION TARGETS**

<b>Service Targets</b>	<b>2020 Total</b>
Fee Subsidy	<b>427</b>
Special Needs Resourcing	<b>124</b>
Ontario Works Total – Formal and Informal	<b>6</b>

**Requirements**

1. Should the CMSM or DSSAB not meet each of the general allocation targets in the above table by 10% or more and 10 children or more in the aggregate, the Recipient's entitlement to Funds will be reduced by 1% to reflect the underachievement. The Province will process this one-time funding adjustment upon its review of the 2020 Financial Statement Report.

**TABLE 2: EXPANSION PLAN TARGETS**

	TOTAL
Expansion Plan Target to be achieved in 2020	114

**Requirements**

1. Should the Recipient not meet the expansion plan service target by 10% or more and 10 children or more in the aggregate, the Recipient's entitlement to Funds will be reduced by 1% to reflect the underachievement of targets. The Province will process this one-time funding adjustment upon its review of the 2020 Financial Statement submission Report.

**TABLE 3: CANADA-ONTARIO EARLY LEARNING AND CHILD CARE AGREEMENT TARGETS**

	2020
Minimum ELCC Target to be achieved	118

**Requirements**

1. Should the Recipient not meet the ELCC target by 10% or more and 10 children or more in the aggregate, the Recipient's ELCC entitlement will be reduced by 1% to reflect the underachievement of ELCC targets. The Province will process this one-time funding adjustment upon its review of the 2020 Financial Statement submission Report.

## SCHEDULE "D" BUDGET

### PART D1a: CHILD CARE - SUPPLEMENTAL

#### 2020 Calendar Year Allocation for Child Care

##### *The County of Renfrew*

Federal Safe Restart Funding	
Allocation	\$978,947
Expenditure Benchmark	
Administration – Maximum Allowable Expenditure (10% of Federal Safe Restart Funding)	\$97,895

**Note 1:** Funding must be spent by March 31, 2021.

**Note 2:** It is at the CMSM/DSSAB's discretion to distribute the Federal Safe Restart Funding (SRF) between Child Care and EarlyON programs.

**Note 3:** The CMSM/DSSAB may spend up to 10% of the SRF allocation on administration, provided the administration costs are required to meet the criteria of helping the sector adapt to the COVID-19 environment and address the reduced availability of child care spaces and the unique needs stemming from the pandemic.



Ministry of Education

Ministère de l'Éducation

Early Years and Child Care Division

Division de la petite enfance et de la garde d'enfants

315 Front Street West, 11<sup>th</sup> Floor  
Toronto ON M7A 0B8

315, rue Front Ouest, 11<sup>e</sup> étage  
Toronto ON M7A 0B8

Appendix CC-VIII

## MEMORANDUM

**TO:** Child Care and Early Years Partners

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

**DATE:** October 2, 2020

**SUBJECT:** **Report on the Review of the *Child Care and Early Years Act, 2014*,  
Consultation on Proposed Regulatory Amendments, and the Early Years  
and Child Care Annual Report 2020**

Thank you for your continued partnership. We appreciate your leadership and dedication to supporting children and families across the province.

Today we are pleased to announce:

- the release of *Strengthening Early Years and Child Care in Ontario*, a report on the five-year review of the [Child Care and Early Years Act, 2014](#) (CCEYA);
- a public consultation through the posting of proposed regulatory amendments on the Ontario Regulatory Registry; and
- the release of the *Early Years and Child Care Annual Report 2020*.

### **Strengthening Early Years and Child Care in Ontario: A Report on the CCEYA Review**

The CCEYA came into effect on August 31, 2015. It was designed to strengthen compliance, health, and safety in child care settings across the province. The CCEYA requires the Minister of Education to conduct a review of the legislation within five years of its coming into effect and to prepare a public report on the outcomes of the review.

To that end, on July 7, 2020, the Minister of Education announced the start of the mandated CCEYA review. At the same time, the ministry began engagement with parents and with early years and child care stakeholders through two online surveys, written submissions, and targeted and cross-sectoral meetings with sector partners.

Based on this feedback, the ministry has identified six action areas to improve the early years and child care system, including immediately consulting on regulatory amendments and exploring broader policy initiatives that would:

- support quality in child care and early years settings;
- create flexible options for families and providers;
- update staffing qualifications to support workforce retention;
- clarify requirements for inclusion of children with special needs;
- support Indigenous-led and culturally relevant programming; and
- reduce administrative burden and address technical issues and gaps.

These actions support the government's commitment to provide more choice and flexibility for children and families, reduce red tape and regulatory/administrative burden, and improve quality in child care and early years settings.

The *Strengthening Early Years and Child Care in Ontario* report can be found [here](#).

### **Public Consultation on Proposed Regulatory Amendments**

As an immediate commitment in *Strengthening Early Years and Child Care in Ontario*, the ministry is proposing regulatory amendments that would address the following aspects of the early years and child care system:

- flexibility and responsiveness;
- qualification requirements;
- administrative/regulatory burden; and
- health and safety.

Additionally, the regulatory proposals aim to clarify several existing licensing standards and bring forward technical amendments.

We kindly ask that you share the links to the public report and Regulatory Registry posting with your stakeholders and colleagues who may be impacted by changes to the CCEYA regulations and who may benefit from this consultation.

In addition to providing feedback through the Regulatory Registry, you may also send responses by e-mail to: [CCEYA\\_CONSULTATION@ontario.ca](mailto:CCEYA_CONSULTATION@ontario.ca).

The regulatory posting will be available for public comment [here](#) until November 20, 2020.

### **Early Years and Child Care Annual Report 2020**

Ontario's *Early Years and Child Care Annual Report 2020* contains a snapshot of our child care and early years sector, as well as information to better understand the province's early years and child care system.

Most of the data presented in this report was collected between March 2019 and March 2020. While the majority of the data is current up to March 31, 2020, the numbers presented reflect the period immediately prior to the emergency closure of child care centres in the province that resulted from the initial outbreak of COVID-19. As of September 28, 2020, 5,149 of 5,565 licensed child care centres have reopened.

As a result of the emergency closure this Spring, the Ministry of Education did not conduct the annual survey of licensed child care centres and home child care agencies in 2020. Consequently, some sections of the report present data from 2019, as that is the most recent data available.

The *Early Years and Child Care Annual Report* can be found [here](#).

Thank you for your support and cooperation as we work together on reopening child care and building a flexible, high quality system that is accessible, affordable, and inclusive.

Sincerely,

Shannon Fuller

c: Becky Doyle, Director, Financial Accountability and Data Analysis Branch  
Jill Dubrick, Director, Early Years and Child Care Programs and Service Integration Branch  
Nicole Simone, Director, Strategic Policy and Initiatives Branch  
Carol Strachan, Director, Child Care Quality Assurance and Licensing Branch

## MEMORANDUM

**TO:** Children's Service Managers, Consolidated Municipal Service Managers and District Social Services Administration Boards

First Nations Administrators of Child Care and Child and Family Programs

**FROM:** Becky Doyle  
Director, Financial Accountability and Data Analysis Branch

**DATE:** October 2, 2020

**SUBJECT:** **2020 Licensed Child Care Data Profiles**

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Thank you for your ongoing partnership and efforts during this past year. Further to the October 2, 2020 memo from Shannon Fuller regarding Ontario's Early Years and Child Care Annual Report, I am pleased to share with you the 2020 Licensed Child Care Data Profiles.

The data profiles provide detailed information at the provincial, service system manager, and First Nations community level as captured through the Child Care Licensing System as of March 31, 2020. While the data is as of March 31, the numbers reflect the period immediately prior to the emergency closure of child care centres that resulted from the COVID-19 pandemic.

As of September 30, 2020, 5,158 licensed child care centres and 131 licensed home child care agencies have reopened following the emergency closures resulting from the COVID-19 outbreak. This represents 93% of the 5,565 child care centres and 131 home child care agencies that were licensed as of March 31, 2020.

Thank you for your support and cooperation as we work together to reopen child care programs. The ministry remains committed to continuing to support the safe reopening of child care across the province.

I trust you will find the 2020 Licensed Child Care Data Profiles useful in your system service planning. Should you have any questions about the profiles, please feel free to contact me at [Becky.Doyle@ontario.ca](mailto:Becky.Doyle@ontario.ca)

Sincerely,

Becky Doyle

c: Jill Dubrick, Director, Early Years and Child Care Programs and Service Integration Branch  
Carol Strachan, Director, Child Care Quality Assurance and Licensing Branch  
Maxx-Phillippe Hollott, Manager, Financial Accountability and Data Analysis Branch



Total Number of Child Care Spaces in Ontario: 462,802  
Percentage of Spaces in Ontario: 0.4%

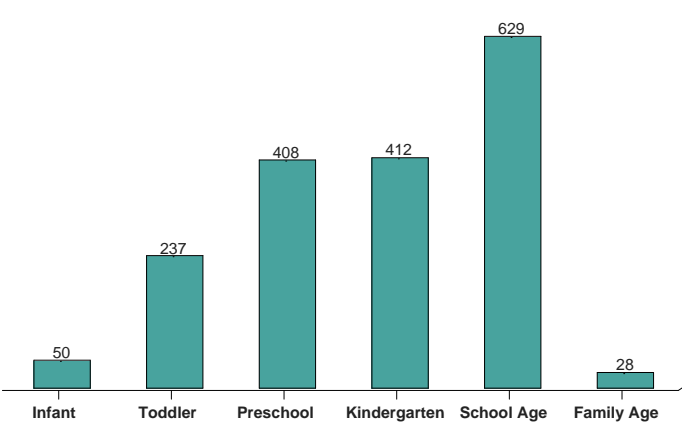
Table 1: Licensed Child Care Centres and Spaces 2019-20, County of Renfrew

Characteristics	Number of Centres	Infant	Toddler	Preschool	Kindergarten	School Age	Family Age	Total Spaces 2019-20	Total Spaces 2010-11	% Increase in Spaces 2010-11 vs 2019-20
Profit Status										
Not-for-profit	26	41	222	384	394	599	28	1,668	923	81%
For-profit	1	9	15	24	18	30	0	96	280	(66%)
Proportion of Not-for-profit	96%	82%	94%	94%	96%	95%	100%	95%	77%	n.a.
Service Language										
English	25	40	212	364	373	539	28	1,556	1,203	29%
Bilingual	0	0	0	0	0	0	0	0	n.a.	n.a.
French	2	10	25	44	39	90	0	208	0	n.a.
Proportion in French Only	7%	20%	11%	11%	9%	14%	0%	12%	0%	n.a.
Location										
Communities	12	22	92	192	67	125	28	526	781	(33%)
Publicly Funded Schools	15	28	145	216	345	504	0	1,238	422	193%
Proportion in Publicly Funded Schools	56%	56%	61%	53%	84%	80%	0%	70%	35%	n.a.
Proportion by Age Group		3%	13%	23%	23%	36%	2%	100%	100%	n.a.
Total	27	50	237	408	412	629	28	1,764	1,203	47%

Figure 1: Child Care Spaces by Age Group 2019-20 County of Renfrew

Table 2: Home Child Care Agencies and Approved Homes 2019-20, County of Renfrew

Characteristics	Number of Agencies 2010-11	Number of Homes 2010-11	Number of Agencies 2019-20	Number of Homes 2019-20	% Increase in Agencies 2010-11 vs 2019-20	% Increase in Homes 2010-11 vs 2019-20
Not-for-profit	2	45	2	65	0%	44%
For-profit	0	0	0	0	n.a.	n.a.
Proportion of Not-for-profit	100%	100%	100%	100%	n.a.	n.a.
Total	2	45	2	65	0%	44%



Data source: Table 1 Licensed Child Care Centres and Spaces 2019-20